Frequently Asked Questions
Pertaining to Coronavirus (COVID-19)

STOP: Text **SURFSIDE** to **99411** to register for CodeRed emergency alerts
or sign up via the [Town website](#).

GENERAL QUESTIONS ON CORONAVIRUS

What is coronavirus?
Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

What are the symptoms?
The symptoms COVID-19 can include fever, cough, sore throat, shortness of breath or difficulty breathing, chills, muscle pain, headache, and loss of taste or smell. Symptoms may appear in as few as two days or as many as 14 days following exposure. Some patients may have body aches, nasal congestion, runny nose, sore throat, loss of taste and smell, or diarrhea. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

What can I do to protect myself and stop the spread of coronavirus?
You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer
- Avoid touching eyes, nose and mouth
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze
- Clean and disinfect high-touch surfaces
- Wear a cloth facial covering where social distancing is an issue
- Maintain at least six feet distance between yourself and others
- Avoid gatherings of more than 10 people
- Avoid contact with people who are sick
- Avoid nonessential travel

What if I'm an at-risk senior or resident with special needs in need of support?
If you are 65 years or older or have underlying medical conditions (e.g. heart disease, diabetes or lung disease), then you are urged to stay home. For our at-risk seniors and residents with special needs, please know our Surfside Police Department is here to assist. For support, call the Surfside Police Department's non-emergency number at 305-861-4862.

Should I wear a face mask when out in public?
Yes, the Centers for Disease Control and Prevention (CDC) recommends the use of cloth face masks or coverings in public settings to help slow the spread of coronavirus. Additionally, Miami-Dade County issued an emergency order, encouraging customers and employees to wear cloth facial coverings and face masks in public spaces.

The CDC released [recommendations](#), along with a video by the U.S. Surgeon General with easy instructions on how to make a face covering using rubber bands and a scarf, bandana, hand towel or T-shirt. [You can view the video and CDC recommendations on face masks.](#)

How can I stay safe while shopping for essentials?
If making a trip to the grocery store, then make sure to: designate one shopper; wear a cloth face mask or covering; wipe down the handle on the grocery cart; shop during less crowded times and go only when absolutely necessary; use a credit or debit card instead of cash; don't touch your face after handling groceries; and wash your hands after returning home. [Shop safely with these tips.](#)

PRO TIP: To minimize your exposure to other people, try using a delivery service, such as [Instacart](#), [Amazon Prime](#) and [Shipt](#). Avoid a direct hand off by having the bags left by your door and also tip the driver electronically. [Here is a tutorial on how to use Instacart.](#)

What is social distancing?
Social distancing is the practice of staying at least six feet away from others to stop the spread of coronavirus. The measures are aimed at trying to cut down the amount of virus spreading around, and ultimately protect those most vulnerable, including the elderly and people with weakened immune systems. Please follow the recommended social distancing guidelines from the [Florida Department of Health](#).

How does COVID-19 spread?
COVID-19 can spread from person to person through small droplets from the nose or mouth, including when an individual coughs or sneezes. These droplets may land on objects and surfaces. Other people may contract COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.

Can I catch COVID-19 from my pet?
While there has been one instance of a dog being infected in Hong Kong, to date, there is no evidence that a dog, cat or any pet can transmit COVID-19. COVID-19 is mainly spread through droplets produced when an infected person coughs, sneezes, or speaks. To protect yourself, clean your hands frequently and thoroughly. The CDC says anyone who is sick with the coronavirus should still restrict contact with any animals just like you would around other people.

Where can I go to get a COVID-19 vaccine?
Miami-Dade County is coordinating closely with hospital and healthcare partners, the State of Florida, cities, and private partners to vaccinate members of our community against the coronavirus (COVID-19) as quickly, safely, and equitably as possible. To pre-register for appointments and for a list of locations offering vaccines, visit the Miami-Dade County website.

Several pharmacies throughout South Florida also have vaccines including Publix, Winn-Dixie and Fresco y Más. Check the pharmacy websites for more information and locations.

Where can I go to get tested for COVID-19?
COVID-19 testing is available at several locations. But before you go, make sure to check with the COVID-19 testing site for restrictions, such as age limitations and by appointment only. For locations, visit here.

What if I'm a senior or a resident with limited mobility?
Miami-Dade County offers in-home coronavirus testing for seniors and adults with disabilities (18 and older). The tests are free to those exhibiting COVID-19 symptoms and are administered by Miami-Dade Fire Rescue units in partnership with Jackson Health System. To make an appointment, call 305-499-8767.

Whom can I contact with COVID-19 related questions?
For questions related to COVID-19 in Florida, please contact the Florida Department of Health's dedicated COVID-19 hotline by calling 1-866-779-6121 or by emailing covid-19@flhealth.gov.

The Town of Surfside is available to assist the community in all times of need. For questions pertaining to COVID-19 in the community, call Town Hall at 305-861-4863 and dial "0" during business hours, 9 a.m. - 5 p.m. daily. For concerns outside those hours, please contact the police non-emergency number at 305-861-4862. If you are a senior or at additional risk because of an underlying health condition, please contact the police non-emergency number for support.

Where can I receive the most up-to-date number of confirmed COVID-19 cases?
The Florida Department of Health has created a dashboard where updates are made in real-time. To view the dashboard, visit here.

