



# Safer at Home:

## Your Guide to the Coronavirus Pandemic



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## The Coronavirus Isn't Letting Up, and Neither Can We

The first half of 2020 took us all by surprise. It's been a season of change and unprecedented challenges. While the future seems uncertain, we need to keep pushing forward together.

We've come a long way since the first cases of coronavirus (COVID-19) were confirmed in the United States. We've learned a lot about the virus and how to treat patients who have it. We've also greatly increased our ability for testing.

You — our communities — have made tremendous efforts to adapt, too. It's heartening to see so many people protecting each other by wearing face masks in public and finding ways to have fun while respecting the rules of social distancing.

The changes we've all made to stay safe and healthy can feel challenging. But please stay vigilant. We know it's not easy, but it's critical. The virus isn't going away soon, and everyone plays a role in minimizing the spread.

We showed earlier in the pandemic that we can slow the spread of the virus. But, since states have reopened, many are seeing coronavirus infection numbers rise.

Coronavirus should not be taken lightly. While most people get only mild symptoms, others develop serious complications of the lungs, brain and heart. There may also be other long-term effects that we don't yet know about. And, so far, there's no cure.

Fortunately, there are steps we can all take to prevent this. We've created this book to provide guidance on precautions you can take to help protect yourself, your loved ones and your community from further spread. These precautions are just as important now as ever. For them to be effective, we need to do all of them all of the time.



A handwritten signature in black ink that reads "Tomislav Mihaljevic".

Tomislav Mihaljevic, MD  
Chief Executive Officer & President  
Cleveland Clinic



A handwritten signature in black ink that reads "Benno Dorer".

Benno Dorer  
Chair & Chief Executive Officer  
The Clorox Company



## Overview

The coronavirus pandemic has created a number of new challenges. Although you and your family may feel a sense of urgency to get back to normal as soon as possible, there are new guidelines and revised practices that should be followed to minimize the spread of coronavirus. They are good steps to help keep your family healthy during cold and flu season as well.

Particular populations have higher risk of developing severe symptoms from coronavirus - even death. These include our parents and grandparents (over the age of 60), pregnant women, infants under the age of one, and those with obesity.

These resources will help you through the key steps of managing a household amid the pandemic, including:

- › Helping control the spread of coronavirus in your home and community.
- › Cleaning and disinfecting your home.
- › Communicating with loved ones as they adjust to the new realities and emotional challenges presented by the coronavirus pandemic.
- › Caring for family members and loved ones who are sick with coronavirus.

We are ALL in this together. Together we can beat this pandemic. But, only if we all take precautions. This guide can help.

*The response to the coronavirus pandemic is continuously evolving as we learn more about the virus and the best techniques to address the associated risks. The Clorox Company has contributed its expertise to the sections in this guide that concern cleaning and disinfecting. All other guidelines were developed through the expertise of Cleveland Clinic. Cleveland Clinic's materials are based on currently available data and guidelines from the CDC and other resources as of July 29, 2020. This guidance may change from time to time and should be used only as a general reference. Individuals are solely responsible for determining the best practices to deploy within their homes.*

*Please visit <https://my.clevelandclinic.org/landing/preparing-for-coronavirus> for the latest updates or to request additional information.*

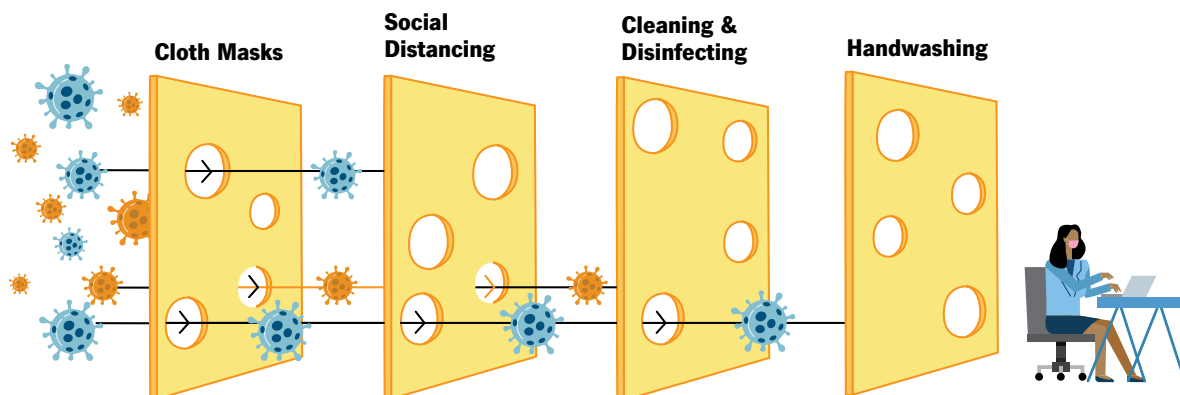




## Layers of Safety

This guide shares ways to keep you safer in a pandemic. No single step is effective on its own. But they add layers of protection when used together.

One way to look at safety precautions is the **“Swiss Cheese Model”** from James Reason, PhD. In the model, there are risks in any setting. Most of the time these events never happen. Safety shields are in place to help prevent them. When a safety step is used alone, it leaves holes like a slice of Swiss cheese. Using the safety shields together helps block these holes.



We need multiple layers of safety precautions to help us stay healthy in the time of coronavirus. Some of these safety shields are:

- › Covering your face can slow the spread of the virus.
- › Keeping 6 feet from other people in public.
- › Cleaning and disinfecting your home.
- › Washing your hands.

No single effort is perfect. But, together they can help control the spread of coronavirus.

## General Recommendations

“The coronavirus has no boundaries. We’ve seen it strike indiscriminately in young and old, in those who were fairly healthy and those with pre-existing conditions. It’s up to us to recognize that anyone can develop coronavirus and that the illness can have terrible consequences for individuals and their loved ones.”

– *K. Kelly Hancock, DNP, RN,  
Chief Caregiver Officer, Cleveland Clinic*

“These safety precautions are vital as we seek to maintain our wellbeing, that of our loved ones and those with whom we interact in the community. They are simple steps we can take to help keep people safe as we navigate through this pandemic, together.”

– *Kerry Major, MSN, RN,  
Florida Regional Chief Nursing Officer,  
Cleveland Clinic Florida*

“Do not get complacent. We’re going to get through this and win this battle, but we have to be diligent.”

