

# **CITY OF FRESNO**

## **COVID-19 EMERGENCY ORDER 2020-02**

### **FREQUENTLY ASKED QUESTIONS**

**Updated March 18, 2020**

The order effective as of March 19, 2020, at 12:01 a.m., limits activity and business functions to only the most essential needs. The guidance comes after substantial input from the U.S. Centers for Disease Control and Prevention (CDC) and best practices from other health officials around the world. This order is in effect until 11:59 p.m. March 31, 2020.

Note that these FAQs will continue to be updated. Please check back for updates and clarifications.

#### **GENERAL QUESTIONS ABOUT THE ORDER**

##### **What does this Order do?**

This Order calls for most people stay home starting as soon as possible, but no later than 12:01 a.m. on Thursday, March 18, 2020, unless they are engaged in certain “Essential Activities” which are discussed more below. For most people, this means you and those you live with should remain at home. You are allowed to leave your home for specified reasons to make sure you have the necessities of life (discussed more below) such as getting food and medical supplies. You are also allowed to go outside to take care of a pet or for exercise so long as you do not congregate in a group and maintain at least six feet of distance between you and other people. If you are sick you should self-isolate, including, to the extent you can, from others you live with (more on that below).

##### **When does the Order go into effect?**

The Order is effective at 12:01 am on Thursday, March 18, 2020.

##### **How long does the Order last?**

The Order is currently set to expire on Tuesday, March 31, 2020, at 11:59 p.m. The City may choose to extend the time period if necessary to protect public health.

##### **Can the Order be changed?**

Yes. The Director of Emergency Services may make changes to the Order as more information emerges about the public health situation and issue new orders and directive as conditions warrant.

##### **Where is the Order in effect?**

This Order is in effect throughout the City of Fresno.

## **Who issued the Order?**

This Order was issued by City Manager in her capacity as the Director of Emergency Services, under the power granted by Fresno Municipal Code Section 2-501 et seq.

## **Is this mandatory or is it just guidance?**

While the City expects voluntary compliance, businesses who hold a Conditional Use Permit could be subject to revocation of that permit for failure to comply.

## **I run an Essential Business, as defined by the Order. Do I need to get an official letter of authorization from the City to operate?**

No. If your business is in the list of Essential Businesses provided in the Order, then you may operate it. You do not need to obtain any specific authorization to do so.

## **I work for an Essential Business, as defined by the Order. Do I need to have a letter from my employer or other documentation to attend work?**

No. You do not need to carry official documentation demonstrating that you are exempt under the Order.

## **QUESTIONS ABOUT SHELTERING IN PLACE**

### **What does it mean to “shelter in place?”**

The term “shelter in place” means to stay in your home and not leave unless necessary for one of the exceptions listed in the Order (discussed more below).

### **What is the difference between “sheltering in place” and “social distancing”?**

Sheltering in place is a more rigorous form of social distancing.

Sheltering in place means you:

- Must stay at home
- Can only leave your home for “essential activities,” to work for an “essential business,” which are defined in the Order (see FAQs for details)
- Cannot host or attend any gatherings

You should also maintain 6 foot distance from other people as much as possible, wash your hands frequently for at least 20 seconds each time (or use hand sanitizer), frequently disinfect high-touch surfaces, and stay home if you are sick.

### **Can I leave home to visit friends or family members if there is no urgent need or I am not performing an essential activity?**

No. For your safety as well as their safety, we need to help each other fight the spread of COVID-19 by staying at home.

### **Can I still get my mail and deliveries?**

Yes. You will still be able to get mail and other deliveries at your home.

**Can I still order the things I need online and have them delivered to my residence?**

Yes. Businesses that deliver goods or services directly to residences are “essential businesses” that may continue to operate.

**Can I go out to do laundry or have my laundry done?**

Yes. Maintain social distancing.

