



# **DIKOS NTSAAÍGÍÍ-19**

**(COVID-19 Coronavirus)**



**Navajo Department of Health  
Health Command Operations Center**

## **FREQUENTLY ASKED QUESTIONS**



**FREQUENTLY ASKED QUESTIONS**  
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## NAVAJO NATION COVID-19

### Where is the Health Command Operations Center and who is the Incident Commander?

- *The Health Command Operations Center (HCOC) is located in Window Rock, AZ. The Incident Commander of HCOC is David Nez.*

### How can we reach the Navajo Health Command Operations Center? What are the hours of operation for the Hotline?

- *The HCOC can be contact via:*
  - *Hotline 8:00AM-5:00PM Daily: (928) 871-7014*
  - *Email: coronavirus.infro@nndoh.org*
- *The HCOC Social Media using #DineDabidziil*
  - *Facebook: @navajodepthhealth*
  - *Instagram: navajonation\_doh*

### Is there adequate staffing on the Health Command Operations Center COVID-19 Hotline? Is there more than one line?

- *The HCOC Hotline has one line and is stafedf by the Planning Section from 8:00AM to 5:00PM Daily.*

### What are phone numbers to get COVID-19 information at our local medical facilities?

FACILITY	PHONE NUMBER
<i>Chinle Comprehensive Health Care Facility Hotline</i>	<i>(800) 343-9271</i>
<i>Urban Indian Health Program in Coconino County</i>	<i>(928) 679-7300</i>
<i>Crownpoint Health Care Facility Hotline</i>	<i>(866) 820-0141</i>
<i>Dzilth-Na-O-Dith-Hle Health Center Mainline</i>	<i>(505) 960-7801</i>
<i>Four Corners Regional Health Center Hotline- Red Mesa, AZ</i>	<i>(928) 656-5000</i>
<i>Gallup Indian Medical Center Hotline</i>	<i>(505) 726-5888</i>
<i>Inscription House Health Center Mainline</i>	<i>(928) 672-3000</i>
<i>Kayenta Health Center Hotline</i>	<i>(928) 697-5177</i>
<i>Pinon Health Center Mainline</i>	<i>(928) 725-9500</i>
<i>Shiprock – Northern Navajo Medical Center Hotline</i>	<i>(505) 368-7447</i>
<i>Tohatchi Health Care Center Mainline</i>	<i>(505) 733-8100</i>
<i>Tsaile Health Center Mainline</i>	<i>(928) 724-3600</i>
<i>Tsehoostooi Medical Center Hotline</i>	<i>(928) 729-3435</i>
<i>Tuba City Regional Health Care Center – Request COVID-19 Hotline)</i>	<i>1 (866) 976-5941</i>
<i>Winslow Indian Health Care Center</i>	<i>General Info: (928) 289-4646 Signs &amp; Symptoms Info: (928) 289-8143</i>

## **How many confirmed cases are on the Navajo Nation?**

- *As of March 24, 2020, the Navajo Nation has 49 confirmed cases.*

## **What steps are being taken to stop to the spread of COVID-19?**

- *As COVID-19 is a rapidly evolving situation, the HCOC is working to protect the Navajo People's health, therefore:*
- *On March 19, 2020, The HCOC issued the Public Health Emergency Order Requiring Closure of the Chilchinbeto Community for Quarantine and Isolation (Shelter in Place) Purpose to Limit the Spread of COVID-19.*
  - *The community of Chilchinbeto, AZ must be and is hereby closed to the public and to visitors.*
    - *All individuals residing within the Chilchinbeto Community shall limit their movement within and outside of their community and limit their contact individuals who are not immediate family members or household members.*
    - *To obtain necessary services or supplies to maintain the safety, sanitation, and essential operation of residential.*
    - *The Commission on Emergency Management shall assist in coordinating emergency and disaster relief services directly to the community.*
    - *To engage in daytime outdoor activity such as walking, hiking, or running while still practicing social distancing (staying six (6) feet away from people, etc.)*
  - *Visitors to the Chilchinbeto Community are directed to return home immediately upon the issuance of the order on March 19, 2020 by the fastest and safest available means.*
  - *All business with the Chilchinbeto Community, except essential businesses are required to cease all activities*
  - *All first responders, emergency management personnel, emergency dispatchers, court personnel, and law enforcement personnel and other working for or to support essential business are categorically exempt.*
- *On March 20, 2020, the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, "all individuals living on the Navajo Nation must stay home or at their place of residence, except essential workers needed to maintain continuity of operations of the critical infrastructure sectors (see <https://www.cisa.gov/critical-infrastructure-sectors>).*
  - *All individuals residing on the Navajo Nation shall limit their movement within and outside of their community and limit their contact individuals who are not immediate family members or household members.*
    - *To engage in activities or perform tasks essential to their health and safety or to the health and safety of their immediate family or household members for imminent health needs.*
    - *To engage in daytime outdoor activity such as walking, hiking, or running while still practicing social distancing.*
  - *All visitors of the Navajo Nation are directed to return home immediately upon the issuance of this order by the fastest and safest available means.*

