

STAY AT HOME ORDER FREQUENTLY ASKED QUESTIONS

This document is meant to offer general guidance. It should not be taken as legal advice.

BASIC QUESTIONS

Why are we doing this?

Social distancing has been shown to dramatically reduce the spread of the coronavirus from person to person. As new cases are identified in St. Louis County, it is critical that we act now to prevent further transmission. We need and appreciate the cooperation of everyone who lives and works in St. Louis County to act immediately and responsibly.

While this news may feel alarming, it is a necessary step to protect each other. If everyone works together, we should be able to adjust.

How long does this order last?

The order is in effect from 12:01 a.m. on March 23 until 11:59 p.m. on April 22, 2020.

What happens if I don't comply with this order?

St. Louis County has considered a variety of enforcement measures and will implement them as needed.

What is closed?

All non-essential businesses are closed. Please review the DPH order or refer to the list of essential businesses included in this document.

Where does this apply?

This order applies to all of St. Louis County.

Is it mandatory or is it just guidance?

This is a mandatory order.

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

Buy as much as you need in order to avoid frequent shopping trips. Stores selling necessary items like grocery stores, pharmacies, gas stations, and hardware stores will remain open, but we encourage residents to shop less often in order to spend less time in public.

Do I have to perform social distancing at home with my family?

No! We encourage creative ways for families to comfort and support each other as our community goes through these changes.

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

Food delivery and mail services are not affected by this order. For other services, you can call 211 to be connected to organizations that can help you. Many neighbors and communities have also come up with creative ways to support each other while maintaining distance. If you are able to get in touch with neighbors, consider organizing a similar effort in your neighborhood.

Who do I contact if I have questions?

Stay informed about the COVID-19 situation. Visit www.CDC.gov/coronavirus or www.stlcorona.com and continue to monitor reputable news sources. The State is operating a 24/7 hotline at 1-877-435-8411, and you can call that line with any general questions about COVID-19.

WHICH BUSINESSES CAN CONTINUE OPERATIONS?

Only **essential services** are allowed to stay open. These businesses include the following:

- Health care operations and essential infrastructure;
- Grocery stores, farmers' markets, farm and produce stands, supermarkets, food banks, and convenience stores. These include stores that sell groceries and also sell other non-grocery products and products necessary to maintaining the safety, sanitation, and essential operation of residences;
- Food and beverage production, processing, and distribution, including farming, ranching, fishing, dairies, creameries, wineries, and breweries;
- Organizations that provide food, shelter, social services, and other necessities to vulnerable individuals;
- Gas stations and auto supply, auto repair, and related facilities;
- Banks and related financial institutions;
- Hardware stores;
- Plumbers, electricians, exterminators, and others providing services necessary to maintain the safety, sanitation, and operation of residences, essential activities, and essential businesses;
- Businesses providing mailing and shipping services, including post office boxes;

- 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 6 feet per person is maintained to the greatest extent possible;
- Schools and other entities that typically provide 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;
- Laundromats, dry cleaners, and laundry service providers;
- Restaurants and other facilities that prepare and serve food, but only for drive-thru, delivery, or carry out;
- Businesses that supply products needed for people to work from home;
- Businesses that supply other essential businesses with the support or supplies necessary to operate;
- Businesses that ship or deliver food or goods directly to residences;
- Airlines, taxis, and others providing transportation services necessary for essential activities and other purposes expressly authorized in the order;
- Home-based care for seniors, adults, or children;
- Residential facilities and shelters for seniors, adults, and children;
- Professional services, such as legal or accounting services, when necessary to assist with legally mandated activities; or to exercise constitutional rights, including but not limited to obligations under any court rule or order and for activities of essential businesses;
- Businesses that offer childcare services, but only to the extent that they provide services to people who are necessary employees of essential businesses and government functions, and provided that they take reasonable actions to comply with social distancing conditions.

TRAVEL

What if I work in a different county that is not implementing this type of order?

This order allows travel to and from work to operate essential businesses, maintain essential government functions, or carry out minimum basic operations. Use your best judgment; anyone who can stay home should stay home.

Can I use ride share, on-demand service, or a taxi?