**Can I get my prescriptions or other health care needs? Can I leave home to go to the pharmacy to get my prescription filled?**

Yes. Drug stores and other medical supply stores are allowed to operate. When possible you should have prescription medicines and health care supplies delivered to your home.

**What if I need to get healthcare from my medical provider?**

You can still get your health needs addressed. Contact your health care provider to see if they are providing regular services. Some services, especially elective procedures, may be postponed or canceled. If you are feeling sick, please first call your doctor, a nurse hotline, or an urgent care center. Do not go to the emergency room of a hospital unless you are having an actual emergency.

**Can I still seek non-essential medical care like eye exams, teeth cleaning, elective procedures, etc.?**

Generally you should postpone non-essential medical and dental care if possible. If it can wait, then wait. Check with your provider for specific guidance. They may cancel services. You should not expose yourself or others by pursuing health care or maintenance care that can wait a few weeks.

**Should I stock up on food, necessities like toilet paper, and on medicines?**

No. You will continue to be able to purchase these items. Stores selling necessary items like grocery stores, pharmacies, and hardware stores will remain open. Please continue to buy normal quantities of these items on the same schedule you normally follow. This will ensure that there is enough for everyone.

**What should I do if I'm sick? If I or a family member need immediate medical attention, can I leave home to go to the doctor or hospital?**

If you are feeling sick, first call your doctor, a nurse hotline, or an urgent care center before going to the hospital. Do not go to the emergency room of a hospital unless you are having an actual emergency. But you can and should seek medical advice if you or a family member is sick. If it is not an emergency, please contact your primary care provider to determine next steps. Also, you can check online resources to help you assess symptoms if you are worried about whether you or a loved one has COVID-19. You should check

<https://www.cdc.gov/coronavirus/2019-ncov/index.html> for more information. Call 911 or go to an emergency room if you are experiencing a medical emergency.

**Can I leave home to care for my elderly parents or friends who require assistance to care for themselves? Or a friend or family member who has disabilities?**

Yes. Be extremely cautious when providing care to vulnerable people and ensure that you protect them and yourself by following social distancing guidelines such as washing hands before and after, using hand sanitizer, maintaining at least 6 feet of distance when possible, and coughing or sneezing into a tissue.

**Can I visit loved ones in the hospital, nursing home, skilled nursing facility, or other residential care facility?**

You may visit a hospital or other healthcare facility only for the purpose of obtaining health care services and supplies. Non-essential visitations are barred. Do not visit a nursing home, skilled nursing facility, or residential care facility other than for the purpose of securing care. People over 65 years of age are particularly vulnerable to COVID-19.

**What if I can't get out of the home? How can I get supplies and food?**

Please contact friends, family, or others you know who can provide support. They are permitted to pick up any of your needs. You can also order food and other supplies, and have them delivered to your home.

**Can I leave home to go to my church, synagogue, or mosque?**

No. For your safety as well as the safety of your fellow worshippers, we need to help each other fight the spread of COVID-19 by staying at home. Places of worship may offer remote access to services, such as by emails, video streaming, or teleconference.

**Can I leave home to exercise?**

If you will be outdoors and not in close contact with other people, yes. Otherwise, no. Fitness centers, exercise gyms, recreational centers, golf courses, and public pools are not permitted to operate.

**Can golf courses remain open?**

No.

**I become anxious when cooped up in my house. Am I allowed to go to a park or on a hike?**

Yes. Spending time outside improves mood and well-being, and is particularly beneficial to children. You can go for walks, go to the park, and engage in other similar activities, but you should maintain social distance (more than six feet away from persons who are not part of your household) to avoid spread of the virus.

**Can I go shopping for things other than food/groceries?**

Yes. You can shop for anything that is related to health care, hardware supplies, supplies needed to telecommute, and supplies essential to safety and sanitation. But you should minimize unnecessary trips.

**Can I go to a bar/nightclub/theater?**

No. Entertainment venues are not allowed to operate.

