

2019 Coronavirus (COVID-19) Frequently Asked Questions*

*Information is current as of 12/10/2020 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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Contents: (click on a question to navigate directly to it)

Situation in Maine.....	4
• What happens when a case of COVID-19 is identified in Maine? (12/4)	4
• Can I stay at a hotel, motel, or short-term rental? (Updated 12/7)	4
• What is the guidance for events or gatherings in Maine? (Updated 11/5).....	4
• Where can I find the checklist for my business and who can I call with questions about it? (5/8)	4
• 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).....	5
Business Complaints	5
• 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).....	5
• I have a complaint about a restaurant that is not complying with the Governor’s Order. Who should I contact about this? (5/8)	5
Response to COVID-19.....	5
• What is the Governor doing? (4/28).....	5
• 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).....	5
• I would like to volunteer for emergency or disaster relief efforts in Maine. How can I do this? (4/15).....	6
• Where can I find more information on donating time or resources? (3/31)	6
Prevention and Protection.....	6
• What should I do if I had contact with someone with COVID-19 (not a health care or critical infrastructure worker)? (Updated 12/4).....	6
• What should I do if I am a healthcare worker or critical infrastructure worker and had contact with someone with COVID-19 (Updated 12/4).....	6
• What should I do if I had contact with someone who is a close contact of someone with COVID-19? (11/20).....	7
• 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)...	7
• I cannot find personal protective equipment (PPE) anywhere. Can Maine CDC help? (4/4)	7
• Where can I find cloth face coverings? (4/30).....	7
• Do I have to wear a mask every time I go out in public in Maine? (Updated 12/10)	7
• How is the Governor’s face covering mandate enforced? (11/25)	8

- 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) 8
- Are there any cleaning recommendations to prevent COVID-19? (3/20) 8
- What is the difference between isolation and quarantine? What is involved? (12/4) 8
- 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) 9
- COVID-19 Vaccination (11/23) 9
 - When will a COVID-19 vaccine be available in the United States? (11/23)..... 9
 - How do I get added to the list to get vaccinated? (11/23) 9
 - Why is it taking so long to develop a COVID-19 vaccine? It only took a few months for the H1N1 influenza (flu) vaccine to be developed. (11/23) 9
 - How many shots of COVID-19 vaccine will be needed? (11/23) 9
 - If I have already had COVID-19 and recovered, do I still need to get vaccinated with a COVID-19 vaccine when it's available? (11/23) 9
 - When can I stop wearing a mask and avoiding close contact with others after I have been vaccinated? (11/23) .. 9
 - Does immunity after getting COVID-19 last longer than protection from COVID-19 vaccines? (11/23) 9
 - How do I volunteer to administer the COVID-19 vaccine? (11/23) 9
 - We are a facility that has ultra-cold storage available for COVID-19 vaccine. Who do we contact? (11/23)..... 10
- Epidemiology..... 10
 - How is COVID-19 spread and acquired? (Updated 12/10) 10
 - Can a person spread the COVID-19 virus even if they have no symptoms? (4/1)..... 10
 - Can the COVID-19 virus be spread from contaminated surfaces? (Updated 12/10) 10
 - Can the COVID-19 virus be spread in the air or only by droplets? (Updated 10/23) 10
 - Can someone who has recovered from COVID-19 spread the illness to others?..... 10
 - What is community spread? 10
 - Am I at risk for COVID-19 infection in Maine? (Updated 12/4) 10
 - What about people from out of state who test positive? Where are their results reported? (3/31)..... 11
- Medical Information and Testing..... 11
 - What are the signs/symptoms of COVID-19 and when do they appear? (7/21)..... 11
 - Who is at higher risk for serious illness from COVID-19? (7/21) 11
 - Who can be tested (PCR, antibody, or rapid test) for COVID-19 and where? (Updated 12/8) 11
 - Where can I get tested for COVID-19 in Maine? (Updated 12/4)..... 11
 - I was tested for COVID-19. How long will my results take? How can I find results? (3/24) 12
 - What should I do if I am under-insured? If I do not have insurance? (5/19) 12
 - Does COVID-19 affect children and adults differently?..... 12
 - Does COVID-19 affect pregnant women? (Updated 12/4)..... 12