– *Rich Lowery, MSN, RN,  
Chief Nursing Officer,  
Cleveland Clinic Euclid Hospital*

## General Recommendations

The best ways for you and your family to help protect yourselves from COVID-19:



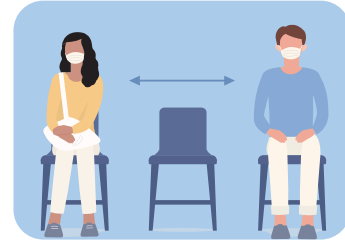
### Wear a face mask:

Help protect yourself and others in public with a face mask, covering, or shield in public, particularly where it's difficult to maintain a 6-foot distance from others. Try to avoid touching your face.



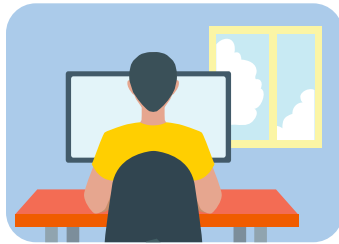
### Cover your mouth and nose:

When you cough or sneeze, cover your mouth and nose with a tissue or your sleeve, rather than your hands. Properly dispose of your tissue in a trash can and then wash your hands.



### Practice physical distancing:

Maintain a 6-foot distance from others.



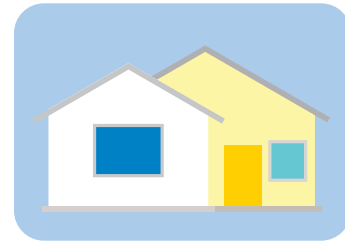
### Follow social distancing guidelines:

Avoid group gatherings and crowded places.



### Wash your hands:

Reduce the spread of disease-causing germs by washing your hands often. Use hand sanitizer if soap and water are not available.



### Stay home when sick:

Avoid leaving home if you are sick. If you want or need to connect with your healthcare providers, first do so by phone or through virtual visits.



### Clean and disinfect:

Use a virus-killing disinfectant on frequently touched surfaces such as phones\*, keyboards\*, doorknobs, handles and faucets.



### Avoid care facilities:

Do not visit nursing homes, long-term care facilities or retirement communities, unless you are providing critical assistance.



### Maintain healthy habits:

Get enough sleep, eat healthy foods, drink plenty of water and exercise, if you are able, to help support your immune health.

\*For electronics, refer to manufacturer's guide for cleaning instructions.

## Face Covering

“Face masks are one of the most powerful weapons we have to help slow down the spread of coronavirus. It’s a way you can advocate for yourself. But even if you don’t want to advocate for yourself, wearing a mask to help protect others is just the right thing to do. The more safety precautions we take, the better off we’ll be as a society in really trying to beat this disease.”

– *K. Kelly Hancock, DNP, RN,  
Chief Caregiver Officer, Cleveland Clinic*

“Wearing a mask is a simple act that we can do to really help to stop the spread of coronavirus. It’s a barrier that helps to protect you, as an individual, and others. You can be positive for coronavirus – and transmit it – without noticing any symptoms. The masks give you, and those around you, a layer of protection. There are many different types of masks on the market. I encourage you to explore your options and find a style that’s comfortable for you.”

– *Kerry Major, MSN, RN,  
Florida Regional Chief Nursing Officer,  
Cleveland Clinic Florida*

“There is no value whatsoever of wearing a mask below your nose. Respiratory droplets come from the nose as well as the mouth. It is imperative that we all wear face masks, and that they cover our mouths and noses. The amount of time we touch our masks is another challenge. A dirty hand touching a dirty mask is just the enemy.”

– *Rich Lowery, MSN, RN,  
Chief Nursing Officer,  
Cleveland Clinic Euclid Hospital*



## Face Covering

### Face masks

As the coronavirus pandemic stretches on with a secondary wave of cases following the re-opening of many states and cities, wearing a mask becomes an important part of daily life. A mask, combined with social distancing, greatly reduces the chances of these droplets reaching others around you and greatly decreases the odds of spreading the virus.

Cloth face coverings should be worn when in public spaces. They are recommended by the Centers for Disease Control and Prevention (CDC) to help prevent transmission when used as a complement to social distancing. They are not a replacement for adequate distancing.

Encourage your family to wear face coverings or masks when in public spaces as part of cough etiquette and caring for others.

School-aged children should be able to wear cloth masks. A useful strategy is to get them involved and excited about their masks (such as the style/color of mask). When appropriate distancing is in place, mask wearing can be eased. Preschool-aged children may be less likely to tolerate wearing a mask.

Those with special needs or chronic medical problems likely won't be able to tolerate wearing a mask. Mask wearing in this population should be approached on a case-by-case basis.

### How to wear a mask or face cover

The CDC recommends keeping these criteria in mind when wearing a mask or face cover:

- › It should be snug but comfortable against the sides of the face.
- › It should cover the mouth and nose.
- › It needs to be secured with ties or ear loops.
- › It should be made with multiple layers of material.
- › It must allow you to breathe without restriction.
- › It should be able to withstand machine washing and drying without getting damaged or changing shape.
- › Disposable masks should be thrown away after each use.

### How to keep masks and face covers clean

The CDC recommends washing cloth face masks frequently, either by hand or in a washing machine. Individuals should take care not to touch their eyes, nose, mouth or face when removing a worn face covering, and to wash their hands immediately after removing them as they may carry infectious contaminants.



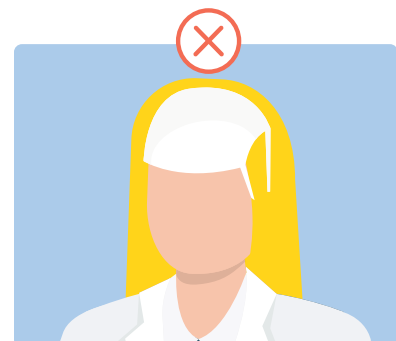
**Correct**



**Mask Necklace**



**Mask Goatee**



**Mask Visor**

## 5 Myths about Coronavirus and Face Masks, Debunked

### Myth #1: Wearing a cloth mask is no use.

Wearing a homemade cloth face mask is an easy way you can help protect others in your family and community.

The coronavirus is thought to mainly be spread through viral droplets that come out of people's nose or mouth when they cough, sneeze or talk. Cloth masks act as a physical barrier to keep large droplets from spewing out into the air, where someone else could breathe them in and become infected.