Where can I go to receive coronavirus updates from the Town?
Along with trusted news sources, here is where you can turn for reliable coronavirus information:

- Sign up for CodeRed emergency alerts and Town email notifications
- Town of Surfside website
- Centers for Disease Control and Prevention (CDC)
- World Health Organization Q&A
- Florida Department of Health
- Florida Department of Health COVID-19 case dashboard
- Miami-Dade County Emergency Orders and Updates from Mayor Carlos Gimenez
- Miami-Dade County Public Schools

Where can I go to review COVID-19 related emergency orders and executive orders by the State of Florida, Miami-Dade County and the Town of Surfside?

- State of Florida – Executive Orders
- Miami-Dade County – Emergency Orders
- Town of Surfside – Emergency Measures

TOWN SERVICES

Can I visit Town Hall?
Surfside's Town Hall building is publicly accessible to visitors and staff, as long as CDC health and safety guidelines are followed. For the public's continued health and safety, the Town strongly encourages residents to call for matters that can be handled over the phone.

To contact Town Hall, call 305-861-4863 and dial "0" during business hours, 9 a.m. - 5 p.m. daily. For concerns outside those hours, please contact the police non-emergency number at 305-861-4862. If you are a senior or at additional risk because of an underlying health condition, please contact the police non-emergency number for support.

Are Surfside's parks and recreation facilities open?
Under the County's newly updated Emergency Order 29-20, Miami-Dade County has lifted certain restrictions on parks and recreation facilities as long as patrons continue to follow social distancing measures and wear facial coverings per the New Normal guidelines. Therefore, the Town of Surfside has reopened all park facilities for residents' enjoyment.

Is the Police Department open?
The Police Department lobby remains open to the public, but we strongly recommend you call first before coming to the lobby. The Surfside Police Department is now accepting telephone reports for your non-emergency response service needs. Examples of reports that may be taken by telephone include fraudulent activity and most misdemeanor crimes. To file a report, contact our Police Department non-emergency number at 305-861-4862.

Is the Town still picking up trash and recycling?
Yes, the Town's Public Works Department is continuing to pick-up trash, recycling and bulk items. View the schedule.

What if I need to make a utility or solid waste payment?
Utility and Solid Waste Payments are still being accepted. Payments can be made online, mailed, or dropped off at Town Hall and placed in the gray lock box. Please make sure your account number is listed on the check. (NO CASH, CHECKS ONLY)

Is construction affected?
The Town of Surfside allows construction, subject to compliance with restrictions as outlined in the Code of Care and Conduct Pledge Agreement. Every owner and contractor for a construction site will be required to sign the pledge agreement prior to commencement of any work and will

be expected to proceed with care to protect both Surfside residents and construction workers while mitigating the spread of coronavirus.

Is the shuttle bus still running?
Operations for the Surf-Bay-Bal community shuttle bus are currently suspended until further notice.

BUSINESSES AND UNEMPLOYED

Is there a curfew?
Yes, Miami-Dade County has issued a countywide curfew. The midnight to 6 a.m. daily curfew remains in effect until further notice. Essential workers including first responders, hospital workers, utility repair service personnel, media and those with religious obligations will be exempted from the curfew. Additionally, the curfew does not apply to those returning directly to their homes from work at essential establishments or going directly to work; making deliveries from essential establishments; and walking their dogs within 250 feet of their residences.

Are restaurants, hair salons and non-essential businesses open in Surfside?
Yes, restaurants, hair salons and non-essential businesses are currently open under the county's "New Normal" guidelines.

Where can I turn for financial relief and help as a small business or individual?
To assist individuals and businesses who are financially impacted by the crisis, the Town of Surfside has compiled a list of helpful resources. This information is regularly updated on the [Town website](#).

Where can I turn for job assistance?
For reemployment assistance and disaster recovery, visit the [Florida Department of Economic Opportunity](#). Note that due to issues with the DEO website, [26 Miami-Dade Public Library branches](#) are distributing unemployment applications and providing additional forms for public assistance, including the federal food assistance program (SNAP), Medicaid and the Temporary Assistance for Needy Families (TANF). [Visit the Miami-Dade Public Library System website for participating library locations.](#)

CareerSource South Florida is also another good resource for job seekers. [Visit here for more information.](#)

BEACH

Is the beach in Surfside open? If so, what restrictions do I need to keep in mind?
Miami-Dade County has reopened all public beaches including in Surfside but with various measures in place to keep beachgoers in place. Review [page 90 in the "New Normal" guidelines](#) to learn more. For the convenience of residents, the hardpack and beach jogging path also is open; however, residents must wear a facial covering, maintain a safe social distance (at least six

feet away from others), avoid gathering in groups and follow directional signs. Refer to the Town website for updates.

MIAMI-DADE COUNTY PUBLIC SCHOOLS

What if my child needs meals?
Miami-Dade County Public Schools offers free Grab-and-Go Meals to students and families of students, as needed, at multiple locations throughout the county. You must show your child's school ID. Check out this map to find a location near you.

Where can I turn for questions?
M-DCPS has a hotline to answer questions from students, parents and other community members about school district-related coronavirus efforts. The number is 305-995-3000. For additional resources and support, visit http://reopening.dadeschools.net.