- *All business with the Navajo Nation, except essential businesses are required to cease all activities.*
  - *Restaurants and food service establishments are limited to providing dine-out options only.*
  - *Essential Businesses shall comply with social distancing requirements.*
- *Individuals may leave their residence to work for or obtain services any healthcare operations, which includes veterinary care and does not include gyms.*
- *Individuals may leave their residence to provide any services or perform any work necessary to the operation and maintenance of essential infrastructure, when providing services that they are in compliance with social distancing requirements.*
- *All short term lodging shall cease all operations unless otherwise authorized in writing by the Public Health Director for emergency or quarantine purposes or to provide lodging for essential personnel.*
- *Residential and commercial construction site may otherwise continue to operate so long as in compliance with social distancing requirements. And limiting person onsite to no more than ten (10) people at any given time.*
- *All first responders, emergency management personnel, emergency dispatchers, court personnel, and law enforcement personnel and other working for or to support essential business are categorically exempt.*

**With the confirmed cases within the community of Chilchinbeto, AZ, what type of protocols are in place for testing or to quarantine other that might have been exposed?**

- *On March 19, 2020, The HCOC issued the Public Health Emergency Order Requiring Closure of the Chilchinbeto Community for Quarantine and Isolation (Shelter in Place) Purpose to Limit the Spread of COVID-19.*
- *On March 20, 2020, the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, “all individuals living on the Navajo Nation must stay home or at their place of residence, except essential workers needed to maintain continuity of operations of the critical infrastructure sectors (see <https://www.cisa.gov/critical-infrastructure-sectors>).*
- *The HCOC continue to encourage all individuals to practice the following prevention measures:*
  - *If you believe that you might have been exposed, HCOC recommends to self-quarantine/isolate and monitor for the symptoms.*
  - *If you are showing signs or symptoms (fever, coughing, shortness of breath), contact your medical facility before going in. The medical facility will provide instructions on the procedure.*
    - *If you are coughing, wear a facemask. If you do not have a facemask, keep six (6) feet away from everyone, this will protect the people within the medical facility*
  - *Follow up with your healthcare provider and local health authorities for instructions for monitoring symptoms and reporting information.*

**How many more people have been exposed to COVID-19?**

- *The Navajo Nation is only able to report on the confirmed cases, as it is difficult to measure the number of people that have been exposed.*

**How do we know who was confirmed to have COVID-19? So we know if have been exposed to them?**

- *The Navajo Nation Privacy Act and The Health Insurance Portability and Accountability Act (HIPAA) of 1996 prohibit the Navajo Nation to disclose an individual’s identifiable health information. However, an individual at their discretion can disclose their own health information to inform others that they have been exposed.*

**Have COVID-19 test kits been order for medical facilities on the Navajo Nation? If so, where are we able to be tested?**

- *Many of the medial facilities on the Navajo Nation are capable to conduct the testing, however individuals must meet the criteria for testing. Refer to the chart below, for medical facility capability to test:*

<b>FACILITY</b>	<b>TESTING?</b>
<i>Chinle Comprehensive Health Care Facility Hotline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Urban Indian Health Program in Coconino County</i>	<i>Must be referred by health care provider to be tested</i>
<i>Crownpoint Health Care Facility Hotline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Dzilth-Na-O-Dith-Hlt Health Center Mainline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Four Corners Regional Health Center Hotline- Red Mesa, AZ</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Gallup Indian Medical Center Hotline</i>	<i>Yes, upon confirmation of positive symptoms after screening by a medical provider</i>
<i>Inscription House Health Center Mainline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Kayenta Health Center Hotline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Navajo Health Foundation – Sage Memorial Hospital</i>	<i>No testing</i>
<i>Pinon Health Center Mainline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Shiprock – Northern Navajo Medical Center Hotline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Tohatchi Health Care Center Mainline</i>	<i>Yes, upon confirmation of positive symptoms after screening</i>
<i>Tsaile Health Center Mainline</i>	<i>Referral to Chinle with a private driver lab</i>

<i>Tsehoostooi Medical Center Hotline</i>	<i>No testing</i>
<i>Tuba City Regional Health Care Center – Request COVID-19 Hotline)</i>	<i>Yes, upon admitted to the hospital through triage process</i>
<i>Winslow Indian Health Care Center</i>	<i>Yes, upon confirmation of high-risk symptoms after screening</i>

**With this COVID-19 spreading quickly, has the Navajo Nation banned the Navajo people living off the nation that live within or near a “hot spot” coming back to the nation?**

- *On March 20, 2020, the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, all individuals living on the Navajo Nation must stay home or at their place of residence, except essential workers needed to maintain continuity of operations of the critical infrastructure sectors.*
  - *All visitors of the Navajo Nation are directed to return home immediately upon the issuance of this order by the fastest and safest available means.*

**Will the Navajo Nation border and state border of the four (4) corners be closed?**

- *As of March 22, 2020, the Navajo Nation has not closed the Navajo Nation. Also the Four (4) Corner States (Arizona, Utah, Colorado, and New Mexico) borders remain open.*
  - *However, On March 20, 2020, the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, “all individuals living on the Navajo Nation must stay home or at their place of residence, except essential workers needed to maintain continuity of operations of the critical infrastructure sectors.*
    - *All visitors of the Navajo Nation are directed to return home immediately upon the issuance of this order by the fastest and safest available means.*

### **How effective is the 14 day quarantine?**

- *The effectiveness of the 14 day quarantine has yet to be documented however the intent of the 14 day quarantine is to limit the person to person contact to reduce the exposure of the virus.*

### **How are effective are facemask?**

- *According to the World Health Organization, “Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.”*
- *If you wear a mask, then you must know how to use it and dispose of it properly.*
  - *Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.*
  - *Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.*
  - *Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.*
  - *Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.*
  - *To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.*
- *If you are healthy, you only need to wear a mask if you are taking care of a person with COVID-19.*
- *Wear a mask if you are coughing or sneezing.*