Studies have demonstrated that cloth masks reduce the number of microorganisms that someone releases into the air. So the more people wear masks in an area, the fewer potential viral droplets go into the space, and the less risk that someone will be exposed to the virus.

If you have a mask on, it's also harder to touch your nose and mouth, which experts say could be another way that the virus gets into the body.

### Myth #2: If I'm not sick, I don't need to wear a mask.

The thing is, we've learned that not everyone who gets infected with coronavirus gets sick. Reports from China showed that people can be infected without showing any symptoms. These asymptomatic carriers can then unknowingly pass it on to others when they cough, sneeze or talk. This is thought to be a major factor in the quick spread of the virus.

So, because we don't know for sure who's infected, the best option is for all of us to wear masks. It's an act that contributes to a greater public good. It shows that we care for one another.

### Myth #3: If I wear a mask, I don't need to social distance or stay home.

Masks are just one piece of the strategy for helping control the spread of coronavirus. Unfortunately, they won't prevent anyone from coughing or sneezing on you, and they may not prevent you from getting sick.



So it's important to follow all the recommended steps for helping protect yourself, including practicing proper social distancing when you're around others, not gathering in large groups and washing your hands frequently.

### Myth #4: My mask just needs to cover my mouth.

A mask should cover your mouth and your nose. It should be snug but comfortable against the sides of your face, and you should be able to breathe without restriction. Choose one that secures with ties or ear loops. Don't wear your mask around your neck or chin, or over your head — that doesn't protect anyone.

### Myth #5: Wearing a mask will make me sick.

There's been some speculation on social media that wearing a mask can cause you to rebreathe the carbon dioxide you exhale and make you sick. While inhaling high levels of carbon dioxide is dangerous, this is very unlikely to happen from wearing a cloth face mask — especially if you're only wearing it for short periods of time.

However, there are some people who shouldn't wear cloth masks. This includes kids under age 2, anyone who has trouble breathing or anyone who can't take the mask off without assistance.

## Handwashing

“Any time you touch an object that someone else may touch, like door handles, car doors, countertops and drawer pulls, you should wash your hands. Any time you are in a bathroom, you should wash your hands. When you’re touching things you know other people have touched, that’s when the virus is being spread, from mouth to hand to object to hand to mouth.”

– *Rich Lowery, MSN, RN,  
Chief Nursing Officer,  
Cleveland Clinic Euclid Hospital*

“We really have to be methodical about handwashing. When it comes to handwashing with soap and water, it’s important to scrub the fronts and backs of the hands and in between the fingers. If you use a hand sanitizer, make sure to cover all the areas.”

– *Kerry Major, MSN, RN,  
Florida Regional Chief Nursing Officer,  
Cleveland Clinic Florida*

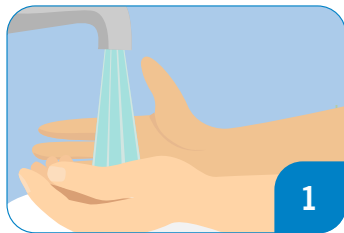
## Handwashing

Washing our hands is one of the easiest and most important things we help can do to stay healthy and control the spread of bacteria and viruses.

### Wash your hands:

- › Whenever they look dirty.
- › Before, during and after you prepare food.
- › Before eating.
- › Before and after contact with an ill person.
- › Before and after treating a cut, sore or wound.
- › After using the toilet or changing diapers.
- › When entering or exiting the home.
- › After blowing your nose, coughing, or sneezing. (Wash your hands more often when you are sick to prevent spreading your illness to those around you.)
- › After touching animals or animal waste.
- › After touching garbage, body fluids, or anytime you have doubt if your hands are clean.

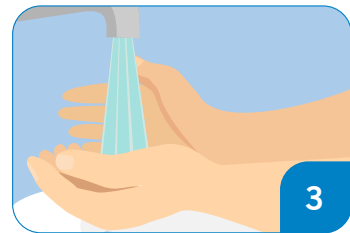
### What's the proper technique for hand washing?



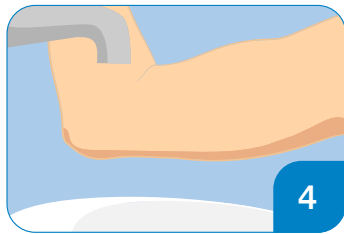
**Wet your hands** with clean running water (warm or cold).



**Lather your hands** with soap. Rub together 20+ seconds. Don't forget wrists, back of hands, between fingers and under nails.



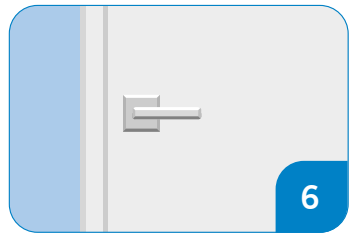
**Rinse your hands** well under running water.



**Turn off the water** with your elbow (or a clean towel).



**Dry your hands** with a clean towel or air dry them.



**Used a towel?** Use it to open the bathroom door.

### When should we use alcohol-based hand sanitizers?

The CDC recommends washing hands with soap and water whenever possible to reduce the amounts and types of all germs and chemicals on them. However, if soap and water are not available, an alcohol-based hand sanitizer that contains at least 60% alcohol should be used. Hand sanitizers with lower alcohol levels are not as effective in killing germs.

### Avoid wearing gloves in public

Gloves aren't always an effective protective measure for many reasons, especially when not worn or disposed of properly. There could be a tear or rip in the gloves, you could put them on or take them off incorrectly and the gloves may give you a false sense of security. Any germs that might be on your gloves can be transferred to all other surfaces and items you touch. Rather than wearing gloves improperly, it may be safer to go bare handed in public and wash your hands frequently.

## Cleaning and Disinfecting the Home

We need to take extra precautions to help keep our homes safer for ourselves, our family and loved ones. These include regular cleaning and disinfection, especially of high-touch surfaces.

Cleaning removes dust and dirt from a surface. Disinfecting, when properly performed, helps destroy bacteria and viruses on hard, nonporous surfaces. Disinfecting a surface after cleaning it can help control the spread of germs from surfaces.

The CDC recommends using household disinfectants approved by the EPA for use against the SARS-CoV-2 virus, which causes coronavirus disease. You can see the list [here](#).