Yes, but only for essential travel. If you use one of these services, be sure to take preventative precautions. Cover your cough or sneeze with your sleeve or a tissue. Wash your hands before and after your ride.

Can I take public transit?

Yes, but only for essential travel. You should be at least 6 feet away from other riders, even if you are on a bus or a train.

Will there be open travel on roads/highways?

Yes, there will be open travel on roads/highways.

Is the airport open?

Yes. The airport is considered essential infrastructure.

Is the Amtrak station open?

This decision would be determined by Amtrak. Contact Amtrak for travel information and restrictions.

WHAT ACTIVITIES ARE ALLOWED?

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

Yes. Be sure 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?

It is strongly recommended that you do not go to a hospital unless you are seeking emergency medical attention or accompanying a minor who is under 18 years old or someone who needs assistance.

Please use alternative ways to communicate with loved ones at nursing homes and residential care facilities, like FaceTime and texting. The residents at those locations are the most vulnerable to COVID-19.

I don't have a washer/dryer in my home. Can I leave to do laundry?

Yes. You can go to a laundromat and other laundry service providers. Be sure you protect yourself and others by following social distancing guidelines.

I have a citizenship test; can I still go take my test?

The federal government will determine whether citizenship tests are going forward. Please contact the appropriate government agency administering the test to determine whether you should appear. If required to appear, practice strong hygiene and social distancing.

Do I have to report to jury duty?

Essential government functions are determined by the government entity that has jurisdiction. Please contact the appropriate government agency to determine whether you should appear. If required to appear, practice strong hygiene and social distancing.

I own a store – can I pick up my mail from my store?

Minimum necessary activities to facilitate remote work are allowed. If picking up the mail is necessary, you can do it.

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

If your employer is an essential business or provides an essential activity as defined by the order, you are allowed to go to work. If you believe that your job is non-essential, contact the County Counselor. Be sure you protect yourself and others by following social distancing guidelines such as washing hands, using hand sanitizer, and maintaining at least 6 feet of distance between workers.

It is highly recommended that high-risk populations (like persons over 60 years old or persons with underlying health conditions) should stay at home. If a person has a fever, a cough, and shortness of breath, they should consult with a medical professional.

Does the order prevent people over age 60 from working?

No, employees over the age of 60 are not prohibited from working under the order if they are performing essential activities. The order does strongly urge (but does not require) persons in high-risk categories to stay in their residence to the extent possible.

How do I prove that I am allowed to be outside? Do I need to show proof that I work for an essential business?

The order assumes that citizens will take their civic duties seriously and follow the order for the greater good of the community. There is no requirement of proof that you are allowed to be outside your residence.

RECREATION AND SOCIAL EVENTS

Can I leave home to visit friends or family members if there is no urgent need?

No. For your safety as well as their safety, you need to stay home except to carry out essential tasks.

Can my family go camping during the order?

Yes, parks remain open. However, you must maintain distance from other campers.

Can personal trainers train at a client's home? What about outdoors?

Personal training, even outdoors and with a single client, is not allowed.

Can I go buy pet food or take my pet to the vet?

Yes – your pet's needs are considered essential too.

Can I go for a walk in my neighborhood?

Yes, but perform social distancing and stay 6 feet away from all other persons.

Can I still go to church, synagogue, or mosque?

Many religious buildings remain open, but gatherings of 10 or more people are prohibited. These organizations can still provide essential services, like performing funerals or operating food banks.

Can a pool stay open?

No. Public and private pools should be closed for the duration of this order.

Is recreational biking OK?

Yes, recreational biking is allowed so long as social distancing requirements are met. Remember to clean the handlebars and other high-touch surfaces on your bike.

What sports can I play?

You can engage in certain activities outdoors, but you should not play sports indoors or play team sports. Do NOT engage in sports where a ball is passed from person to person. Sports that are permitted (as long as you maintain at least 6 feet from anyone else and don't share equipment):

- Yoga on your own (no sharing blocks or mats)
- Running alone or with others at a distance
- Riding your bike (alone/with distance)
- Walking (alone/with distance)
- Swimming in your own pool/hot tub
- Shooting baskets by yourself, or hitting a tennis ball against a backboard

My child is away at college, can I go pick them up and return home?

