

# eni

## Your Virtual Concierge Request

**Coronavirus (Updated 03/13/2020)**

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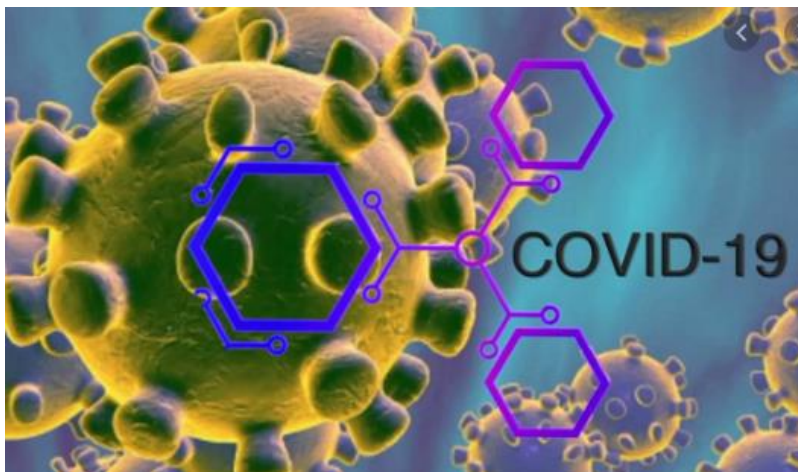
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## What is a Coronavirus?

Coronaviruses are a large family of viruses that can cause respiratory illnesses such as the common cold, according to the Centers for Disease Control and Prevention (CDC). Most people get infected with coronaviruses at one point in their lives, but symptoms are typically mild to moderate. In some cases, the viruses can cause lower-respiratory tract illnesses such as pneumonia and bronchitis.



As of March 12<sup>th</sup>, the global numbers have been confirmed to have reached 125,048 people, with 80,981 residing in China. Of those confirmed 87,137 cases of Coronaviruses, there have been 4,613 deaths with China having the highest death rate of 3,173.

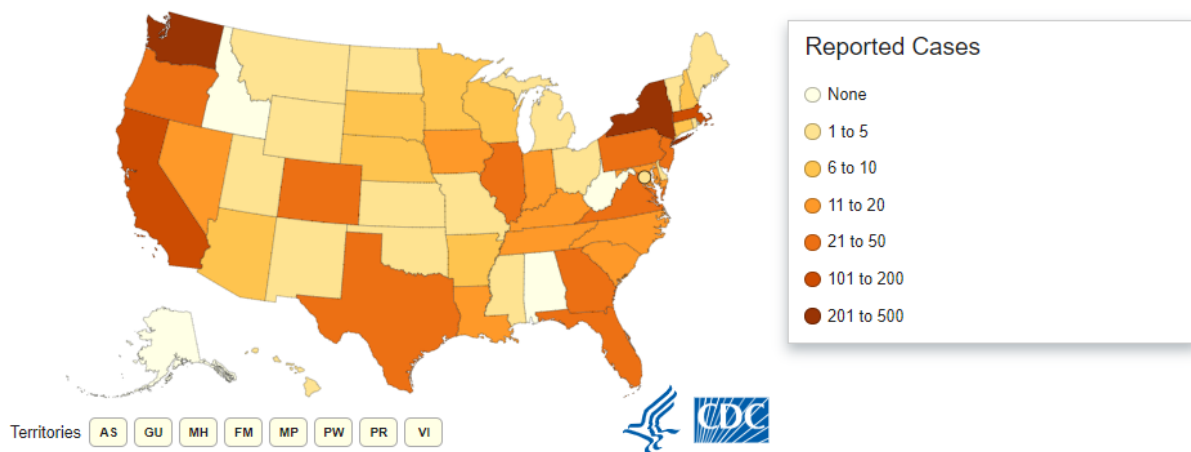
SITUATION IN NUMBERS total and new cases in last 24 hours		Outside of China	
<b>Globally</b>		44 067 confirmed (6703 new)	
125 048 confirmed (6729 new)		1440 deaths (310 new)	
4613 deaths (321 new)		117 countries/territories/ areas (4 new)	
China		WHO RISK ASSESSMENT	
80 981 confirmed (26 new)		China	Very High
3173 deaths (11 new)		Regional Level	Very High
		Global Level	Very High