### **Is COVID-19 airborne?**

- *The Center for Disease Control (CDC) states that the COVID-19 is spread person to person 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. Therefore, it is recommended to keep six (6) feet away people.*

### **Where did COVID-19 originate from?**

- *The CDC writes, “Early on, many of the patients at the epicenter of the outbreak in Wuhan, Hubei Province, China had some link to a large seafood and live animal market, suggesting animal-to-person spread. Later, a growing number of patients reportedly did not have exposure to animal markets, indicating person-to-person spread. Person-to-person spread was subsequently reported outside Hubei and in countries outside China, including in the United States. Some international destinations now have ongoing community spread with the virus that causes COVID-19, as do some parts of the United States. Community spread means some people have been infected and it is not known how or where they became exposed. Learn more about the spread of this newly emerged coronavirus.”*

### **When talking about the “elders” being the high risk population, what age range? As there might be people of that age still working with no symptoms, what do you recommend?**

- *The CDC identifies people 65 years or older to be among those that are at higher risk.*
  - *Take steps to protect yourself, by:*



- *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.*
- *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
- *Avoid touching your eyes, nose, and mouth with unwashed hands.*
- *Take steps to protect others:*
  - *Stay home if you're sick*
    - *Stay home if you are sick, except to get medical care. Learn what to do if you are sick.*
    - *Cover coughs and sneezes*
  - *Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.*
    - *Throw used tissues in the trash.*
    - *Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.*
  - *Clean and disinfect*
    - *Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.*
    - *If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.*
- *Address concern with immediate supervisor at worksite or organization.*

**Will COVID-19 pandemic be over by summer 2020?**

- *Public Health Officials report that the Coronavirus19 will extend pass summer 2020, which is why they are asking for the public to comply with recommendations set forth by CDC.*

**Does the Navajo Nation President have a plan, if staff will have to use their annual or sick leave?**

**Because not all staff have enough leave and we still have bills?**

- *On March 11, 2020, the Office of the President and Vice President (OPVP) issued Executive Order No. 001-20 Declaring a State of Emergency, in which states, "All non-essential Navajo Nation government employees, including non-certified chapter employees, affected by this Executive Order shall be granted Administrative Leave for the duration of the closure... The closure of the Navajo Nation government office may be extended beyond April 3, 2020 on the recommendation of the Navajo Department of Health HCOG and the Navajo Department of Emergency Management Operation Center.*
  - *The Navajo Nation Personnel Policies Manual, X. LEAVE ADMINISTRATION, B. Paid Leave, 3. Administrative Leave, b. states, "Temporary closure of employee work sites or facilities due to environmental health hazards or other safety or health reasons. Administrative leave*

*shall not be granted when affected employees can reasonably be assigned to alternative work sites.”*

- *On March 18, 2020, Honorable Speaker Seth Damon released a memorandum, in which serves as notification that there has been a reduction in services for all Legislative Branch programs. Programs under the Legislative Branch will be closed effective March 19, 2020 until further notice and, “All regular and temporary employees shall be paid utilizing administrative leave with pay.”*
- *On March 20, 2020, a Public Service Announcement from the Judicial Branch of the Navajo Nation stated, “all Navajo Nation Judicial Branch employees to either work from home or to be placed on administrative leave and on-call for essential services was issued today by Chief Justice JoAnn B. Jayne. The order goes into effect Friday, March 20, 2020, and ends Friday, May 1, 2020, at 5 p.m.*
  - *“This administrative order supersedes an order issued on Wednesday, March 18, 2020, that authorized Judicial Branch employees with no childcare, who are 60 or over, or who have compromised immune systems to telecommute or take administrative leave.*

**If you have already been sick within the last few months, will I get sick with COVID-19?**

- *There is no answer yet; most people would likely develop at least short-term immunity to the specific coronavirus that causes COVID-19. However, you would still be susceptible to a different coronavirus infection. Or, this particular virus could mutate, just like the influenza virus does each year. Often these mutations change the virus enough to make you susceptible, because your immune system thinks it is an infection that it has never seen before.*

**Should we worry about people experiencing seasonal allergies?**

- *As a precautionary measure practice social distancing by keeping six (6) feet away from people, especially if coughing or sneezing.*

### **What if you are a shepherd or if you have livestock?**

- *As the HCOC Public Information Officer's staff has reached about to our elders, in which they offered the cultural teaching that livestock (including sheep) can provide protection for the family camp from the spirits of Nay'ye (the spirit of sickness).*
- *Currently, the CDC does not have evidence that companion animal, including pets, livestock, or wildlife, can spread COVID-19 or that the animals might be a source of infection in the United States.*
  - *However, all animals can carry germs that can make people sick, it's always a good idea to practice health habits around pets and other animals by:*
- *Continue to practice good hygiene, by washing your hands after handling animals, their food, waste, or supplies.*
  - *Limit contact with pets, animals, and livestock. You should restrict contact with pets, livestock, or wildlife if you or family member is sick with COVID-19.*
  - *Have another family member care for your livestock while you are sick.*
  - *Avoid petting, snuggling, being licked, and sharing food with pets.*
  - *Wear a facemask and wash hands before and after you interact with you pets and livestock.*