Yes.

I have a wedding planned soon, can it still go on?

Small weddings with fewer than 10 individuals present are allowed.

I have tickets to an event -- will I get my money back?

You will need to work with the host of the event to find out if the event will be rescheduled or if you will receive a refund.

HEALTH CARE AND MEDICINE

What should I do if I'm sick and need to go to the hospital or a medical provider? How can I protect others?

Call your provider before you go to the clinic. If possible, walk or drive yourself to your health care provider or have a healthy family member drop you off. You want to try to avoid exposing others to any germs you have, especially if you are seriously ill.

You can wear a mask if you have one to avoid exposing others. If you don't have one, you might wrap a scarf around your nose and mouth so that your coughs don't spread the virus into the air.

What if I need routine health care from a medical provider?

You should continue medical treatments like dialysis or chemotherapy. Call your provider to see if they want you to take special precautions before you come in. Less urgent 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 pick up my prescriptions?

Yes. Pharmacies are essential businesses.

I receive mental health treatment or therapy; can I still go to this appointment?

Contact your provider to see if they are providing regular services. If they are, be sure to practice good hand hygiene and social distancing when you go to the office.

CARING FOR CHILDREN:

Can I hire a child care provider (i.e. nanny, babysitter) to allow me to work?

Child care providers must meet the requirements outlined in the order.

How does the order affect my joint custody arrangement for caring for my children?

You are encouraged to find arrangements that keep households from intermingling. However, the order allows for travel both to care for family members and comply with legal obligations. Accordingly, it allows for joint custody arrangements for the care of children.

What about child care and preschool?

Child care facilities and preschools can operate as long as they meet the requirements outlined in the order. This includes limiting the size of child care groups and keeping these small groups separated.

FOOD DELIVERY:

Guidance for local delivery of food and non-food items

Saint Louis County has issued this guidance for local delivery of food (including both packaged and prepared food items) and non-food items to locations within St. Louis County, including but not limited to shopping and delivery services such as GrubHub, UberEats, PostMates, DoorDash, Eat24, Amazon Fresh, and Instacart.

Businesses providing such services should develop their own policies that meet or exceed these guidelines.

- All workers must adhere to the social distancing requirements (staying 6 feet apart, adequately washing/sanitizing hands, cleaning high-touch surfaces);
- Containers and surfaces used for delivery need to be wiped down between each delivery with disinfectant;
- Delivery must be conducted without person-to-person contact;
- All prepared food items other than drinks should be delivered in sealed or stapled bags or similar containers, and drinks should be delivered in unopened bottles or cartons or cups with secure lids;
- Products should be placed in a sanitized receptacle, such as a plastic bin, while being transported; and
- Payment for delivery should be done virtually (through services like Venmo or PayPal) to the greatest extent possible. If the use of cash is unavoidable, the exchange of cash should be done in a way that minimizes person-to-person contact.

MAIL/PACKAGE DELIVERY AND TRUCKING:

Guidance for mail, package and parcel delivery

Saint Louis County has issued this guidance for the delivery of mail, packages and parcels, within Saint Louis County, such as US Mail, United Parcel Service (UPS), FedEx and DHL deliveries, and by other entities that deliver mail, packages and parcels.

Entities providing such services are encouraged to develop their own policies and procedures for operations

that meet or exceed the protections provided under these guidelines.

- All workers must adhere to social distancing requirements;
- Containers and surfaces used in the deliver need to be wiped down regularly;
- Delivery must be conducted in a way that limits person-to-person contact; and
- Delivery personnel should thoroughly wash hands or use hand sanitizer between each delivery.

Can I still get deliveries from online stores? Can I order from online stores?

Yes. The mail and other services that deliver to your home can continue to function, as can food delivery services. You can place orders from online stores. Businesses that deliver goods or services directly to residences are essential businesses that may continue to operate.

I work in an international shipping service, are we included in the Stay at Home order?

In general, businesses providing mailing and shipping services may continue operations.

Are trucking companies still allowed to operate?

Yes. This is considered an essential activity.