**Can I go to a restaurant, café, coffee or tea shop, ice cream shop, or other foodservice location?**

Yes, but only to pick up food. You cannot dine, eat, or drink in or around the facility.

**Can I walk my dog/pet?**

Yes. Be sure that you distance yourself at least six feet from others who are not part of your household.

**Can I go to a vet or pet hospital if my pet is sick?**

Yes. Please call first to determine if the vet has any restrictions in place.

**I don't cook—how can I purchase meals?**

Restaurants, cafes, food trucks, and similar establishments are encouraged to remain open to supply meals to the public via delivery and carryout. You can also purchase prepared foods at grocery stores, supermarkets, certified farmers' markets, convenience stores, and other such food retailers.

**How can I access free or reduced price meals for myself or my family?**

Schools, soup kitchens, food banks, and other entities that provide free or reduced priced food or meals to the public are encouraged to continue providing these services. You must pick up and take away the food or have it brought to you. Do not eat on the premises.

**Can I take my kids to the park and can we use playgrounds?**

The Order allows you to engage in outdoor activities, provided that you maintain adequate social distancing. While we encourage use of parks, we strongly discourage the use of playgrounds because they include high-touch surfaces, and because it is typically not possible to maintain social distancing at playgrounds.

**QUESTIONS ABOUT BUSINESSES, EMPLOYMENT, AND GOVERNMENT OPERATIONS**

**Will all business offices and stores be required to close?**

No. "Essential businesses" may keep their facilities open (and are encouraged to keep them open) to continue providing essential services and products to the public. Employees may leave home to go to these jobs.

Non-essential businesses may keep facilities open only to maintain minimum basic operations, such as maintaining the value of an inventory, keeping the site secure, or ensuring that employees are able to work remotely. The Order does not prohibit any employees from working from home.

### **What are “Essential Businesses”?**

The Order provides the following list of “Essential Businesses”:

- i. Healthcare Operations and Essential Infrastructure;
- ii. Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the safety, sanitation, and essential operation of residences;
- iii. Food cultivation, including farming, livestock, and fishing;
- iv. Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
- v. Newspapers, television, radio, and other media services;
- vi. Gas stations and auto-supply, auto-repair, and related facilities;
- vii. Banks and related financial institutions;
- viii. Hardware stores;
- ix. Plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences, Essential Activities, and Essential Businesses;
- x. Businesses providing mailing and shipping services, including post office boxes;
- xi. Educational institutions—including public and private K-12 schools, colleges, and universities—for purposes of facilitating distance learning or performing essential functions, provided that social distancing of six-feet per person is maintained to the greatest extent possible;
- xii. Laundromats, drycleaners, and laundry service providers;
- xiii. Restaurants and other facilities that prepare and serve food, but only for delivery or carry out. Schools and other entities that typically provide free food services to students or members of the public may continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and take-away basis

only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;

xiv. Businesses that supply products needed for people to work from home;

xv. Businesses that supply other essential businesses with the support or supplies necessary to operate, including but not limited to waste disposal, recycling, and electronic recycling;

xvi. Businesses that ship or deliver groceries, food, goods or services directly to residences;

xvii. Airlines, taxis, and other private transportation providers providing transportation services necessary for Essential Activities and other purposes expressly authorized in this Order;

xviii. Home-based care for seniors, adults, or children;

xix. Residential facilities and shelters for seniors, adults, and children;

xx. Professional services, such as legal or accounting services, when necessary to assist in compliance with legally mandated activities;

xxi. Childcare facilities providing services that enable employees exempted in this Order to work as permitted. To the extent possible, childcare facilities must operate under the following mandatory conditions:

- 1. Childcare must be carried out in stable groups of 10 or fewer (“stable” means that the same 10 or fewer children are in the same group each day).
- 2. Children shall not change from one group to another.
- 3. If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
- 4. Childcare providers shall remain solely with one group of children.