### Practical cleaning and disinfection tips include:

- › Always read and follow the directions listed on the label of the cleaning product as well as the item being cleaned. Pay special attention to the precautionary statements on how to safely handle cleaning and disinfecting products. For electronics, refer to manufacturer's guide for cleaning instructions.
- › Wear gloves and appropriate personal protective equipment.
- › Ensure adequate ventilation.
- › Do not use more of the product than what is recommended on the label.
- › If disinfectant products are not readily available, you can make your own using 5 tablespoons (1/3 cup) of bleach per gallon of room temperature water.
- › If cleaning product requires diluting, dilute as instructed on the label.
- › Avoid mixing chemical products.
- › Use and store chemicals out of the reach of children and pets.
- › Disinfect all frequently touched surfaces using EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses and bacteria, including the SARS-CoV-2 virus.

### Disinfect high-touch surfaces frequently:



Door knobs and locks



Light switches



Remote control



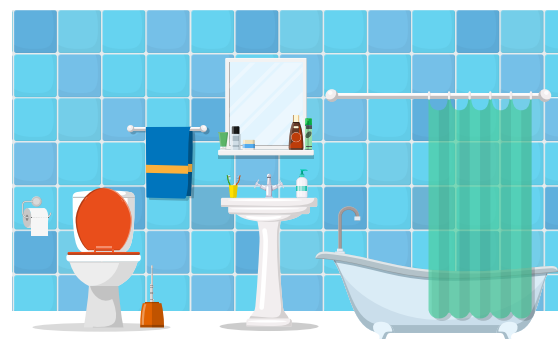
Car/house keys



Electronic/gaming devices\*



Kitchen area (door handles, appliances, countertops, faucets)



Bathrooms (sinks, countertops, toilets, faucets)

\*For electronics, refer to manufacturer's guide for cleaning instructions.



Proper cleaning and disinfecting generally follows these six steps.



1. Read and follow directions on product label



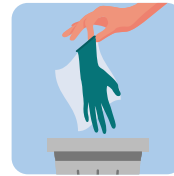
2. Remove soil (clean)



3. Apply disinfectant (disinfect)



4. Wait (contact time)



5. Discard waste



5. Wash hands

#### Cleaning and disinfection best practices:

- Read and follow the product label, paying special attention to the precautionary statements to safely handle cleaning and disinfecting products.
- Clean and disinfect in an organized and methodical manner so that surfaces are not missed (e.g., clean and disinfect the room in a clockwise manner; break the room up into sections and clean and disinfect one section at a time).
- Clean and disinfect from high to low areas so that any dirt or dust is dislodged from above and is removed when lower surfaces are cleaned.
- Disinfect surfaces from “clean” areas to “dirty” areas (e.g., in a restroom, disinfect the sink area first and then the toilet area) to minimize cross-contamination.
- Avoid wiping two different surfaces with the same cloth or wipe to minimize cross-contamination. Fold cloth or wipes to match the size of the hand, and use a clean side for each new surface.
- Use a cleaner disinfectant (i.e., a single product that can both clean and disinfect rather than purchasing a cleaner and a disinfectant) to streamline the cleaning process and free up storage space.



- For electronic devices, review device cleaning and care instructions and the manufacturer's warranty prior to cleaning and disinfecting.

## Distancing

“Social distancing is about minimizing exposure. It cuts the risk of transmitting the virus significantly. If you can’t practice social distancing, at least wear a mask. I encourage you to find new and creative ways to connect with others while maintaining distance.”

– *Kerry Major, MSN, RN,  
Florida Regional Chief Nursing Officer,  
Cleveland Clinic Florida*

“We’re all tired of social distancing - I get it. But that distance between people is critical. When you’re standing in line at the grocery store and you realize you might be too close to someone, take a step back. Follow those signs on the ground and keep your distance. It is one of the three ways we know we can reduce the spread of coronavirus: social distancing, wearing face masks and washing hands.”

– *Rich Lowery, MSN, RN,  
Chief Nursing Officer,  
Cleveland Clinic Euclid Hospital*

## Distancing

Coronavirus spreads mainly among people who are in close contact with each other for prolonged periods of time. Since people can spread the virus before they begin to feel sick, it is important to maintain distance from others when possible.

This means practicing social and physical distancing. Social distancing means avoiding large gatherings. Physical distancing means maintaining distance (at least 6 feet or 2 meters) from others when possible. Both social and physical distancing are important precautions.

There are three key factors to consider when contemplating an activity or event: time, space and people.

### Time

Carefully weigh how much time you'll be spending at the activity. Less time means limiting your risk of exposure to the virus.

### Space

Is the activity or event taking place outside or indoors? If it's indoors, consider how enclosed or ventilated the space is. During the pandemic, it is safer to be outside than inside (but that doesn't mean your chance of catching the virus outside is zero). You should consider if the space has a limit on how many people can be there at one time. This will clue you in on how easy or difficult it will be to maintain physical distance from others.

# S — A — F — E

## SIX AWAY FROM EVERYONE

Keep 6 feet between you + others to help prevent the spread.

### People

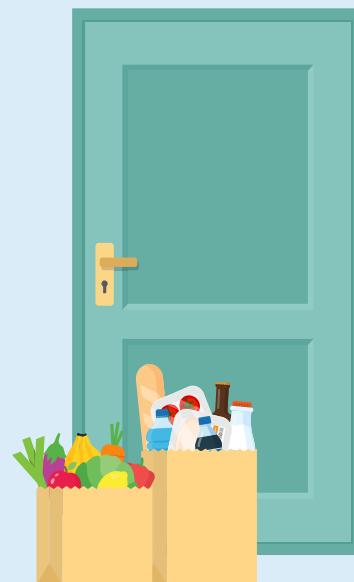
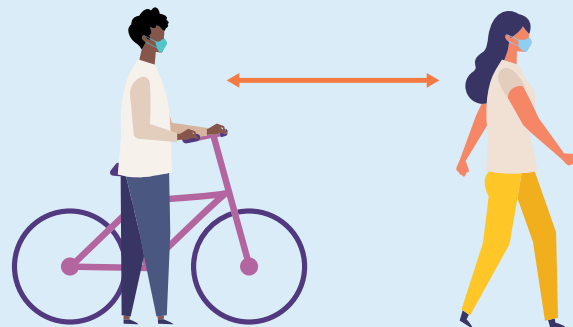
Consider if the people with whom you'll be interacting are following and respecting safety guidelines, which include:

- › Physical distancing of at least 6 feet.
- › Wearing a face mask.
- › Practicing good hand hygiene and cleanliness.
- › Not sharing food or touching common surfaces.
- › Staying home when feeling sick.



