

DRAFT FAQs (3/16/2020, 1 p.m. draft)

QUICK SUMMARY

This order means that vulnerable populations in San Francisco – people 60 or over or with certain underlying health conditions – must remain at home. Everyone else must stay home except to fulfill essential functions such as getting food, caring for a relative or friend, getting necessary health care or going to work if their job is an essential service. It is OK to go outside for walks as long as you are not in a group and keep at least six feet apart. This order is in effect until April 7.

THE BOTTOM LINE

For vulnerable populations: Stay home.

For the general public: Stay at home as much as possible.

Note that these FAQs will be updated later today (Monday, March 16, 2020). Please check back for updates and clarifications.

IN GENERAL

1. What does this Order do?

This Order requires that most people stay home starting as soon as possible, but no later than 12:01 a.m. on Tuesday, March 17, 2020, unless they are engaged in certain “essential activities” that are discussed more below. For most people, this means you and those you live with should remain at home to slow the spread of the virus that causes COVID-19. You are allowed to leave your home for specified reasons to make sure you have the necessities of life such as getting food and medical supplies (discussed more below). You are also allowed to go outside to take care of pets, go on a walk, and just get outside, 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).

1.1 Why is this happening?

Today’s order is a critical intervention to reduce harm from the spread of the coronavirus in our community. Over the weekend, County Health Officers for six Bay Area counties conferred and have observed quickly mounting cases and serious illnesses across the region.

Based on what we can predict, now is the time to do everything we can to prevent the situation from getting much worse in a matter of days or weeks. Every hour counts. We need and appreciate the cooperation of everyone who lives and works in San Francisco to act immediately.

While this news is understandably alarming, it is a necessary step that is intended to prevent a worsening situation. The patterns of the virus around the world, and in our own state, tell us that

moving right now to the maximum social distancing and restrictions of people gathering is the best way to fight the virus and save lives.

If everyone works together, we should be able to adjust to the new rules over the next few weeks. We know that there will be a lot of questions and concerns at the beginning of this new regimen, and we ask everyone to bear in mind that this is a major change being taken to protect public health. Please be patient and kind to one another. Together, we will get through this, and our community's health will be protected.

2. 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 designated exceptions listed in the Order. In other words, everyone should stay home to slow the spread of the virus. You should limit your movements to essential outings. Those are discussed more below. Some reasons you would leave your home are to get food, to get a prescription, to see a doctor, to go to work if your work is essential as defined in this Order, to take your child(ren) to and from childcare that is authorized under this order, and to help people you care for get the things they need to live and be healthy and safe.

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

Sheltering in place is a more rigorous form of social distancing. There are some differences. Sheltering at home means:

- stay home (stay unexposed)
- only go out for essential services
- stay six feet or more away from others
- don't gather

The other concepts from social distancing will continue to apply when you are out shopping or walking or going to the doctor. These include washing hands, using hand sanitizer, disinfecting surfaces, not going out if sick, and staying at least six feet away from others.

2.2 When does the Order go into effect?

The Order goes into effect immediately after midnight, starting at 12:01 am, Tuesday, March 17, 2020. Although this is soon, please do not panic. The Order allows for all essential activities such as shopping, taking care of children, and getting medications to continue.

2.3 How long does the Order last?

The Order is currently set to last for three (3) weeks – through the end of Tuesday, April 7, 2020. The duration can be either shortened or extended by the County Health Officer. We want to be sure the Order is in place for only as long as necessary, and the Health Officer will be closely

monitoring the situation every day in order to determine what adjustments make sense.

2.4 Can the Order be changed?

Yes. It was important to get this Order in place quickly given the spread of the virus in the Bay Area. However, it can and will likely be updated as conditions warrant. Please be sure to check the City/County website at sfgov.org regularly to learn about updates and sign up for the text alert service: text **COVID19SF** to **888-777**. We will also be sure to work with the media to share important updates and information.

3. Where is the Order in effect?

This Order (or a similar order) is in effect across the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley.

4. Who issued the Order?

This Order was issued by Health Officers of Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley. Those health professionals have the authority under state law to issue Orders to protect the health and welfare of everyone in their respective jurisdictions.

