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**Joint Information Center – JIC Release No. 9**  
**March 17, 2020, 3:15 p.m. (ChST)**

**DPHSS Continues to Provide Some Services; Update on Behavioral Health Services**

There remain **three** confirmed cases of COVID-19 in Guam. To date, the Guam Department of Public Health and Social Services (DPHSS) has tested a total of 26 cases of COVID-19. The Government of Guam has implemented its planned COVID-19 response to identify and contain transmission on island.

**Healthcare Facilities Are Reminded to Follow Protocols**

DPHSS is reminding all health care providers to follow protocols and accept patients as they arrive. Healthcare facilities are reminded to see their patients and not to redirect them to the Northern and Southern Community Health Centers (CHC) or the Guam Memorial Hospital Authority (GMHA). DPHSS has been informed of patients being redirected to the CHCs by their health care providers. If a patient does not have a regular health care provider, they can call any of the Community Health Centers or the DPHSS Hotline numbers listed below to report symptoms and obtain guidance from the clinicians.

**Division of Public Health**

**Call Ahead to Your Provider; DPHSS Hotline Numbers for Medical-Related Questions**

If you are sick with or suspect you are sick with COVID-19, you should seek medical care. If symptoms require immediate medical attention, drive to your health care provider and call ahead to let them know you are coming so they can prepare. If your symptoms allow you to stay home and self-isolate, but you would still like medical consultation over the phone, call these DPHSS Hotline numbers to speak with a registered nurse:

- (671) 480-7859
- (671) 480-6760/3
- (671) 480-7883

These numbers are operational daily, from 6 a.m. to 10 p.m. and are limited to medical-related inquiries only.

**DPHSS Office of Vital Statistics**

Processing of birth, marriage, death certificates, and other vital certificates will continue when the Office of Vital Statistics reopens at its new location. OVS is currently closed and will re-open at the Ran-Care Commercial Building in Tamuning beginning Friday, March 20, 2020.

**DPHSS Health Professional Licensing Office**

The DPHSS Health Professional Licensing Office (HPLO) has suspended services at this time. For emergency licensing inquiries, please call (671) 735-7410. HPLO staff will continue to process licenses.

**Stay Ahead of the Spread; Download and Share Educational Materials on Prevention Tips**

Educational resources can be found on the DPHSS website. DPHSS developed specific criteria for elderly individuals, those living with comorbidities, household members of a sick individual, travelers, schools, businesses, pregnant women, and children. Contents are primarily drawn from the U.S. Centers for Disease Control and Prevention (CDC). These educational print-ready materials are available for sharing, downloading, printing, and distributing:  
<http://dphss.guam.gov/2019-novel-coronavirus-2019-n-cov/>.

### **Division of Public Welfare**

DPHSS Bureau of Economic Security (BES) will continue to assist individuals and families who have applied for or are receiving the following benefits: Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program), Cash Assistance Programs, Medicaid, Medically Indigent Program (MIP) and Child Care Development Fund Block Grant. DPHSS BES will also continue to issue new or replacement EBT cards between the hours of 8:00 a.m. to 4:30 p.m.

BES is limiting public access into its office locations at DPHSS Northern, DPHSS Southern, and Castle Mall in Mangilao; only the head of household or their authorized representative will be helped. Senior citizens or individuals with a disability requiring assistance may be accompanied by one individual. Those with pending documents are highly encouraged to utilize the drop box at their designated BES site or documents can be emailed to their assigned case worker.

For questions, please call BES at 635-7488 (Northern), 828-7542 (Southern), or 735-7344 (Castle Mall).

For more information, call the DPHSS Bureau of Social Services Administration of the Division of Public Welfare at 475-2653 or 2672.

### **Division of Environmental Health**

#### **Health Certificate Issuance and Sanitary Permit**

Processing of all applications for Health Certificates (HC) and Sanitary Permits (SP) will be suspended for the next two weeks.

#### **Renewal Health Certificates:**

All Health Certificates expiring from **02/16/2020 to 03/30/2020** will continue to be valid until further notice. Holders of such certificates will NOT need to submit renewal applications and payment of fee until further notice. Employers may honor Health Certificates expiring on these dates as being valid.

*Refresher* Food Safety HC training courses scheduled for March 16-27, 2020 will be rescheduled.

*Interim* Food Safety HC training courses scheduled after March 16, 2020 will also be rescheduled. Employers are responsible to provide on-the-job training for these employees, who are to be overseen by a manager/supervisor with a certified Manager's Certification.

All Food Safety Health Certificate (HC) training courses are POSTPONED until further notice. For more information, call the DPHSS Division of Environmental Health at 300-9579.

### **Division of Senior Citizens**

#### **Clients of Senior Citizens and Adult Day Care Centers to Get Delivery of Dry Good Meals**

DPHSS, along with the Mayors' Council of Guam, Kloppenburg Ent. Inc., and the General Services Agency, will continue to coordinate meal services for clients of the 12 Senior Citizens and three Adult Day Care Centers beginning Tuesday, March 17, 2020. The provision of dry goods (meals) for three days will be dropped off to clients at their homes. For more information, please call Senior Center Operations at 477-3454.

### **Guam Behavioral Health and Wellness Center**

The Guam Behavioral Health and Wellness Center (GBHWC) continues to provide critical mental and behavioral health services to island residents. Additional measures are being taken to protect the health and safety of clients, staff, and the public against the spread of COVID-19.

#### **Screening for Services**

GBHWC is conducting 100% health screening on all patients prior to entering the facility. All visitors and staff will undergo temperature screening and anyone who registers a temperature of 100 degrees or higher will not be allowed to enter the facility. GBHWC will also administer a questionnaire which will include travel history and health conditions.

#### **Changes to Visitor Policy**

The GBHWC visitor policy has been amended for its adult and children inpatient units, as well as its residential homes throughout the island, to include all contractual services provided by non-governmental organizations. Physical visitation until March 30<sup>th</sup> has been suspended. Family members are still able to call and drop off items to their loved ones. The GBHWC Hotline continues to be operational 24 hours a day, 7 days a week. The number to call is **647-8833**.

#### **Stay Up to Date with Reputable Sources**

It is important to note that the situation can change quickly. The community is reminded to only share official notices and visit the following links for the most up-to-date information:

- CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- DPHSS website: <http://dphss.guam.gov/2019-novel-coronavirus-2019-n-cov/>
- GHS/OCD website: <https://ghs.guam.gov/coronavirus-covid-19>

For media inquiries, contact the Joint Information Center at (671) 478-0208/09/10 Monday through Friday, 8 a.m. to 5 p.m.

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