**What if my business is not considered an Essential Business? Does this Order require that I shut down my business facility?**

You and your employees are allowed to perform “Minimum Basic Operations” at your work place, so long as employees maintain a distance of six feet from one another to the greatest extent feasible. Minimum Basic Operations include maintaining the value of inventory, ensuring security, and ensuring that employees can work remotely. Other than to maintain “Minimum Basic Operations,” employees can only work remotely from their residences.

**Does this Order require that schools shut down?**

This Order requires that all schools stop holding classes at physical locations within the City. However, schools may provide distance learning to their students. Employees of schools may

go to work for the purpose of providing distance learning to their students. Schools can also continue to offer students free and reduced-price lunches for takeaway or delivery, which many schools are doing.

**I am in the business of manufacturing food that I supply to grocery stores and other food retailers. Am I required to shut down?**

No. All suppliers of essential businesses are allowed and encouraged to continue operating. This includes businesses that supply food goods and prepared meals to grocery stores and other food retailers.

**Does the Order require that businesses stop work that is necessary to our health care system?**

No. The Order exempts any business that is performing work related to the delivery of health care.

**Can my company continue construction on a health care facility?**

Yes, the Order exempts any business that is performing work related to the delivery of health care.

**Are non-profit organizations allowed to continue operating?**

If they provide essential services as described in the Order, then yes they can and should continue providing those services. This would include non-profits operating food pantries, providing housing for homeless residents, and providing other critical services.

**What if some of the work my business does at its facility is essential and some is non-essential?**

Your business can continue to operate its facility to carry out its essential business functions. You must maximize remote work and comply with social distancing requirements at the facility. The facility should not continue to carry out non-essential business functions.

**I operate a “big box store” that sells some clothing in addition to groceries, electronics, and hardware. Do I need to shut down the part of my store that sells non-essential supplies?**

No. You may keep your entire store open if it primarily sells essential goods and supplies like food and telecommunication supplies.

**What if I have a cafeteria at my worksite. Can it continue to operate to serve workers who are carrying out work exempted in the Order?**

The Cafeteria can operate like other food facilities. It can serve food to the remaining employees, so long as the employees take the food away and do not eat it in the cafeteria. The cafeteria should follow the social distancing requirements in the Order.



### **Is the local government shutting down?**

No, essential government functions will continue, including first responders, emergency management personnel, emergency dispatchers, and law enforcement. Other government functions or offices may be subject to reduced schedules or may be closed as part of the effort to fight the spread of COVID-19.

### **I work for the government—Can I continue to go to work?**

Government employees can continue to go to work if they are designated as essential employees by their employer. Each government entity is responsible for determining which of its workers are essential workers.

### **What do I do if my employer requires me to go to work?**

Many businesses are not permitted to operate under this Order. Essential Businesses, as defined in the Order, are allowed and encouraged to continue operating. If your work is not an Essential Business, you are not permitted to go to work and your employer is not permitted to require you to attend except to sustain Minimum Basic Operations, as that term is defined in the Order. You may work from home if your work permits.

### **What do I do about my kids? I have to work.**

If you work for an Essential Business, as described in the Order, you can and should continue to work. Certain employers, schools, and community organizations will be providing childcare for employees of essential businesses. You may also employ a nanny or babysitter to provide home-based care for your kids.

### **Can my company continue to provide janitorial services?**

Yes, janitorial services are allowed as necessary to health and sanitation.

### **Can grocery stores, farmers markets, and other food retailers remain open?**

Yes. Grocery stores, certified farmers' markets, farm and produce stands, supermarkets, food banks, convenience stores, and similar food retail establishments are encouraged to remain open to provide food and pet supplies to the public. When visiting these establishments, please help retailers maintain at least six feet minimum distance between patrons, including by providing ample space while shopping and waiting in line.

### **If my child's school is providing food or meals, can I leave home to go to the school to pick up the food or meals?**

Yes.