5. Is this mandatory or is it just guidance?

Yes, it is mandatory. This Order is a legal Order issued under the authority of California law. You are required to comply, and it is a crime (a misdemeanor) not to follow the Order (although the intent is not for anyone to get into trouble, and the expectation is that everyone will comply. . Also, it is critical for everyone to follow the Order to prevent the spread of COVID-19 and protect themselves, their loved ones, friends, neighbors and the whole community. All persons, businesses, and other entities are required to comply if they do not fall within the exemptions that are specified in the Order.

6. Why is this Order in place?

This Order is in place to address the ongoing spread of the virus that causes COVID-19 in the Bay Area. At this point in the global pandemic, the virus has a foothold in all the jurisdictions that issued this Order. There is substantial community transmission of the virus, which is easily spread between people.

Because the virus spreads so easily, without dramatic intervention like this Order it would result in so many people needing medical attention in a hospital setting that our hospitals will be overwhelmed. We may not have enough beds or equipment to adequately care for the most seriously ill. Our health care workers and other first responders are also at risk, and if they get

sick there are fewer people to provide health care and first response services. For those reasons, it is critical that we now do everything in our power to slow down the spread of the virus. Doing so will “flatten the curve” to slow down the spread of the virus and help our health care system not be overwhelmed. If this succeeds, it means that there will be health care available for those who get sick with COVID-19 or who need emergency medical care for accidents, heart attacks, strokes, and other routine medical conditions.

We all have to do our part now to protect everyone in the community. The best way to do that is to “socially isolate” yourself at home to avoid further spread of the virus.

7. Why now?

This Order is being issued now because the infection rates in the Bay Area have reached a level that means the situation is either critical or will be soon. Some jurisdictions believe their health care systems may start becoming overwhelmed in the next week. For those jurisdictions, the spread has to be stopped immediately. For the other jurisdictions in the Bay Area, which are just a week or so behind, now is the time to take the strongest action possible to avoid allowing the disease to reach the point in the next few weeks that may overwhelm the health care system. The sooner these extreme measures are taken, the more effective they are because of how the virus spreads.

7.1 Why is the County Public Health Officer issuing an order that shuts down so many businesses in my community?

The Public Health Officers of the six largest counties in the Bay Area have been closely monitoring the rapidly accelerating situation with COVID-19 and it is clear that if we do not take very strong and aggressive action to slow down the spread of the disease, there will be substantial harm to members of our community. Additionally, our hospitals and particularly our intensive care units could be overwhelmed with patients. We are taking this action to save the lives of the many higher-risk people in our community who are particularly susceptible to severe illness from COVID-19, and may die if we do not act now to slow the spread and make sure our hospitals do not get overwhelmed with a flood of patients over a short period of time. The Order also protects everyone’s ability to seek emergency health care when needed.

WHAT ARE YOU ALLOWED TO DO?

8. Am I allowed to leave my home while this Order is in effect?

The intent of this Order is to ensure that people remain in their residences and minimize social interactions outside of their immediate family unit. However, you may leave your residence for reasons specified in the Order. These reasons include ensuring the health and safety of yourself and your family, engaging in outdoor activity that does not involve close contact with other people, obtaining services and supplies for yourself and your family, and to perform employment functions that are permissible under the Order.

8.1 What am I permitted to do?

The Order requires you to stay at home with those who live in your home (unless you are permitted to leave for certain reasons designated in the Order and described further below). You can and should practice social distancing to avoid others who either might have the virus or who you might give the virus if you are carrying it and don't know. You can go on walks or otherwise be out in nature—just keep at least six feet between you and others in the community. You can hang out in your yard. You can go to the store for groceries or food supplies. You can take your pets to the vet. You can go to the pharmacy or go to medical appointments (check with your doctor or provider first). You can help someone else get these necessary supplies. If you work in health care or essential government functions (see below for more info), you can and should go to work unless you are required not to, or unless you are sick. For everyone who does not need to go out of the home to perform essential services, you should work from home.

8. What can't I do?

Group activities are a major concern. That is why performance venues, bars and nightclubs are closing. Being in close proximity to someone, like at a nail salon or getting your hair cut, is similarly problematic. Please do not take unnecessary trips.

9.2 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, we need to help each other fight the spread of COVID-19 by staying at home.