### **Elderly say horse meat is a cure for colds. In recent years, there has been an increase of horses. What are our Medicine Men saying? Is horse meat consumption used as medicine?**

- *Yes this is true. In Diné Culture many of the animals, domesticated or not, carry a song, prayer and medicine of protection and healing for our people.*

### **Why are we not resorting back to our traditional medicine and practices? We need to resort back to our traditional practices. How come we have not given an offering the four sacred mountains?**

- *As Navajo people are now currently living in modern way of life maybe result in fragmentation of cultural and traditional practices and participation in our traditional ceremonies*
  - *We all need to be open minded and patient with one another and encourage the practice of traditional Diné spirituality through role modeling. We must be willing to teach and to be willing to learn.*
- *The HCOC Public Information Officer staff contacted Diné Hataalii Association (DHA) in which they reassured the HCOC that the Regional Board of Directors and local medicine people have discussed COVID-19. Our Diné medicine people have sponsored and in most cases leading the ceremonies and making offerings to sacred sites at their own discretion along their apprentice(s) and families.*

### **When are our Medicine Men going to have a day of prayer? In years past, we had faith-based, traditional Navajo and NAC come together for a day of prayer.**

- *In the past the Navajo Nation has encouraged all spiritual entities to come together to be one in prayer for the wellness of on the beginning of each season within the communities across the nation were encouraged to continue with this prayer day activities.*

**Shaking hands has always been a way of greeting. Now we are told not to share hands, which can be interpreted as disrespectful to our elders.**

- *Shaking hands and greeting one another through Ké and kinship is powerful and practiced for many generations. We all have the responsibility to must educate our elders, medicine and spiritual people on COVID-19 and how to prevent it from spreading. Social Distancing is a method to prevent the spread of COVID-19 and to create a shield to protect and to preserve our culture.*

## MEDICAL FACILITIES

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### **What is the status of Non-Emergency Medical Transportation (NEMT)/Safe Ride?**

- *A memorandum from the Navajo Department of Health and HCOC advising NEMT providers to follow the proper health and safety guidelines to provide their services to patients on the Navajo Nation.*
- *The Arizona Department of Health (ADHS) and Arizona Health Care cost Containment System (AHCCCS) advised NEMT providers on the Navajo Nation to follow interim guidance and recommendations issues by the Center for Disease Control and Prevention (CDC), as well as the ADHS. NEMT providers are advised to comply with the Navajo Nation Public Health Emergency Order, No.2020-002 and No. 2020-003. The Public Health Emergency Order recognizes the importance of "essential business" to conduct tasks that "provide food, shelter, social services, and other necessities of life for economically disadvantaged or otherwise need individuals."*
- *The HCOC encourages NEMT providers to contact health departments at the local level for more specific information.*
- *NEMTS providers conducting business on the Navajo Nation use extreme caution following CDC guidelines when scheduling services, especially those categorized at high risk (heart disease, lung disease, diabetes, 50+ years old are at increased risk, and 60+ years old is that highest risk).*

### **What if you have an appointment with your provider at Fort Defiance Indian Hospital?**

- *Due to the confirmed positive COVID-19 cases on the Navajo Nation, as of March 18, 2020, Fort Defiance Indian Hospital Board communities that the Incident Command Team along with Hospital Leadership has made the decision on March 19, 2020 to close all service at the Nahata D'ziil Health Center all temporarily close all Tsehoostooi Medical Center outpatient services starting March 20, 2020 at 7:00AM until further notice. To mitigate the spread of COVID-19and protect the patient, healthcare workers, and community.*

### **What about appointments for elders and young children?**

- *In regards to appointments, contact your health provider or the medical facility days before to inquire about status of appointment(s) and to receive instruction(s) on additional processes such as medication refill and pickup.*
- *On March 20, 2020, the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, "all individuals living on the Navajo Nation must stay home or at their place of residence, except engage in activities or perform tasks essential to their health and safety or to the health and safety of their immediate family or household members (including, but limited to livestock or pets) such as medical supplies, medication, or visiting a health care professional for imminent health needs.*

### **What is a patient has a weekly appointment, such weekly injection? What should I do?**

- *In regards to appointments, contact your health provider or the medical facility days before to inquire about status of appointment(s). If appointment(s) are still schedule, provide your updated information, so they are able to contact you if anything changes.*
  - *When attending the appointment, continue to practice preventive measure:*
    - *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.*
      - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
      - *Avoid touching your eyes, nose, and mouth with unwashed hands.*
    - *Avoid close contact, especially with people that are sick*
      - *Continue to practice social distancing by keeping six (6) feet away when not providing direct contact needed services especially important for people who are at higher risk of getting very sick.*
    - *Cover coughs and sneezes with a tissue or into the inside of your elbow and throw used tissues in the trash immediately after.*
- *On March 20, 2020, the Navajo Nation supports the Navajo People to travel to necessary appointment(s) under the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19.*

**What is someone has an appointment off the nation, like in Flagstaff, AZ. Is it safe to travel?**

- *In regards to appointments, contact your health provider or the medical facility days before to inquire about status of appointment(s). If appointment(s) are still schedule, provide your updated information, so they are able to contact you if anything changes.*
  - *When attending the appointment, continue to practice preventive measure:*
    - *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.*
      - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
      - *Avoid touching your eyes, nose, and mouth with unwashed hands.*
    - *Avoid close contact, especially with people that are sick*
      - *Continue to practice social distancing by keeping six (6) feet away when not providing direct contact needed services especially important for people who are at higher risk of getting very sick.*
    - *Cover coughs and sneezes with a tissue or into the inside of your elbow and throw used tissues in the trash immediately after.*
- *On March 20, 2020, the Navajo Nation supports the Navajo People to travel to necessary appointment(s) under the Public Health Emergency Stay at Home (Shelter in Place) Order for all*

*Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19.*

**What are the recommendations for dialysis patients?**

- *In regards to appointments, contact your health provider or the medical facility days before to inquire about status of appointment(s). If appointment(s) are still schedule, provide your updated information, so they are able to contact you if anything changes.*
  - *When attending the appointment, continue to practice preventive measure:*
    - *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.*
      - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
      - *Avoid touching your eyes, nose, and mouth with unwashed hands.*
    - *Avoid close contact, especially with people that are sick*
      - *Continue to practice social distancing by keeping six (6) feet away when not providing direct contact needed services especially important for people who are at higher risk of getting very sick.*
    - *Cover coughs and sneezes with a tissue or into the inside of your elbow and throw used tissues in the trash immediately after.*
- *On March 20, 2020, the Navajo Nation supports the Navajo People to travel to necessary appointment(s) under the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19.*

## TESTING

**Is the Navajo Nation capable to test onsite? If so, how long will the results take?**

- *Yes, the following medical facilities are able to test:*

<i>FACILITY</i>	<i>PHONE NUMBER</i>
<i>Chinle Comprehensive Health Care Facility Hotline</i>	<i>(800) 343-9271</i>
<i>Urban Indian Health Program in Coconino County</i>	<i>(928) 679-7300</i>
<i>Crownpoint Health Care Facility Hotline</i>	<i>(866) 820-0141</i>
<i>Dzilh-Na-O-Dith-Hle Health Center Mainline</i>	<i>(505) 960-7801</i>
<i>Four Corners Regional Health Center Hotline- Red Mesa, AZ</i>	<i>(928) 656-5000</i>
<i>Gallup Indian Medical Center Hotline</i>	<i>(505) 726-5888</i>
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<i>Kayenta Health Center Hotline</i>	<i>(928) 697-5177</i>
<i>Pinon Health Center Mainline</i>	<i>(928) 725-9500</i>
<i>Shiprock – Northern Navajo Medical Center Hotline</i>	<i>(505) 368-7447</i>
<i>Tohatchi Health Care Center Mainline</i>	<i>(505) 733-8100</i>
<i>Tsaile Health Center Mainline</i>	<i>(928) 724-3600</i>
<i>Tsehoostooi Medical Center Hotline</i>	<i>(928) 729-3435</i>
<i>Tuba City Regional Health Care Center – Request COVID-19 Hotline)</i>	<i>1 (866) 976-5941</i>
<i>Winslow Indian Health Care Center</i>	<i>General Info: (928) 289-4646 Signs &amp; Symptoms Info: (928) 289-8143</i>

- *The Indian Health Services (IHS) website states, “Test results may be available in as little as one day, but timing may vary by location. As commercial labs begin to offer testing services, we expect the time to decrease.”*
  - *When waiting for you test result, the website states, “Individuals should follow the advice of their health care provider. For a majority of individuals with mild symptoms, the CDC generally recommends staying home, using a separate bathroom, and as much as possible, staying in a separate room and away from other people in the home. Patients with more severe symptoms may be hospitalized for care while awaiting test results.”*

**How are false positive and negative test results being monitored and handled?**

*The Navajo Department of Health is coordinating with the state and the hospitals (IHS and 638) to validate the results.*



## FUNERAL RECOMMENDATIONS

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### **If a person dies from COVID-19, is their body still contagious?**

- *The CDC states, there is currently no known risk associated with being in the same room at a funeral or visitation with the body of someone who has died from COVID-19. However, CDC is still learning how COVID-19 is spread.*
  - *The virus that causes COVID-19 is thought to mainly close contact (i.e., within about 6 feet) with a person who is currently sick with COVID-19.*
  - *The virus likely spreads primarily through respiratory droplets produced when an infected person coughs or sneezes. This type of spread is not a concern after death.*
- *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 possibly their eyes, but this is not thought to be the main way the virus spreads.*
- *People should consider not touching the body of someone who has died of COVID-19.*
  - *At a minimum, people conducting these activities should wear disposable gloves. If splashing of fluids is expected, additional personal protective equipment (PPE) may be required (such as disposable gown, face shield or goggles and facemask).*

### **Our family just had a death in the family and way more than 50 people would like to attend. What is the recommendation moving forward in planning?**

- *On March 16, 2020, the CDC and President Trump's Coronavirus Guidelines for America: 15 Days to Slow the Spread states, all events should be attended by ten (10) or less people. This will apply to funerals.*
  - *Do not attend the funerals if there are more than ten (10) people.*
  - *Do not attend a funeral if you are sick.*
  - *If you do attend a funeral, avoid close contact by practicing social distancing by keeping six (6) feet away from people.*
    - *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.*
    - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*

## TRAVEL

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### **What if someone has to travel off the nation to commute to work daily in a border town?**

- *The HCOC has issued a Public Health Emergency Order on March 18, 2020 that advised all Navajo Nation Citizens to stay at home and only leave home absolutely necessary for their health, safety, or welfare.*