**Practical tips:**

- Before you go to a restaurant, call to ensure that they address coronavirus safety guidelines, and that everyone on their staff is required to wear a face mask. When eating at a restaurant, ensure that the tables are spread out so that 6 feet of space remains between you and other diners. Take advantage of outdoor seating at restaurants when possible. Avoid self-serve food and beverage options to limit the use of shared serving utensils, buttons or touchscreens.
- When exercising, consider going for a walk or bike ride in your neighborhood where you can maintain 6 feet of space between yourself and others. Allow 6 feet of space when passing others, whether indoors or outside.
- Take advantage of drive-thrus, curbside pick-up and delivery services to minimize contact with others. Be sure to maintain 6 feet of distance between yourself and delivery providers and wear a face mask.
- Outside is better than inside when it comes to socializing. Meet others in the yard or driveway, and even then, stay 6 feet apart.
- When out in public, watch for physical markings (such as tape on the floor or signs on walls) that direct people to remain 6 feet apart.
- If you must take an elevator, be sure there is 6 feet of space between you and others. Wear a face mask, and try to avoid touching surfaces with your hands. Wash your hands or use alcohol-based hand sanitizer when you disembark. Take the stairs when possible.



## Communicating with Family and Friends

“I’ve actually found that the pandemic has given me a great opportunity to spend quality time with my family. I get to enjoy them almost every day. Previously, we were always running from one practice or event to another. We’re not doing that right now; this is an opportunity to truly sit down and have dinner with my family, or go for a (socially distanced) walk in the park. Other things that I might have considered chores before, like yard work, I’m trying to make those opportunities to escape from the challenges of pandemic life. Also, for those people-persons, there’s nothing wrong with putting a mask on, washing your hands, and keeping your distance in the local store. It’s another one of those used-to-be-a-chores activities.”

– *Rich Lowery, MSN, RN,  
Chief Nursing Officer,  
Cleveland Clinic Euclid Hospital*





## Communicating with Family and Friends

Although most states have now lifted stay-at-home orders, social and physical distancing remain important ways to reduce the spread of coronavirus. As a result, the ways we communicate with our extended family and friends have changed. Many people are feeling lonely or worried, and it is very important to maintain our social connections.

### Find creative ways to strengthen bonds

- › Call your loved ones regularly.
- › Use social media and video calls to check in on family and friends.
- › Ask children to help develop ideas: they can write and read stories to their grandparents, or play board games with cousins using video calls.
- › Consider using a video platform for your next dinner party.
- › Start a virtual book club.
- › Don't forget low-tech options, like email, postcards and handwritten letters to help people in your circle stay connected.

### Help keep children active and compliant

For many families, staying home more means more time in front of the television and online. But regular physical activity helps support the immune system, can help prevent weight gain, and helps reduce stress and anxiety.

Even in a time of social distancing, there are ways to keep your children physically active, such as family walks, bike rides, dance parties and outdoor games. Age-appropriate, physical chores, such as mowing the lawn or cleaning out the garage, can help children burn calories and help you accomplish household tasks.

If you decide to let your children participate in organized sports, there are some modifications that can be made to cut down on some of the risk. Hopefully coaches and leaders will have some of these practices in place already, but reiterate to your children that they should:

- › Skip the high-fives and handshakes.
- › Not spit near others.
- › Practice good cough etiquette. Teach your child to cough or sneeze into their elbow or sleeve rather than their hands.
- › Wear cloth face coverings if possible. Even if it's not possible to wear a face mask while playing, they should still wear one when sitting on the bench.
- › Send a water bottle from home, and remind them not to share.

## Special considerations for teens and young adults

As the coronavirus crisis continues, teens and young adults are feeling distraught about the things they are missing. Proms, graduations, first jobs, birthday parties, driver's education classes and sports seasons may have been canceled. Some of these activities may seem frivolous, but others are important milestones for teens making the difficult transition into adulthood.

Here are seven strategies to help your teen or young adult deal with these disappointments:

- 1. Remind them they are doing something significant.** Kids can struggle to grasp the threat of coronavirus. They may think that social distancing is an overreaction. Help them understand that by staying home, they're playing an important part in flattening the curve. They're decreasing the risk of contracting the virus or spreading it to others. Emphasize that they are making a difference by staying home.
- 2. Acknowledge that it's hard.** It might be tempting to point out that missing one dance or track season isn't the end of the world. But for teens, those aren't just fun events. They are important milestones that they may have been looking forward to for months or years. Let them know it is okay to feel disappointment and to grieve.
- 3. Ask questions.** Parents often go straight into problem-solving mode. Unfortunately, coronavirus and quarantines aren't problems you can fix. And teens aren't necessarily looking for answers –sometimes they're looking for a safe place to share their feelings.
- 4. Find creative ways to connect.** Most teens are tech-savvy, so connecting with their friends via text and video chat probably comes naturally. Allow them to use their devices for staying in touch with family and friends with appropriate parental controls and privacy settings in place. Look for ways to connect with the activities they're missing, like playing catch in the backyard.

- 5. Look for silver linings.** School, sports, jobs, friends, homework – modern teens are often overscheduled. This could be a time to explore other interests, like learning to cook or training the dog.
- 6. Encourage daily exercise.** Regular activity is important for a healthy body, but it's also a great stress-reliever and a natural mood booster. Now more than ever, encourage your teen to get up and move.
- 7. Practice coping skills.** This is a great time to reflect on coping skills that have been helpful in the past and to try new strategies to manage stress. Do they find peace from journaling? Making art? Listening to music? Help them identify their coping activities, then make sure they have what they need to do those things.

### Watch for signs of depression and anxiety, including:

- › Anger or irritability.
- › Inability to concentrate.
- › Feeling tired or low energy.
- › Withdrawal from friends and family.
- › Significant changes to sleep or appetite.
- › Feelings of worthlessness or hopelessness.
- › Loss of enjoyment of things they used to enjoy.
- › Thinking or talking about death, suicide or self-harm.
- › Unexplained pains, headaches or stomach problems.
- › Lack of motivation to do things they're usually interested in.
- › Difficulty concentrating, remembering things or making decisions.

## Wellbeing and Resiliency

“Be kind to yourself. You aren’t in this alone. There’s strength in numbers and it is important to reach out and connect with others, to express how you are feeling. Also, it is important to have some sort of outlet: go for a walk, get some exercise, practice yoga, work in your garden or take up a new hobby. Now more than ever we need to find new ways of relieving stress and staying positive.”