9. What are essential functions?

These are essential services that are remaining open:

- City/County government services:
 - Police stations
 - Fire stations
 - Hospitals/clinics and healthcare operations
 - Jails
 - Courts
 - Garbage/sanitation
 - Transportation, including Muni
 - Utilities: Water, Power, Gas
 - (Office uses like payroll, security, and administration)
 - Public works construction, including construction of housing
 - Airport operations
- Gas stations
- Pharmacies
- Food
 - Grocery stores

- Farmers markets
- Food banks
- Convenience stores
- Take-out restaurants
- Hardware stores/plumbers/electricians
- Banks
- Community benefit organizations on a case-by-case basis
- Laundromats/laundry service
- Newspapers, television, radio and other media services
- Veterinary Hospitals and Clinics

10. Can I still get deliveries from online stores?

Yes. The mail and other delivery services to your home can continue to function, as can food delivery services.

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

Yes. The Order identifies businesses that deliver goods or services directly to residences as “essential businesses” that may continue to operate.

11. Can I use ride share/on demand service or a taxi?

Yes, but only for essential travel. These services can only be used to perform “essential activities,” to get to and from work to operate “essential businesses,” or to maintain “essential governmental functions,” as those terms are defined in the Order. Being in close quarters in a vehicle that has been shared with many others should be avoided if possible. However, there may be circumstances when this mode of transportation is needed. In that instance do you beset to take social distancing precautions, being sure to cover your mouth and nose if you cough or sneeze, use hand sanitizer or wash your hands before and after rides, etc. Airlines, taxis, and other private transportation providers, like Uber and Lyft, providing transportation services necessary for Essential Activities and other purposes are expressly authorized in this Order.

Can I take public transport (bus, subway, train)?

Yes, but only for essential travel. Public transit will continue to operate on a limited basis. 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,” as those terms are defined in the Order.

When using public transport, you should maintain at least six feet, which is appropriately two to three steps away, including if you are the bus or on trains. This is why it’s important to only take public transportation for essential activities – you want to help everyone be able to practice social distancing.

HEALTHCARE

12. 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 the drug store deliver your prescription medicine to your home.

13.1 How will I get food and medicines I need if I must “shelter in place” in my home?

The Order specifically allows people to leave their home to buy food, purchase medicine, and purchase other necessary items. It also directs businesses selling those items to remain open, and allows employees of those businesses to keep working and to ensure those businesses are operating.

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

You can still get your health needs addressed. You should 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.

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

A separate order from the County Health Officer will require that routine medical appointments and elective surgery be cancelled or rescheduled. To the extent possible, all health care visits that are not cancelled or rescheduled should be done remotely.

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

No. You will continue to be able to purchase these items whenever you need them, as 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 do. This will ensure that there is enough for everyone.

14. 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, please 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. 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. You can check online resources to help you assess symptoms if you are worried about whether you or a loved one has the COVID-19 virus. 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.

16. 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 sure that you protect them and you 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.

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

If possible, walk or drive yourself to the hospital or medical provider. If someone else in your home is sick and can drop you off, that is another good option. You want to try to avoid exposing others to any germs you have, especially if you are seriously ill. If you have Personal Protective Equipment (PPE) like a surgical mask or N-95 mask, you can wear that to prevent exposing others. If you don't have that, you could use a temporary method such as wrapping a clean scarf around your mouth and nose to try to reduce droplets when you cough and sneeze. Although this is not an approved method, it is something you can do to avoid exposing others. Just do the best you can.

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

Generally no. There are limited exceptions, such as if you are going to the hospital with a minor who is under 18 years old or someone who is developmentally disabled and needs assistance. For most other situations, other existing Orders of the Health Officer addressing this emergency prohibit non-necessary visitation to these kinds of facilities. If you need to know more, please contact the facility you want to visit by phone before you leave. This is difficult, but it is necessary in order to protect hospital staff and other patients.

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

If possible, walk or drive yourself to the healthcare. If someone else in your home is sick and can drop you off, that is another good option. If you have Personal Protective Equipment (PPE) like a surgical mask or N-95 mask, you can wear that to prevent exposing others. You should avoid exposing others to any germs you have, especially if you are seriously ill.

16. What factors put me more at risk for bad outcomes from the COVID-19 virus?

Anyone of the age of 60 is at an additional risk, with the risk becoming higher the older you are above that age.

