

Frequently Asked Questions

This document is intended to provide general information about the novel coronavirus (COVID-19), including how it is transmitted and how to prevent infection. This document is not intended to be an exhaustive look at COVID-19, and we encourage everyone to supplement their knowledge of coronavirus by visiting the website of the [Centers for Disease Control and Prevention](https://www.cdc.gov) (CDC).

What is coronavirus?

Coronaviruses (CoV) are a family of RNA viruses that typically cause mild respiratory disease in humans. However, the 2003 emergence of the severe acute respiratory disease coronavirus (SARS-CoV) demonstrated that CoVs are also capable of causing outbreaks of severe infections in humans. A second severe CoV, Middle East respiratory syndrome coronavirus (MERS-CoV), emerged in 2012 in Saudi Arabia. More recently, a novel coronavirus (COVID-19) was identified in Wuhan, China, in December 2019. The virus is contagious and potentially fatal. It is suspected that it is transmitted through coughing and sneezing by infected individuals. At present, there is no vaccine, cure, or specific treatment.

How is coronavirus spread?

Health authorities have not confirmed how coronavirus is transmitted but suspect it is spread person-to-person. There is also evidence that the virus has been spread by animal sources, including individuals with links to seafood or animal markets. They do not believe you can get it from air, water or food.

What are the signs and symptoms of coronavirus?

Individuals infected with coronavirus have displayed the following symptoms:

- Mild to severe respiratory illness.
- Fever.
- Cough.
- Difficulty breathing.
- Death.

How infectious is coronavirus?

Virus transmission may happen on a spectrum, and authorities are not sure if the virus is highly contagious or less so. For person-to-person transmission, health authorities suspect the virus is spread through coughing and sneezing, similar to how influenza and other respiratory pathogens are spread.

The incubation period, or the time interval from infection to onset of symptoms, is from two to 14 days. During this period, an individual can be infected and spreading the disease, although they may not be experiencing the signs and symptoms of the virus.

Steps to Staying Healthy

As a reminder, practicing good personal hygiene is the best defense against COVID-19 and other flu-like illnesses. JetStream Ground Services recommends everyone follow preventive steps recommended by the [Centers for Disease Control and Prevention](#).

Because there is currently no vaccine to prevent infection, the best way to protect yourself is to avoid being exposed to this virus. The CDC recommends the following additional steps:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What happens if I suspect I or someone I know has coronavirus?

If JetStream Ground Services employees exhibit symptoms of coronavirus, they should immediately contact a supervisor who will immediately contact a health care professional and the appropriate government authorities. If you have had close contact with someone exhibiting coronavirus symptoms, please contact a JetStream Ground Services supervisor who will then work with the appropriate state public health department and CDC to determine if you need to be tested for coronavirus.

Where can I get additional information about the coronavirus?

Information is available at the following helpful links:

[Coronavirus Disease 2019 \(COVID-19\)](#)

[Coronavirus disease \(COVID-19\) advice for the public](#)

[Q&A on coronaviruses \(COVID-19\)](#)

[Preventing Spread of Disease on Commercial Aircraft: Guidance for Cabin Crew](#)

[Coronavirus condition overview](#)

Has the Occupational Safety and Health Administration (OSHA) provided guidance on how to handle coronavirus?

OSHA has issued a [fact sheet](#) regarding protecting workers in the case of a global health emergency. Employers should train employees on the following:

- Differences between seasonal epidemics and worldwide pandemic disease outbreaks.
- Which job activities may put them at risk for exposure to sources of infection?
- What options may be available for working remotely, or how to utilize an employer's flexible leave policy when employees are sick.
- Social distancing strategies, including avoiding close physical contact (e.g., shaking hands) and large gatherings of people.
- Good hygiene and appropriate disinfection procedures.
- What personal protective equipment is available, and how to wear, use, clean and store it properly.
- What medical services (e.g., post-exposure medication) may be available to them.
- How supervisors will provide updated pandemic-related communications, and where employees should direct their questions.

How long can the coronavirus live outside the human body?

It can vary. Similar viruses can live for a few hours, depending on the hardness of the surface the virus is on, as well as ambient air conditions. The harder the surface, the longer the virus can survive.

Conclusion

The information is provided based on currently known information to JetStream Ground Services. The progress of this disease is continuously evolving. The preceding information is subject to change based on such evolving information.