Data as reported by 10AM CET 12 March 2020  
by World Health Organization

## Is Coronavirus the same as SARS and MERS?

The virus that causes COVID-19, commonly called coronavirus, and the one that causes SARS and MERS are related to each other genetically, but they are different. SARS and MERS are more deadly, but much less infectious than COVID-19. There have been no outbreaks of SARS anywhere in the world since 2003.

## How far has the virus spread?



Last reviewed: March 13, 2020

Content source: National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases

## How does COVID-19 spread?

There are a few ways COVID-19 can be spread from Person-to-Person or from contact with infected surfaces or objects.

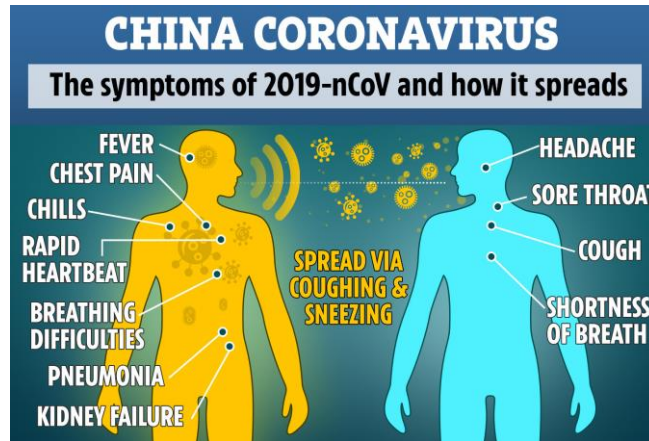
The virus that causes COVID-19 seems to be spreading easily and sustainably in the community (“community spread”) in some affected geographic areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

The virus is thought to spread mainly from person-to-person.

Between people who are in close contact with one another (within about 6 feet).

Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.



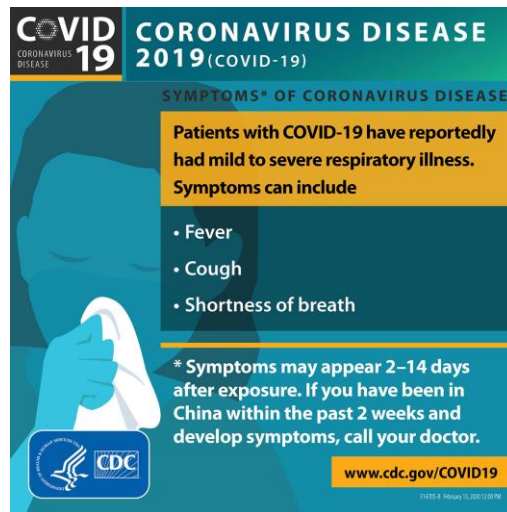
## What are the symptoms of the new Coronavirus?

Reported illnesses have ranged from mild respiratory symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. Symptoms include:

- shortness of breath
- dry cough
- fatigue
- fever

In most cases, you won't know whether you have a coronavirus or a different cold-causing virus.





## **Who is at the most risk?**

The risk depends on where you live or where you have travelled recently. The risk of infection is higher in areas where a number of people have been diagnosed with COVID-19. It's important to be aware of the situation and preparedness efforts in your area

Coronaviruses like 2019-nCoV are particularly dangerous for people who have weaker immune systems, those with autoimmune diseases, persons with pre-existing medical conditions, and older adults.

There are no vaccines to protect people from contracting a coronavirus.

## **How do you treat it?**

There is no specific antiviral treatment recommended for COVID-19. People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions.

People who think they may have been exposed to COVID-19 should contact their healthcare provider immediately.



## How to protect yourself

Here are the CDC's and other healthcare experts' suggestions for how to protect yourself from the virus while travelling:

Try to avoid contact with people who display symptoms similar to those of pneumonia or the common cold, like coughing or a runny nose.