Also, the United States Centers for Disease Control and Prevention has listed the following conditions as being additional risk factors for serious outcomes from the COVID-19 virus:

- Blood disorders (e.g., sickle cell disease or on blood thinners).
- Chronic kidney disease as defined by the person's doctor. This includes a patient who has been told to avoid or reduce the dose of medications because of kidney disease, or is under treatment for kidney disease, including receiving dialysis.
- Chronic liver disease as defined by the person's doctor (e.g., cirrhosis, chronic hepatitis). This includes when the person has been told to avoid or reduce the dose of medications because of liver disease or is under treatment for liver disease.
- Compromised immune system (immunosuppression) (e.g., seeing a doctor for cancer and treatment such as chemotherapy or radiation, received an organ or bone marrow transplant, taking high doses of corticosteroids or other immunosuppressant medications, or has HIV or AIDS).
- Current pregnancy or recent pregnancy in the last two weeks.
- Endocrine disorders (e.g., diabetes mellitus).
- Metabolic disorders (such as inherited metabolic disorders and mitochondrial disorders).
- Heart disease (such as congenital heart disease, congestive heart failure and coronary artery disease).
- Lung disease including asthma or chronic obstructive pulmonary disease (chronic bronchitis or emphysema) or other chronic conditions associated with impaired lung function or that require home oxygen.
- Neurological and neurologic and neurodevelopment conditions, including disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy (seizure disorders), stroke, intellectual disability, moderate to severe developmental delay, muscular dystrophy, or spinal cord injury.

18.2 What if I am diagnosed with the COVID-19 virus or have been exposed to someone who was?

If you have been diagnosed with the COVID-19 virus, you will need to be isolated to protect those around you. If you were exposed to someone who was diagnosed with the COVID-19 virus, you should quarantine for the recommended time in order to not expose others if you happen to have the virus yourself. Contact your healthcare provider if you have additional questions, or go to the DPH website at www.sfdph.org

17. 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 the supplies you need.

18. What is essential travel?

“Essential Travel” includes travel for only certain purposes. If you engage in Essential Travel, you must comply with social distancing requirements. Essential Travel includes travel within the City by any method (car, public transport, etc.).

Essential Travel includes all of the following:

- i. Any travel related to the provision of or access to Essential Activities, Essential Governmental Functions, Essential Businesses, or Minimum Basic Operations.
- ii. Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons.
- iii. Travel to or from schools for purposes of receiving materials for distance learning, for receiving meals, and any other related services.
- iv. Travel to return home from outside City.
- v. Travel required by law enforcement or court order.
- vi. Travel required for non-residents to return to their home outside the City. You are strongly encouraged to verify that your transportation out of the City remains in operation before you start such travel.

BUSINESSES

20.2 Will all business offices and stores be required to close? What are “Essential Businesses”?

No, “Essential Businesses” may stay open and their employees may leave home to go to work. Examples of Essential Businesses include:

- i. Healthcare organizations, such as hospitals, medical and mental health clinics, doctor offices, pharmacies, and health care supply stores.
- ii. Grocery stores, certified farmers' markets, farm and produce stands, supermarkets, food banks, convenience stores, and other store groceries.
- iii. Food cultivation
- iv. Gas stations and auto-supply, auto-repair, and related facilities.
- v. Banks and related financial institutions.
- vi. Garbage and sanitation services and collection.
- vii. Hardware stores, and plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety and sanitation.
- viii. Schools, for distance learning and providing meals.
- ix. Laundromats and laundry service providers.
- x. Restaurants and other prepared food facilities, but only for delivery or carry out.
 - xi. Businesses that supply products needed for people to work from home;
 - xii. Businesses that supply other essential businesses with the support or supplies necessary to operate;

- xiii. Businesses that ship or deliver groceries, food, goods or services directly to residences;
- xiv. Airlines, taxis, and other private transportation providers providing transportation services necessary for Essential Activities and other purposes expressly authorized in this Order;
- xv. Home-based care for seniors, adults, or children;
- xvi. Residential facilities and shelters for seniors, adults, and children;
- xvii. Professional services, such as legal or accounting services, when necessary to assist in compliance with legally mandated activities;
- xviii. Childcare facilities providing services that enable employees exempted in this Order to work as permitted, subject to certain conditions discussed below.

20.3 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,” provided that employees maintain a distance of six feet from one another to the greatest extent feasible to carrying out:

- i. The minimum necessary activities to maintain the value of the business’s inventory, ensure security, or for related functions.
- ii. The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.

20.4 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.

20.41 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. Other government entities are responsible for determining which of its workers are essential workers.