### **If I went to an identified “hot spot”, do I need to self-quarantine?**

- *Upon return from travel, be sure to take the precautions to help prevent the spread of COVID-19, by self-quarantine/isolate within their own room if possible and keep the door closed.*
- *Have only one family member care for you. However, if you are over the age of 65 year older or with underlying conditions consider recommending the utilization of additional protection or more intensive care for the household members.*
- *Avoid social gathering and events, this includes having visitors.*
- *Monitor for symptoms. If you are showing signs or symptoms (fever, coughing, shortness of breath), contact your medical facility before going in. The medical facility will provide instructions on the procedure.*
  - *If you are coughing, wear a facemask. If you do not have a facemask, keep six (6) feet away from everyone, this will protect the people within the medical facility*
  - *Do not share for or food and personal items.*

### **Have all field trips to area identified as “hot-spots” been cancelled?**

- *On March 11, 2020, The Department of Diné Education (DODE) sent a letter to school leaders, addressing State Public, Bureau of Indian Affairs (BIE) funded, Tribally Controlled, Mission, and Private Schools, and Navajo Nation Head Start Center. Within this letter, DODE advised the schools strongly discouraged school field trips outside of the Navajo Nation, as the COVID-19 is unpredictable. This precautionary measure is to keep students, teachers, and school staff safe and healthy.”*
- *On March 20, 2020, Arizona Governor Ducey and Superintendent Hoffman announced a two-week extension of school closures through Friday, April 10, 2020.*
- *New Mexico Governor Michelle Lujan Grisham announced Friday that New Mexico K-12 public schools will close for three (3) weeks, effective Monday, March 16, to mitigate the risk of community spread of COVID-19.*
  - *The order closing all public pre-schools and K-12 schools will be effective through April 3 and may be extended as conditions warrant. Schools will not be required to make up the missed instructional days at the end of the academic year, the Public Education Department said.*

## PROGRAMS & ORGANIZATIONS

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### **Has the Legislative Branch Closed?**

- *On March 18, 2020, Speaker Seth Damon released a memorandum notifying all that Legislative Branch will have a reduction in services for all Legislative Branch programs. The programs under the Legislative Branch will be closed effective March 19, 2020 until further notice. All supervisors are directed to close public access to office buildings and to initiate remote working procedures for all employees. Notification will be provided when regular services will resume.*

### **Will Navajo Nation Women, Infant, and Children (WIC) still be providing services?**

- *The WIC Clinics will still be providing services, however the Tuba City and Sage clinic are closed. Contact the WIC Central Office at (928) 871-6698.*

### **Are Senior Centers being closed? The elders should still be receiving services.**

- *On March 16, 2020, The Division of Aging and Long Term Care Support (DALTCS) closed the senior centers for three (3) weeks to prevent the spread of COVID-19. The Senior Center will provide meals for our elders via home delivery. Elders will need to meet the eligibility criteria set forth by DALTCS.*
  - *All Senior Centers will have post signs posted on times of delivery and pick up times.*

### **How is Navajo Housing Authority (NHA) addressing COVID-19?**

- *In the Public Service Announcement on the NHA website dated March 20, 2020 granted their employees administrative leave for employees until March 29, 2020, however this is subject to change and will have personnel on standby to address emergency work orders.*
  - *NHA stands ready to assist and is pleased to announce it will be making a \$1 million financial contribution to the Navajo Nation to support in the following areas: providing cleaning supplies, personal protective equipment (PPE), media expenses for updates to the community, and providing food when available.*
- *NHA states they understand that their tenants may be experiencing a financial burden during this time, therefore the NHA leadership has authorized the waiver of public rental and homeownership payments for the months of April and May 2020.*
  - *Other actions in effect include the temporary suspension of: notices to vacate and lease violations, evictions for non-criminal activity, unit transfers, move-ins, move-outs, routine maintenance work orders, annual housing inspections, rental and homeownership late fees and pest control services to public residential units. Existing repayment agreements and recertification deadlines will be extended.*
- *For additional information regarding NHA status and other public service announcements regarding the COVID-19 outbreak, tenants may call NHA's hotline number at (928) 871-2691 or visit our website at [www.hooghan.org](http://www.hooghan.org).*

### **Are Chapter Houses in all communities closed?**

- *The Navajo Nation Division of Community Development is currently following the Executive Order Issued on Friday, March 13, 2020, to temporarily reduce the number of on-duty Executive Branch employees for three weeks.*
  - *Non-Certified Chapters*
    - *Pursuant to Executive Order No. 001-20, all non-certified Chapter employees are on paid Administrative Leave effective March 19, 2020 until further notice. All supervisors were directed to close public access to Chapter buildings and to initiate remote contact with Community Services Coordinators (CSC), Accounts Maintenance Specialists (AMS), and Temporary Employees including PEP workers. Chapter Offices are closed and signs were posted on all doors displaying that buildings are closed until further notice. Contact information should be posted at the entrances and voice messages on the chapter phones.*
    - *In order to prevent the spread of COVID-19, all non-certified Chapter employees have been directed to remain at home and to reduce personal travel.*
  - *Certified Chapters*
    - *The Certified LGA Chapters employees will get direction from supervisors and Chapter leaders on remaining open or closed due to COVID-19 Emergency. The status of Certified LGA Chapters may be different for each chapter. Please call the Certified Chapters for information.*

**Are Navajo Chapter Houses posting information and updates on their websites?**

- *Depends on the chapter, however for information, contact Division of Community Development at (928) 871-7182 or by visiting their website at [www.nndcd.org](http://www.nndcd.org).*