– *K. Kelly Hancock, DNP, RN,  
Chief Caregiver Officer, Cleveland Clinic*

“Balance is so hard right now. There is just so much information is coming at us. It’s hard to step away from current events, but it’s important to set aside at least a small amount of time during your day to take a deep breath, focus on yourself and decompress. Take a shower or bath, take the dog for a walk, do some mindfulness exercises to redirect your attention away from the stress and constant bombardment of information. We need to disconnect from time to time so we can reconnect in a more thoughtful way.”

– *Kerry Major, MSN, RN,  
Florida Regional Chief Nursing Officer,  
Cleveland Clinic Florida*





## Wellbeing and Resiliency

The COVID-19 pandemic has been an unprecedented event, disrupting our way of life and causing increased stress and anxiety for people everywhere. Information is rapidly changing and can be confusing, even scary. While some people may successfully manage their anxiety levels, the ongoing situation can be overwhelming for everyone.

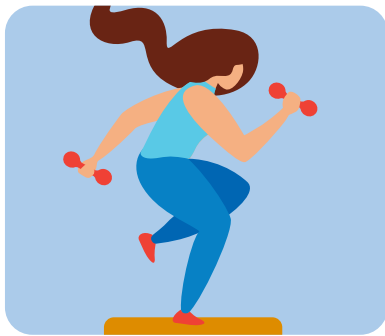
According to the CDC, stressors associated with an infectious disease outbreak can include:

- › Fear and worry about your own health and the health of your loved ones.
- › Changes in sleep or eating patterns.
- › Difficulty sleeping or concentrating.
- › Worsening of chronic health problems.
- › Worsening of mental health conditions.
- › Increased use of alcohol, tobacco or other drugs.

## Wellbeing and Resiliency

### Managing stress

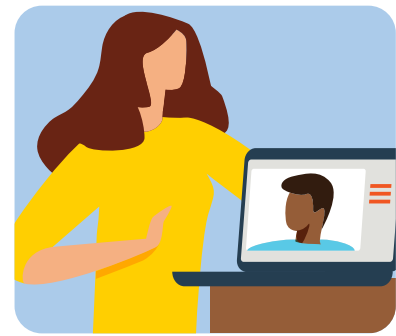
Following these steps to manage stress and add a sense of normalcy can go a long way to help you and your family cope with the ever-changing environment. Encourage individuals who seem unable to manage the increased levels of stress and anxiety to explore available community resources.



**Exercise regularly.** Aerobic exercise (e.g., walking, running, hiking or playing with your kids/pets), can help release endorphins (natural substances that help you feel better and maintain a positive attitude).



**Maintain a healthy diet.** Stress can adversely affect your eating habits and your metabolism. The best way to combat stress or emotional eating is to be mindful of what triggers stress eating and to be ready to fight the urge.



**Connect with others.** Fear and isolation can lead to depression and anxiety. Reach out to family members, friends and colleagues regularly via phone, text, FaceTime or other virtual platforms.



**Take a break.** While it's important to stay informed of the latest news and developments, the evolving nature of the news can get overwhelming. Find a balance of exposure to news that works for you. Whenever reasonably possible, disconnect physically and mentally.



**Get enough sleep.** It's especially important that individuals get the recommended amount of sleep to help them stay focused on work and on managing the stress the current outbreak can bring. Experts recommend avoiding alcohol and stimulants like caffeine and nicotine before bed.



## Resilience

We have all experienced significant change and we know that some changes may be particularly difficult and stressful. Resilience is the characteristic that we all possess to some degree, to adapt to even the most significant changes. Resilience is the ability to adapt well in the face of adversity, trauma, tragedy, threats or significant sources of stress.

By working on developing resilience, we “bounce back” from difficult experiences. Research shows that resilience is ordinary, not extraordinary. People commonly demonstrate resilience and are able to increase their tendency to be resilient by practicing a set of behaviors, thinking certain thoughts and demonstrating specific actions.

Resilience starts with a sense of optimism and focusing on acknowledging that the change is not overwhelming, but rather is a challenge to be met. Resilient people don't let negative thoughts or events derail their efforts. They don't dwell on the negative or view themselves as victims. Resilient people do not spend time and energy on things they can't control. They are confident that they can survive; and optimistic that they may even thrive during change.

- › **Spend your time and energy FOCUSED on things you can control.** Have a focused plan and spend energy on taking actions that help you and your team move toward the future. Resilient people are committed and confident in their goals and actions to move themselves and their team forward.
- › **BELIEVE in yourself.** You know you will eventually succeed, the change will be managed and implemented, and a new normal will prevail. Because of this belief, resilient people have courage to make tough decisions, to face difficult challenges, and to deliver unpopular news. They are able to take risks to move forward and will arrive at a better tomorrow.
- › **CHOOSE YOUR RESPONSE to change.** Even in stressful situations, avoid being negative or panicked and instead opt for calm and logic. This means you need the awareness and ability to manage strong feelings and emotions, your own as well as those of others.
- › **ORGANIZE by having a structured approach to managing ambiguity.** Thoughtfully set and explain realistic plans and priorities and develop specific action steps to carry them out. Organize your day to demonstrate your focused commitment to your plan. Practice assessing the risks about the change by listing all the pros and cons you can think of. Discuss with a trusted friend to identify obstacles of which you may not be aware.
- › **Commit to being FLEXIBLE.** Accept that change is part of living. Your plan or goals may no longer be relevant or achievable as a result of things outside your control. Accept that fact and focus on what you can do. Accepting circumstances that cannot be changed can help you focus on where you can take action.
- › **Be PROACTIVE and ENGAGE in the change** as opposed to simply defending it. Apply lessons you have learned from past experiences and incorporate them in your plan.

## Managing Symptoms

It is important to be educated about the symptoms of COVID-19. These resources will help you recognize symptoms and how to manage the situation if you have symptoms.