- What is the medical treatment for people affected by COVID-19? (Updated 10/23)..... 12
- How can a person be released from isolation at home? (12/4) 12
- How is COVID-19 different from the flu? (Updated 12/4)..... 12
- If one of my employees tested positive for COVID-19, do I need to report it to Maine CDC? (5/1)..... 12
- If one of my employees tested positive for COVID-19, should I notify the rest of my employees? (Updated 12/4) 13
- **Where can I find testing forms, information on swabs, and information on transport media? (Updated 12/10) .13**
- Daily Life and COVID-19 13
 - I need help with rent assistance/evictions due to COVID-19. Who can I contact? (7/30) 13
 - Where can I find information on unemployment insurance and unemployment benefits? (3/26) 13
 - Where can I find information on services offered through the Maine Department of Health and Human Services? (5/19) 13
 - I am in isolation or quarantine and need help with groceries or other social services. How can I get help? (12/4) 13
 - Where can I find information about paid sick leave or expanded family and medical leave during the COVID-19 outbreak? (4/1)..... 13
 - I am a farmer/food producer. Where can I look for assistance during the COVID response? (4/1) 13
 - I am a farmer/food producer. What do I need to know about the Maine COVID-19 response? (4/1)..... 14
 - Where can I find information on Local Food and Food Assistance? (4/1)..... 14
 - 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)..... 14
 - Can pets and livestock be infected with the COVID-19 virus? (4/28)..... 14
 - How should I cope with stress during a COVID-19 outbreak in my community? (4/22)..... 14
 - Am I at risk if I go to a funeral or visitation service for someone who died of COVID-19? (3/12) 14
 - Am I at risk if I touch someone who died of COVID-19 after they have passed away? (3/12)..... 15
 - My family member died from COVID-19 while overseas. What should I do? (3/12) 15
 - Where can I find resources for children during the COVID-19 response? (3/26)..... 15
 - I work for an organization that serves homeless populations. How can we respond to COVID-19? (Updated 12/4) 15
 - 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. 15
- Travel and COVID-19..... 15
 - **Should I be concerned about travel within the US? (Updated 12/10) 15**
 - What are Maine’s policies for out-of-state visitors? (Updated 12/7) 15
 - What are Maine’s policies for residents of New Hampshire and Vermont? (Updated 12/4) 15
 - What are Maine’s policies for a resident of Maine that visits New Hampshire or Vermont and returns to Maine? (Updated 12/7) 16

- What are Maine’s policies for international travelers coming to Maine? (Updated 12/7) 16
- What are Maine’s testing policies for children 18 years and younger coming to visit Maine for leisure? (Updated 12/7)..... 16
- 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)..... 16
- Can I take a test more than 72 hours before I arrive to Maine to forgo the quarantine? (Updated 12/4) 16
- I can’t get a COVID-19 test within 72 hours prior to my travel to Maine. What can I do? (Updated 12/4) 16
- 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 16

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.

[Return to top](#)

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.

[Return to top](#)

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.

[Return to top](#)

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 12/4)

- 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 can have contact with people in your household and they can continue to leave home if you are not symptomatic.
 - 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 12/4)

- 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 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? (Updated 12/10)

- 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 plainly post visible signs notifying entrants of the requirement to wear cloth face coverings as soon as is practicable. Measures for non-compliance may include denial of entry or service
- Face coverings are required for all children age 5 and older in public settings, including school and childcare settings. Face coverings are recommended for children ages 2 to 4 unless deemed developmentally

inappropriate. Cloth face coverings are not required for children under age 2 or for anyone who has trouble breathing or related medical conditions, or who is otherwise unable to remove the mask without assistance.

- Even if you wear a facemask, you should also use other [prevention methods](#).