**What about caregiver that are not related to the client? What are the recommendations for continuing care?**

- *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.*
  - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.*
- *Avoid touching your eyes, nose, and mouth with unwashed hands.*
- *Avoid close contact, especially with people that are sick*
  - *Continue to practice social distancing by keeping six (6) feet away when not providing direct contact needed services especially important for people who are at higher risk of getting very sick.*
- *Cover coughs and sneezes with a tissue or into the inside of your elbow.*
  - *Throw used tissues in the trash immediately after.*
  - *Wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 70% alcohol.*

**I am a caregiver. What if my elderly client gets sick, do I call the medical facility first or get take them? I am seeking information on the protocol.**

- *If the elderly client is presenting symptoms of COVID-19 such as fever, coughing, and shortness of breath), Contact your medical facility before going in. The medical facility will provide instructions on the procedure.*
  - *If they are coughing have them wear a facemask.*
  - *If they do not have a facemask, keep six (6) feet away from everyone, this will protect the people within the medical facility.*
- *Wash your hands often with soap and water for at least 20 seconds*
  - *If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol.*
    - *Avoid touching your eyes, nose, and mouth with unwashed hands.*
- *Follow up with your healthcare provider and local health authorities for instructions for monitoring symptoms and reporting information.*

**The Kayenta Township staff is still required to work, how will this be addressed?**

- *The Kayenta Township functions are a governing authority with the “home rule” authority to regulate itself.*
- *As of March 20, 2020, The Kayenta Township website indicates that the Kayenta Township office will remain open but their doors will lock. The Kayenta Township strongly suggests contacting them via (928) 697-8451 to take care of any business that you may have with the Township.*

## FOOD SERVICES

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### **How is the Navajo Nation addressing the vendors that are selling food, such as breakfast burritos?**

- *On March 18, 2020, Navajo Office of Environmental Health and Protection Program, Navajo Department of Health issued a Public Health Emergency Order, in which “all itinerant/temporary food service establishments shall only serve order to go, curbside, and seating shall be prohibited at fixed locations or temporary locations (flea markets, roadside, etc.).”*

### **Are fast foods places or restaurants open?**

- *On March 20, 2020 The Navajo Office of Environmental Health and Protection Program, Navajo Department of Health issued a Public Health Emergency Order, in which it states that business that provide food are deemed as essential business will continue to operate, however only providing dine-out options only.*

## SCHOOLS

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### When are schools resuming?

- **DEPARTMENT OF DINÉ EDUCATION:** *The Navajo Nation Board of Education passed the resolution stating the Navajo Nation Board of Education hereby declared an emergency and recommends the closure of all Public Law 100-297 grant schools, Public Law 93-638 contract schools, Bureau of Indian Education-operated schools, public schools (including charter schools) located on the Navajo Nation, private schools, higher education institutions operating on the Navajo Nation, early childhood programs including Child Care Development Fund Programs, Head Start, FACE Programs, and all after-school programs located on the Navajo Nation for three (3) weeks, effective March 16, 2020.*
- **ARIZONA:** *State-wide closures of Arizona schools through Friday, April 10, 2020.*
  - *When school resumes, school administrators should develop and implement precautions to ensure schools are a safe learning environment, including social distancing measures, regular intervals for administrators to wash and sanitize their hands, and guidance on how to properly and frequently sanitize equipment and common surfaces.*
- **NEW MEXICO:** *All New Mexico public school shall closed beginning March 16, 2020 and shall reopen until April 6, 2020 due to the public health emergency declared in New Mexico Executive Order 2020-004.*
- **UTAH:** *Utah Department of Health and Local Health Departments that are empowered to close schools when necessary to protect public health. Local Education Agencies (LEAs) are recommended to act in accordance with guidance from their corresponding local health departments in making the final decision as to whether conditions require the closure of schools.*
  - *Contact the school for further information*

### How will closed campus of schools affect our children's school progress?

- *School closures are in place to ensure the health of the students, teachers, and school staff. Contact your student's school regarding school's plan to continue education and how related supports will be provided while the campus is closed.*
  - *If you face technology or connectivity issues, or if your child is having a hard time completing assignments, let the school know.*
- *However, below are some ideas to keep your student learning:*
  - *Create a schedule and routine for learning at home, but remain flexible.*
  - *Have consistent bedtimes and get up at the same time, Monday through Friday.*
  - *Structure the day for learning, free time, healthy meals and snacks, and physical activity.*
  - *Consider ways your child can stay connected with their friends without spending time in person.*
  - *Look for ways to make learning fun.*
  - *Have hands-on activities, like puzzles, painting, drawing, and making things.*
  - *Independent play can also be used in place of structured learning. Encourage children to build a fort from sheets or practice counting by stacking blocks.*

- *Practice handwriting and grammar by writing letters to family members. This is a great way to connect and limit face-to-face contact.*
- *Start a journal with your child to document this time and discuss the shared experience.*
- *Use audiobooks or see if your local library is hosting virtual or live-streamed reading events.*

**Is the Navajo Nation working to have all schools and educational institutions together?**

- *The Navajo Nation Board of Education passed the resolution stating the Navajo Nation Board of Education hereby declared an emergency and recommends the closure of all Public Law 100-297 grant schools, Public Law 93-638 contract schools, Bureau of Indian Education-operated schools, public schools (including charter schools) located on the Navajo Nation, private schools, higher education institutions operating on the Navajo Nation, early childhood programs including Child Care Development Fund Programs, Head Start, FACE Programs, and all after-school programs located on the Navajo Nation for three (3) weeks, effective March 16, 2020.*