20.5 What are the employment functions that are permissible under the Order?

The Order identifies an extensive list of “Essential Businesses.” The employees of these businesses may continue to work outside of their residences so that the businesses may continue to offer their goods and services. Employees of non-essential businesses may report to work to maintain what the Order defines as “Minimum Basic Operations,” which are the operations necessary to maintain the value of the business’s inventory and to provide for the business’s security. Additionally, government employees who are designated as essential by their government employer may continue to work outside their residence. Any employees who work

outside their residence should maintain social distancing of at least six feet from any other person whenever possible.

21. What do I do about my job, which requires me to go to work?

Many businesses are not permitted to operate under this Order. Essential Businesses are allowed to operate. A list of Essential Business is above. 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 for Minimum Basic Operations (discussed above). You may work from home if your work permits.

21.2 What if I work for a school or a childcare facility?

Please review the Order for more details about requirements and restrictions and see the next question and answer.

21.21 Does this Order require that schools shut down?

This Order requires that all schools stop holding classes at physical locations within the County. 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, which many schools are doing.

21.23 Does the Order allow me to have my children in childcare? Will my daycare be shut down?

Childcare facilities may only operate if they comply with conditions of this Order as they relate to child care. Among these conditions, children must be cared for in groups of 12 or fewer, groups of children may not mix with each other, and providers may not circulate between groups. There are other details that modify childcare for City employees.

21.24 Are nannies are permitted to be used? What about other in-home child care?

In some instances. If the nanny provides medical/health care for the child, then yes. If the nanny lives with you, then yes. Otherwise, nannies not necessary for medical care are not permitted. Also, parents required to work away from home for essential services may need in-home child care, which is permitted.

21.3 I work for Apple, Google, or another large technology company that provides products and services that the public needs to access critical services. Is my company being shut down?

No. However, most employees will need to work from home. Anyone who must work onsite to maintain “Essential Infrastructure” for the community or to maintain “Minimum Necessary Operations” as described in the Order may continue to work in the workplace so long as they are maintaining social distancing.

21.4 Will this order prevent companies working on vaccines and testing for COVID-19 from continuing to do that work?

No. The Order specifically excludes all healthcare related functions, including not just hospitals, clinics, and healthcare providers, but also all of the companies that supply them with goods and services.

21.5 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 many other critical services.

19. Am I allowed to leave the areas covered by this Order to travel to/from a job outside the Bay Area? Does the Order allow me to leave the County?

The Order allows travel out of the County only to perform “essential activities,” operate “essential businesses,” or to maintain “essential governmental functions,” as those terms are defined in the Order. Otherwise, the answer is “no” because that travel puts you and others in the community at risk.

20. Am I allowed to leave the areas covered by this Order to travel to/from a vacation home outside the Bay Area?

No, except to the extent that you leave the Bay Area and do not travel back or are leaving for a permitted purpose. That kind of travel runs the risk of spreading the virus around the state or elsewhere, and that puts others at risk. Stay put and don’t risk exposing yourself or others.

23.2 I am currently on vacation outside the County -- Does the Order allow me to return home?

Yes. You should maintain social distancing on your way home, and then you will be subject to the limitations in this Order. If you prefer to shelter in place at your current location, you are encouraged to follow this Order while outside San Francisco in order to protect yourself and others.

23.3 What happens if I leave the Bay Area to go on a planned vacation?

The Order requires that you shelter in your place of residence. If you leave the Bay Area for vacation or for another reason that is not an essential purpose exempt under the Order, then you

may not be permitted to return to your residence. Traveling runs the risk of spreading the virus to other areas and exposing new populations. Do not travel. As explained above, if you live outside of San Francisco, you are allowed to travel to and from work if your work is essential business, or if you need to travel to San Francisco for another essential service like a medical appointment.

23.4 I'm visiting and staying in a hotel, with family/friends, or in a short term rental. What should I do? Can I go home?

This Order covers you, and you should do your best to avoid spreading the risk of the virus. If you have a car and can return home via travel, you may do so if you follow social distancing protocols. If you have a flight or other travel, you should check first with the carrier to see if they are still operating and what protocols they recommend. You are strongly encouraged to shelter in place when you arrive to your destination to avoid infecting anyone else in your home community.

If you need to stay longer, coordinate with your accommodations as best you can.

21. What do I do about my kids? I have to work.

The Order allows you to take steps necessary to take your children to authorized childcare. Otherwise, you should address childcare needs as you are able given the constraints of the situation.