### What Symptoms Should I Be Watching For?

Patients with confirmed infection with COVID-19 reported these respiratory symptoms (as of June 30, 2020):



**Fever.**



**Chills.**



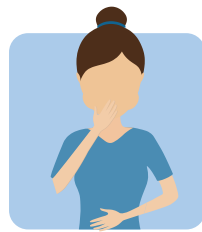
**Cough.**



**Shortness of breath  
or difficulty breathing.**



**Diarrhea.**



**Nausea or  
vomiting.**



**Muscle or  
body aches.**



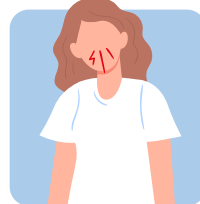
**Congestion or  
runny nose.**



**Headache.**



**Fatigue.**



**New loss of  
taste or smell.**



**Sore throat.**

**This list does not include all possible symptoms. Children have similar symptoms to adults and generally have mild illness.**

Symptoms can range in severity from very mild to severe. In about 80% of patients, COVID-19 causes only mild symptoms. For an up-to-date list of symptoms, please consult the CDC's website.

Please visit [clevelandclinic.org](https://clevelandclinic.org) for more information. Our healthcare providers are **online** and ready to help.

## When Someone in Your Home Has Coronavirus

“Not everyone who has coronavirus will require hospitalization. Some people will develop mild symptoms that can be managed at home. In this case, maintaining nutrition and hydration, getting plenty of rest and staying in contact with your healthcare provider – perhaps through telehealth – will be critical. Hand hygiene becomes even more important in this case. Some people may prefer to seek an alternate place to stay. Regardless, it’s important that medical and social supports are in place for the patient and their family.”

– *K. Kelly Hancock, DNP, RN,  
Chief Caregiver Officer, Cleveland Clinic*



## When Someone in Your Home Has Coronavirus

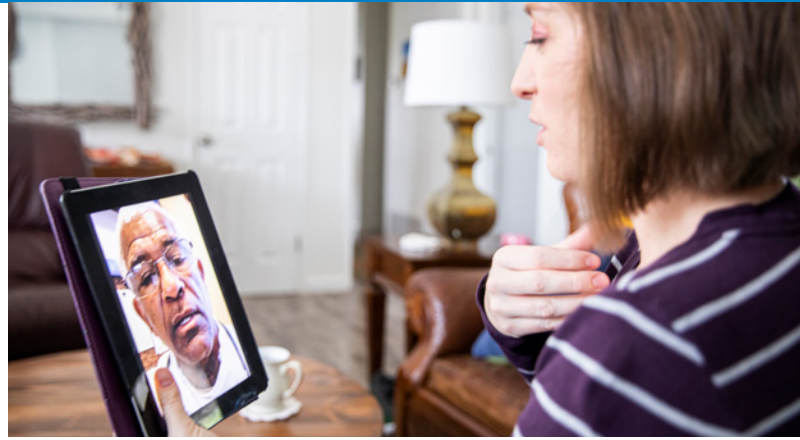
Coronavirus symptoms can range from mild to very serious. It's important to understand that not all cases require urgent medical attention. Most people can monitor their symptoms and manage them through over-the-counter medications, drinking plenty of fluids and rest.

### When you're infected with coronavirus, your body has two options:

- 1. You may have a mild-to-moderate reaction** requiring isolation for 14 days, usually at home, and may not require any special treatment. However, it's critically important that you stay home and away from other people during this time. Also remember that things can change quickly.
- 2. You may have a severe reaction**, which can include shortness of breath, tightness in the chest, coughing up thick mucus, loss of appetite, chills and sweating. If you have a severe reaction to coronavirus, you may end up hospitalized. It can lead to pneumonia, respiratory failure, sepsis and at worst, death. According to the World Health Organization, about 1 in 5 people will have a severe reaction. Older adults and those with chronic or underlying conditions (like diabetes or lung or heart disease) are more likely to have this type of reaction.

**If you or someone in your household has been diagnosed with coronavirus, take the following steps:**

- › **Isolate the symptomatic individual.** Choose one room in the home (with its own bathroom if possible) that can be used to separate the sick household member(s) from others. If you have to share a space, open windows to increase air circulation and wear face masks. Although risk of spread to and through pets is low, the CDC recommends treating pets as you would other family members.
- › **Trace and inform recent contacts.** Consider who else may have come into contact with the symptomatic person, and let them know that they may have been exposed. Known contacts should self-isolate for a period of 14 days.
- › **Avoid having visitors to the home.**
- › **Wear face masks.**
- › **Wash your hands often** using soap and water for at least 20 seconds. If soap and water aren't readily available, use an alcohol-based hand sanitizer. Avoid touching your eyes, nose and mouth with unwashed hands.
- › **Eat in separate rooms.** Wash dishes with soap and hot water or in the dishwasher.
- › **Ensure you have medications and medical supplies.** Be sure you have a working thermometer, tissues, toilet paper and any over-the-counter medications you might need. Pain relievers like acetaminophen or ibuprofen can relieve minor aches and pains. Cough suppressants or expectorants may also be recommended, but it's best to get specific advice regarding medications from your healthcare provider.
- › **Watch for warning signs.** Keep the doctor's phone number on hand, and call if the person keeps getting sicker. In case of medical emergencies, call 911 and tell the dispatcher you are seeking care for someone who has or may have coronavirus.



- › **Clean and disinfect surfaces thought to be contaminated,** and all frequently touched surfaces, with EPA-approved disinfectants. If someone in your home is in quarantine, it is important to disinfect these surfaces at least three times per day. As viruses survive for different periods of time, consider the surface type when determining the amount of time it cannot be used. If a surface cannot be cleaned, the CDC recommends isolating porous surfaces for 24 hours, and hard, porous surfaces for a period of 7 days before handling.
- › **COVID-19 tip:** When selecting a disinfectant to help prevent the spread of COVID-19, reference the U.S. Environmental Protection Agency's List N, a list of approved disinfectants that meet EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19.

### When to seek emergency care

Seek emergency care immediately if you see any of the following warning signs:

- › Trouble breathing
- › Persistent pain or pressure in the chest
- › New confusion
- › Inability to wake or stay awake
- › Bluish lips or face

When you call 911, let the dispatcher know you are seeking care for someone who has or may have coronavirus.

Call your doctor if you see other severe or concerning symptoms.