**How is Bureau of Indian Education (BIE) on the Navajo Nation addressing the COVID-19? Does the Navajo Nation have precedence over all schools on the nation, including BIE?**

- *On March 14, 2020, the United State Department of the Interior, Bureau of Indian Education released a letter to all BIE-funded School Leaders regarding the temporary closure of a Bureau of Indian Education (BIE) funded school location due to identified risks posed by COVID-19 that create facility conditions that may constitute an immediate hazard to health and safety.*
- *On March 13, 2020, the Navajo Nation Board of Education passed the resolution stating the Navajo Nation Board of Education hereby declared an emergency and recommends the closure of, Bureau of Indian Education-operated schools located on the Navajo Nation for three (3) weeks, effective March 16, 2020.*

**Some of our children are attending private schools that are not required to follow state or Navajo Nation guidelines. How is the Navajo Nation addressing this?**

- *The Navajo Nation Board of Education passed the resolution that recommends the closure of private schools located on the Navajo Nation for three (3) weeks, effective March 16, 2020.*

**Is it safe for schools to provide food trays to students while they away from schools?**

- *Yes, as long as the food is dine-out only, as order by Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19.*

**What is the status on daycares or pre-schools? As parents and guardians are still working.**

- *All establishment may vary, please contact your selected childcare facility to check the status of their operation, however the Navajo Nation Board of Education passed the resolution on March 13, 2020 recommends the closure of Child Care Development Fund Programs, Head Start, FACE Programs, and all after-school programs located on the Navajo Nation for three (3) weeks, effective March 16, 2020.*



### **Will churches and revivals be closed?**

- *Yes, as the HCOC has issued the Public Health Emergency Stay at Home (Shelter in Place) Order for all Resident of the Navajo Nation for Quarantine and Isolation Purposes to Limit the Spread of COVID-19 that states, “all individuals living on the Navajo Nation must stay home or at their place of residence, except essential workers needed to maintain continuity of operations of the critical infrastructure sectors.*

## MENTAL HEALTH

### What steps are being taken to give psychological support to individual that feel depressed with COVID-19?

- The Navajo Nation Crisis Response Teams can be activated through the following Police Dispatch:

RESOURCE	CONTACT INFORMATION
Crownpoint Police Department	(505) 786-2050/2051
Dilkon Police Department	(928) 657-8075
Window Rock Police Department	(928) 871-6111/6112
Gallup Metro Police Department	911 or (505) 722-2231
Shiprock Police Department	(505) 368-1350/1351

- The Navajo Nation Division of Behavioral and Mental Health Services will continue maintain minimal operation to adhere to Navajo Nation Executive No. 001-20, if you need assistance contact your local DBMHS Clinical Leads:

ARIZONA DBMHS SITES		
Chinle DBMHS	Miranda Blatchford	(928) 551-0247
Dilkon DBMHS	Janell Dickson	(928) 551-0624
Fort Defiance DBMHS	Miranda Blatchford	(928) 551-0247
Kaibeto DBMHS	Janell Dickson	(928) 551-0624
Kayenta DBMHS	Miranda Blatchford	(928) 551-0247
Newlands DBMHS	Miranda Blatchford	(928) 551-0247
Red Mesa DBMHS	Michelle Brandser	(928) 551-0397
Tuba City DBMHS	Janell Dickson	(928) 551-0624
Regional Behavioral Health Authority	Vera John	(928) 551-0566
NEW MEXICO DBMHS SITES		
Crownpoint DBMHS	Beau Morgan	(928) 797-3413
Gallup DBMHS	Vera John	(928) 551-0566
Shiprock - Navajo Behavioral Health Center	Dr. Sidney Brown, Syd	(928) 551-0508

- The CDC recommends the following to support yourself or family members
  - Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
  - Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
  - Make time to unwind. Try to do some other activities you enjoy.
  - Connect with others via phone call, facetime, or social media. Talk with people you trust about your concerns and how you are feeling.
- If you are experiencing emotional distress related to COVID-19, please call the National Suicide Prevention Lifeline at 1 (800) 273-8255 or your local or regional crisis line:

<i>RESOURCE</i>	<i>CONTACT INFORMATION</i>
<i>National Suicide Prevention Lifeline</i>	<i>1 (800) 273-8255</i>
<i>Veterans Crisis Line</i>	<i>1 (800) 273-8255, Press 1 Chat on <a href="http://veteranscrisisline.net">veteranscrisisline.net</a> Text "Hello" to 838255</i>
<i>Crisis Text Line</i>	<i>Text "Hello" to 741741</i>
<i>The Trevor Project (LGBTQ) Crisis Line</i>	<i>1 (866) 488-7386 Text "Trevor" to 1(202) 304-1200</i>
<i>Teen Line</i>	<i>Text "Teen" to 839863</i>
<i>Northern Arizona Crisis Line</i>	<i>1 (877) 756-4090</i>
<i>Arizona Teen Lifeline –Statewide</i>	<i>1 (800) 248-8336 Text "Hello" to (602) 248-8336</i>
<i>New Mexico – Agua Crisis Center</i>	<i>(505) 277-3013 1 (866) 435-7166 (toll-free)</i>
<i>Utah San Juan County Crisis Support</i>	<i>(435) 979-1588</i>