About Novel Coronavirus

Schools and Parents

The Santa Clara County has established a call center for the general public and schools with regards to the Coronavirus. The phone number is 408 885-3980. Here are some FAQ’s

How is novel coronavirus spread? Are my children and family at risk?

It is unclear how easily or frequently this virus may spread from person to person, so it’s important to practice good hygiene (e.g. cover your cough and sneeze, and wash hands, avoid touching your face). We are still learning about this new virus, but at this time the risk is low to Santa Clara County residents.

Is my family at risk of getting novel coronavirus?

At this time, the general public in Santa Clara County is at low risk for the new coronavirus. However, public health officials are still learning about the virus. It is important that everyone take preventative measures to help decrease the spread of the flu and other viruses that are in our community. Stay away from people who have signs of a respiratory tract infection, such as runny nose, coughing and sneezing and try to avoid gatherings with lots of people.

When should I keep my child home from school?

If anyone is ill with fever, cough or other symptoms, they should stay home from work or school and other public activities until they have recovered.

Should children whose parents traveled to China stay home from school?

If a child has not traveled to an area with ongoing circulation, and they are not ill, they can continue their everyday activities. But if a child is ill, they should be kept home.

Can a school send a student home if they recently returned from China and have cold-like symptoms?

Any student with a fever or respiratory symptoms can be sent home by the school.
What should I do now to protect my family?

- Get your flu shot to protect against flu, which can produce symptoms similar to novel coronavirus.
- Wash your hands with liquid soap and water, rub for at least 20 seconds.
- Cover your cough or sneeze with a tissue, sleeve or arm. Do not use your hands.
- Avoid touching your face, especially your eyes, nose and mouth.
- Stay home if you are sick with any respiratory symptoms, such as fever, cough, shortness of breath and are feeling tired.
- Try staying away from large groups of people.
- CDC recommends against traveling to China.

For more information go to www. Sccphd.org/coronavirus.

New Guidance for Schools and School Districts

Please note that here been reports of students and others being stigmatized. We urge schools to ensure students and staff privacy to help prevent discrimination.

Students and staff returning from mainland China arriving in the United States since February 3, 2020 should be excluded from school for 14 days, beginning the day after they left China.


For students and staff who come back to the U.S. prior to February 3 and do not have respiratory illness, they may wish to consider staying home for 14 days after they left mainland China, but it is not mandatory.

In the unusual event that a student or staff member who returned from mainland China prior to February 3, 2020 and who:

- Has symptoms of respiratory illness, such as fever and cough, AND
- Become ill within 14 days after their departure from China,

Please take the following steps:

- Separate the individual from others as much as possible and arrange for the individual to go home, and
- Contact the County of Santa Clara Public Health Department during regular business hours (408) 885-3980, M-F 8-5 for further guidance.

Source: SCPHD
Action to Stop the Spread of Germs.

- Teach students, parents and staff the importance of staying home when sick until at least 24 hours after they no longer have a fever or signs of a fever (chills, feeling very warm, flushed appearance, or sweating) without the use of fever-reducing medicine.
- Review school policies, and consider revising those that make it difficult for students and staff to stay home when sick or when caring for others who are sick.
- Implement flexible sick leave policies for students and staff.
- Avoid the use of perfect attendance awards.
- Cross-train staff so that others can cover for co-workers who need to stay home.

Cover your cough

- Teach students and staff to cover coughs and sneezes with a tissue or their bent arm. If they use a tissue, they should put the used tissue in a trash can and wash their hands.
- Teach students and staff to wash hands often with soap and water for 20 seconds, dry hands with a paper towel, and use the paper towel to turn off the faucet. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer containing at least 60% alcohol may be used.
- Provide adequate supplies within easy reach, including tissues and no touch trash cans.

School staff, here we go again another year 2020 don’t forget to continue using this great website which contains all the recent updates and information about immunizations required for school in California and much more!