Maintain at least 6 feet distance between yourself and anyone who is coughing or sneezing, because when someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain the virus. See [Social Distancing](#)

Don't touch your eyes, nose, or mouth with unwashed hands.

Wash your hands frequently with soap and water, and scrub for at least 20 seconds.

Use alcohol-based hand sanitizer when possible.

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

## **Should you wear a mask to protect yourself from COVID-19?**

People with no respiratory symptoms, such as cough, do not need to wear a medical mask. World Health Organization (WHO) recommends the use of masks for people who have symptoms of COVID-19, have suspected COVID-19 infection with mild symptoms, and for those caring for individuals who have symptoms, such as cough and fever. The use of masks is crucial for health workers and people who are taking care of someone (at home or in a health care facility).

WHO advises rational use of medical masks to avoid unnecessary wastage of resources and misuse of masks. A suspected COVID-19 infection is linked to travel in areas where cases have been reported, or close contact with someone who has travelled in these areas and has become ill

## **How worried should you be about COVID-19?**

If you are not in an area where COVID-19 is spreading, or if you have not travelled from one of those areas or have not been in close contact with someone who has and is feeling unwell, your chances of getting it are currently low.

However, it's understandable that you may feel stressed and anxious about the situation. It's a good idea to get the facts to help you accurately determine your risks so that you can take reasonable precautions.

Your healthcare provider, your national public health authority and your employer are all potential sources of accurate information on COVID-19 and whether it is in your area.

It is important to be informed of the situation where you live and take appropriate measures to protect yourself

If you are in an area where there is an outbreak of COVID-19 you need to take the risk of infection seriously as it could last a long period of time. (An outbreak is



when a large number of people suddenly get sick.) Follow the advice issued by national and local health authorities.

Although for most people COVID-19 causes only mild illness, it can make some people very ill. More rarely, the disease can be fatal.

**Disclaimer: This tool does not provide medical advice. It is intended for informational purposes only. It is not a substitute for professional medical advice, diagnosis or treatment. Never ignore professional medical advice in seeking treatment. If you think you may have contracted COVID-19 or any other illness, please call your healthcare provider or closest healthcare facility.**

# The facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

FACT  
**1**

**Diseases can make anyone sick regardless of their race or ethnicity.**

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

FACT  
**2**

**For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.**

Older adults and people of any age with underlying health conditions, such as diabetes, lung disease, or heart disease, are at greater risk of severe illness from COVID-19.

FACT  
**3**

**Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.**

For up-to-date information, visit CDC's coronavirus disease [situation summary page](#).

FACT  
**4**

**There are simple things you can do to help keep yourself and others healthy.**

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

FACT  
**5**

**You can help stop COVID-19 by knowing the signs and symptoms:**

- Fever
- Cough
- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or live in or have recently traveled from an area with ongoing spread of COVID-19. Call ahead before you go to a doctor's office or emergency room. Tell them about your recent travel and your symptoms.

Last reviewed: March 12, 2020 Content source: National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases

## **What is social distancing?**

Social distancing means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

To determine if you have 6-feet of distance between you and someone, think:

- About as long as full size bed or twin size bed.
- Approx. 3 lengthens.

## Virtual Concierge Services

The virtual concierge service is available 24/7 to save members valuable time and help balance the competing demands of work and life. The Virtual Concierge features dedicated Personal Assistants available to provide research, referrals, or information on just about any topic. Common requests include:

- **Caregiver Resources** - Members have access to information to minimize family care burdens such as back-up care options, tutoring services, babysitters, and immunization information, as well as school programs and elder care options.
- **Concierge Services** – Personal Assistants can provide resources for local pet care, entertainment and automotive care referrals to save employees time and energy.
- **Homeowner and Renter Resources** - Employees can request research on topics ranging from renovation projects to relocation to simplify owning, renting, purchasing, or selling a home.
- **Simplified Travel Planning** - Vacation/travel planning and event coordination research are the top services requested from most employees.