How is the Governor's face covering mandate enforced? (11/25)

- 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 after being warned by a law enforcement officer to do so.
- All owners of indoor public settings are required to post visible signs notifying entrants of the face covering requirement. Not all businesses are required to enforce the wearing of face coverings by customers.
- Businesses that are required to enforce the face covering requirement and fail to do so can be charged with a class E crime punishable by a fine of up to \$10,000. Businesses required to enforce the wearing of face coverings by customers and staff include:
 - Retail stores with over 50,000 square feet of shopping space
 - Eating establishments
 - Bars and tasting rooms
 - Social clubs
 - Lodging
- 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.

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 may 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 curbside 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? (12/4)

- [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.

[Return to top](#)

COVID-19 Vaccination (11/23)

When will a COVID-19 vaccine be available in the United States? (11/23)

- A COVID-19 vaccine will be available when one of the vaccine candidates is authorized or approved in the United States. Supplies will increase over time, and all adults should be able to get vaccinated later in 2021.

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.

Why is it taking so long to develop a COVID-19 vaccine? It only took a few months for the H1N1 influenza (flu) vaccine to be developed. (11/23)

- A new vaccine must be developed and tested to ensure they work and are safe. There are many steps in the [vaccine testing and approval process](#).

How many shots of COVID-19 vaccine will be needed? (11/23)

- All but one of the COVID-19 vaccines currently in Phase 3 clinical trials in the United States need two shots to be effective. The other COVID-19 vaccine uses one shot.

If I have already had COVID-19 and recovered, do I still need to get vaccinated with a COVID-19 vaccine when it's available? (11/23)

- There is not enough information currently available to say if or for how long after infection someone is protected from getting COVID-19 again.
- Maine CDC cannot comment on whether people who had COVID-19 should get a COVID-19 vaccine until we have a vaccine available and the Advisory Committee on Immunization Practices makes recommendations to US CDC.

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? (11/23)

- 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

[Return to top](#)

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.

Am I at risk for COVID-19 infection in Maine? (Updated 12/4)

- Yes. COVID-19 is actively spreading in all parts of Maine.

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.

[Return to top](#)

Medical Information and Testing

What are the signs/symptoms of COVID-19 and when do they appear? (7/21)

- 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 or face.
- 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.

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](#)

[Return to top](#)

Daily Life and COVID-19

I need help with rent assistance/evictions due to COVID-19. Who can I contact? (7/30)

- The COVID-19 Rent Relief Program issues a one-time payment of up to \$1000 in rental assistance directly to landlords for households that meet certain ability to pay requirements (effective August 3). The landlord agrees not to evict the tenant for nonpayment for the month the payment was issued.
 - Visit www.mainehousing.org/covidrent for more information and application materials.
- 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? (5/19)

- Programs include Temporary Assistance for Needy Families, Food Supplement Benefits, Health Care Assistance, Emergency Assistance, Child Care Subsidy, and General Assistance.
- Find information [here](#).
- Apply for benefits [online](#).
- 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](#).

I am a farmer/food producer. Where can I look for assistance during the COVID response? (4/1)

- Information is changing rapidly. Please visit the Maine Department of Agriculture, Conservation, and Forestry's COVID-19 website under the [Financial Resources for Farmers and Producers](#) heading for the most up-to-date information on programs that are available.

I am a farmer/food producer. What do I need to know about the Maine COVID-19 response? (4/1)

- Maine Department of Agriculture, Conservation, and Forestry (Maine DACF) has published interim guidance for those who work in [agriculture](#), [horticulture](#), and [pesticide application](#).
- Farmer's markets, farm stands and community supported agriculture (CSA) are direct-to-consumer outlets that are considered essential services, along with other agricultural and grocery services.
 - [Recommendations for social distancing](#) have been issued by MDACF for these direct-to-consumer outlets.

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](#).

[Return to top](#)

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 12/7)

- 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**
 - Adults who 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.
- 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 international travelers coming to Maine? (Updated 12/7)

- There are two options for international travelers coming to Maine:
 - Complete a 10-day quarantine upon arrival in Maine **OR**
 - Adults who 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.
- 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 12/4)

- 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 the 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.

[Return to top](#)