### **Can warehouses and distribution centers that supply businesses that ship and deliver stay open?**

Yes.

## **I work for an essential infrastructure organization—can I leave home to go to work?**

Yes. You can go to work to maintain and operate essential infrastructure, including public works construction, construction of housing (in particular affordable housing or housing for individuals experiencing homelessness), airport operations, water, sewer, gas, electrical, oil refining, roads and highways, public transportation, solid waste collection and removal, internet, and telecommunications systems (including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, and web-based services).

## **What construction is allowed to continue?**

The Order only exempts construction of housing, public works, and medical and health care-related facilities.

## **What if I want to go to work at a physical location in the City and I'm not sick?**

Unless your work is exempted in the Order, you cannot go to work at a physical location in the City. You may work from home for any business if your employer allows.

## **Can I operate a business that sells things that can be delivered to people's homes? Can I shift more of my business to a delivery model?**

Deliveries can continue to be sent to people's homes, and you may adjust your business model accordingly while this Order is in place.

## **My business provides critical services and products for the federal government that we are required to provide on a time-certain basis--can we continue to manufacture these products?**

Employees and contractors of any governmental entity may continue to provide the services and products if the governmental entity determines that they are necessary to carry out an essential governmental function.

## **Are daycare facilities allowed to operate?**

Daycare facilities may operate, but only if they comply with the mandatory conditions set forth below and only to provide daycare to the children of employees who are exempted under the Order. This includes employees of essential businesses, employees who are providing for minimum basic operations of non-essential businesses, and governmental employees providing essential governmental functions.

To operate, daycare facilities must comply with the following mandatory conditions:

- 1) Childcare must be carried out in stable groups of 10 or fewer children (meaning that the same 10 or fewer children are in the same group each day);
- 2) Children cannot change from one group to another;
- 3) If more than one group of children is cared for at one facility, each group must be in a separate room. Groups cannot mix with each other.

- 4) Childcare provided must remain solely with one group of children. They cannot rotate between groups.

**Can home service workers who clean homes continue to provide their services?**

Home service workers may provide their services if necessary for health and sanitation.

**If I operate a non-essential business with a retail storefront, am I allowed to re-configure my business to deliver products to people's homes?**

Yes.

**I am a nanny. Will I get in trouble if I go to work?**

The Order permits nannies and babysitters caring for a child in the child's own home to continue working.

**Can I get a ride in my favorite ride share/on demand service or a taxi?**

Yes, but these services can only be used for "essential activities," to get to and from work to operate "essential businesses," or to provide "essential governmental functions," which are defined in the Order. Keep in mind that being in close quarters in a vehicle that has been shared with many others should be avoided if possible.

**Can I take public transport?**

Yes, but public transit can only be used to perform "essential activities," to get to and from work to operate "essential businesses," or to maintain "essential governmental functions." When using public transport, you should maintain at least 6 feet distance from one another (2 or 3 steps away), including if you are on the bus.

**OTHER QUESTIONS**

**What if I'm in a line and there isn't six feet between me and others?**

You should still try to maintain at least six feet between you and others. When that isn't possible for short periods, do your best to keep the duration short. And be sure when in line you don't sneeze or cough onto people. If needed, cough or sneeze into your shirt or into an elbow with clothing on, not into your hand.

**What if my plumbing gets stopped up or there is another problem with necessary equipment at my home? How will I access those sorts of services?**

Call your plumber or building manager. This Order allows service providers like plumbers, electricians, exterminators, and other similar service providers to keep working and providing their services to the public. To obtain supplies for a DIY solution, you can also visit your hardware store, which is allowed to stay open under this Order.

**What do I do about my loved one who needs care from me?**

You are permitted to provide care or to help out with getting supplies for loved ones, even if they do not live in your household. But do not provide care or pick up supplies if you are sick and someone else can help them. If you are sick, please try to self-isolate or take other steps not to expose anyone else to your illness.