## About Our Nurses



**K. Kelly Hancock, DNP, RN, NE-BC, FAAN**, is Chief Caregiver Officer for Cleveland Clinic health system. For more than 25 years, Hancock has served Cleveland Clinic health system, its patients and communities. Hancock

obtained her DNP from Chamberlain College of Nursing and MSN from the Breen School of Nursing at Ursuline College in Pepper Pike, Ohio. She is a board-certified Nurse Executive through the American Nurses Credentialing Center (ANCC), a member of the American Organization of Nurse

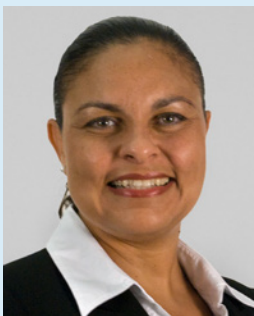
Executives, the American Association of Critical-Care Nurses, and the Honor Society of Nursing - Sigma Theta Tau International. Hancock became a member of the Fellows of the American Academy of Nursing in 2019, was awarded Crain's Cleveland Business' Notable Women in Healthcare in 2018, the Sones/Folvaro for Excellence in Nursing Collaboration in 2017, Distinguished Alumnae Award from Ursuline College in 2013, the ANCC Circle of Excellence Award in 2012, and the 2010 Maria and Sam Miller Professional Excellence Nurse of the Year Award. She is also a recipient of the "Bruce Hubbard Stewart Fellow Award" and received "The Abbie Porter Leadership Award" in 2002 and 2009, which highlights excellence in nursing leadership.



**Rich Lowery, MBA, BSN, RN, NEA-BC, NHDC-BC, CHEP**, is Chief Nursing Officer (CNO) for Cleveland Clinic Euclid Hospital. In his role, Lowery leads nursing strategy, practice and operations, ensuring superior patient care and

a positive, engaging caregiver environment. With an extensive nursing career that spans more than 35 years at Cleveland Clinic, Lowery is recognized

for his strategic and operational leadership. Prior to his CNO position, Lowery served as senior nursing director of the Emergency Services Institute and director of nursing for emergency/EMS, geriatric behavioral medicine, and outpatient nursing services at Euclid Hospital. Throughout his career, Lowery's clinical leadership has repeatedly led to exceptional quality and safety outcomes. Lowery was named a Cleveland Clinic Lifetime Nursing Achievement Award recipient in 2014 and has received three U.S. patents in chemical electroplating and medical equipment.



**Kerry A. Major, MSN, RN, NE-BC**, is Florida Regional Chief Nursing Officer and Weston Hospital Chief Nursing Officer for Cleveland Clinic Florida. Major is a nursing advocate through-and-through. She feels it is

imperative that the value of nursing is present and understood throughout the many disciplines within the healthcare industry. Major began her professional

career in nursing while living in Hong Kong in 1991, and within two years accepted a position at Mount Sinai Medical Center in Miami Beach where she held several positions, including charge nurse, assistant nurse manager and clinical director. A strong leader with demonstrated performance in strategic and organizational management, human resource and financial management, Major works to devise resourceful methods and practices designed to advance the nursing profession. In 2009, Major was honored with the Nursing Spectrum Excellence Award for Advancing and Leading the Profession.

### Contributing Cleveland Clinic Experts

**James I. Merlino, MD**  
 Chief Clinical Transformation Officer,  
 Back to Work Initiative Lead

**Kristine Adams, MSN, CNP**  
 Associate Chief Nursing Officer, Care  
 Management and Ambulatory Services

**Chris Connell**  
 Chief Design Officer

**Mary Curran**  
 Executive Director, Center for Design

**Marleina Davis, JD**  
 Deputy Chief Legal Officer

**Tom Fraser, MD**  
 Vice Chair, Infectious Diseases  
 Medical Director, Infection Prevention

**Amy Freadling, PhD, LPCC-S, CEAP**  
 Director, Staff and Employee  
 Assistance Program

**Steve Gordon, MD**  
 Chair, Infectious Diseases

**Amanda Hagen, MD, MPH, FCOEM**  
 Medical Director,  
 Cleveland Clinic AtWork

**K. Kelly Hancock, DNP, RN, NE-BC, FAAN**  
 Chief Caregiver Officer

**Nate Hurle**  
 Senior Director, Continuous Improvement

**Carla McWilliams, MD**  
 Chief Quality Officer  
 Chair, Infectious Diseases,  
 Cleveland Clinic Weston

**Wanda Mullins, MPH, RN**  
 Senior Director, Infection Prevention

**William Peacock**  
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**Simrit Sandhu**  
 System Executive Director, Supply Chain  
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**Gordon Snow, JD, MBA**  
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 Executive Director,  
 Clinical Transformation

**Lisa Yerian, MD**  
 Chief Improvement Officer

**James B. Young, MD**  
 Chief Academic Officer

### Notes

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The response to the COVID-19 pandemic is continuously evolving as we learn more about the virus and the best techniques to address the associated risks. The Clorox Company has contributed its expertise to the sections in this guide that concern cleaning and disinfecting. All other guidelines were developed through the expertise of Cleveland Clinic. Cleveland Clinic's materials are based on currently available data and guidelines from the CDC and other resources as of July 29, 2020. This guidance may change from time to time and should be used only as a general reference. Individuals are solely responsible for determining the best practices to deploy within their households.

Please visit [clevelandclinic.org/coronavirus](https://clevelandclinic.org/coronavirus) for the latest updates or to request additional information.

## About Cleveland Clinic

Cleveland Clinic is a nonprofit, multi-specialty academic medical center that integrates clinical and hospital care with research and education. Cleveland Clinic was founded in 1921 by four renowned physicians with a vision of providing outstanding patient care based upon the principles of cooperation, compassion and innovation. Today, Cleveland Clinic is one of the largest and most respected hospitals in the country. *U.S. News & World Report* consistently names Cleveland Clinic as one of the nation's best hospitals in its annual "America's Best Hospitals" survey. Each year thousands of patients travel to Cleveland Clinic from every state in the nation and more than 180 countries around the world.

## About The Clorox Company

The Clorox Company is a leading multinational manufacturer and marketer of consumer and professional products. Founded in 1913, Clorox has a century-long legacy in health and wellness, starting with its namesake bleach and evolving to include other products in its portfolio that can make a meaningful difference in people's lives. They include some of the most trusted and recognized consumer brand names, such as Clorox® cleaning and disinfecting products; Brita® water-filtration products; Burt's Bees® natural personal care products; RenewLife® digestive health products; and Rainbow Light®, Natural Vitality™ and NeoCell® dietary supplements. The company also markets industry-leading products and technologies for professional customers, including those sold under the CloroxPro™ and Clorox Healthcare® brand names.

For more information about how to cope  
with the COVID-19 pandemic,  
visit [clevelandclinic.org/copingwithcovid19](https://clevelandclinic.org/copingwithcovid19).