24.2 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 can offer remote access to services, such as by emails, video streaming, or teleconference.

24.3 Can I leave home to exercise?

If you will be both outdoors and not in close contact with other people, yes. Otherwise, no, because fitness and exercise gyms and similar facilities will be closed.

22. What sports can I play?

You can engage in certain activities outdoors, but you should not play sports indoors or play team sports.

Sports that are permitted (as long as you maintain at least six feet from anyone else and don't share equipment):

- yoga on your own (no sharing blocks or mats)
- running alone or with others with distance
- riding your bike (alone/with distance)
- walking (alone/with distance)
- stretching
- swimming in the ocean or in your own pool/hot tub
- shooting baskets by yourself, or hitting a tennis ball against a backboard

Not permitted:

- any team sports where there is any contact or where a ball or other equipment is touched by multiple people (soccer, baseball, basketball, Frisbee, etc.)
- swimming in a communal pool

25.2 I become anxious when cooped up in my house. Am I allowed to go to a park or on a hike? Can I travel to a County park or open space?

Yes. Spending time outside improves mood and wellbeing, and is particularly beneficial to children. You can go for walks, go to the park, and engage in other similar activities, but should maintain social distance (i.e. be more than 6 feet away from persons who are not part of your household) when on walks and in parks to avoid spread of the virus.

25.3 How will I entertain my kids? Can we go to the playground or arrange playdates?

Do your best to entertain your children with games, reading, puzzles, and TV/videos at home. Engage them in education using online tools. However, you cannot take them to the playground or arrange playdates. Children are not able to maintain social distance, and even adults are prohibited from socializing with friends in this manner. It is essential that we stop the spread of the virus by not having in-person social interactions.

23. Who counts as a family member?

A family member includes anyone you live with, anyone who is a legal relative of yours, or anyone you treat as a family member.

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

You are permitted to provide care or to help with getting supplies for loved ones. But don't provide care or pick up supplies if you are sick and someone else can do it. If you are sick, please try to self-isolate or take other steps not to expose anyone else to your illness.

27.2 Can I go to the store (grocery store, market, corner store, food bank, etc.) to buy food and other things?

Yes, you can go to the store to buy food for yourself, for those in your home, and for anyone else that needs help. This also includes medical supplies at a pharmacy and essential home maintenance supplies at a hardware store.

27.3 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.

27.3 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.

27.4 I operate a food facility-- what practices should I follow to keep my patrons safe?

Follow the best practices for allowable food facility operations included in the Department of Environmental Health's "Notice to Food Facilities--Novel Coronavirus (COVID-19)": https://www.sccgov.org/sites/deh/Documents/2020-03-13_COVID-19_Notice.pdf. Consult the Public Health Department's website for additional up to date information.

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

Yes. You can shop for anything that is related to health care, office supplies, and hardware supplies. You should minimize unnecessary trips.

28.2 Can big box stores that sell groceries and essentials stay open?

Yes.

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

Yes.

26. Can I go to the bank?

Yes, you can go to the bank. You should minimize unnecessary trips.

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

Yes.

31. What are the social distancing guidelines I still need to follow?

The best way to reduce their risk of getting sick, as with seasonal colds or the flu, still applies to prevent COVID-19:

- Wash hands with soap and water for at least 20 seconds.
- Cover your cough or sneeze.
- Stay home if you are sick.
- Avoid touching your face.
- Avoid groups (stay at least six feet away from others)
- Reduce the time you are around others outside the home, even when at least six feet away..

32. When practicing social distancing, how far should I stay away from others if I must be away from my home?

At least six (6) feet, which is appropriately two to three steps away, including if you are the bus or on MUNI/BART. This is why it’s important to only take public transportation for essential activities – you want to help everyone be able to practice social distancing.

33. 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. Be sure when you are in line that you don’t sneeze or cough onto people. If needed, cough or sneeze into your shirt or into an elbow with clothing on.

28. What are Essential Government Functions?

[delete for now – will updated in version 2 after noon]

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

Yes. “Essential Infrastructure” includes, but is not limited to, water, sewer, gas, electrical, roads and highways, public transportation, internet, and telecommunications systems (including the provision of essential infrastructure for computing services, business infrastructure, communications, and web-based services).

31.2 I work in healthcare operations—can I leave home to go to work?

Yes. “Healthcare Operations” includes hospitals, clinics, dentists, other healthcare facilities, healthcare suppliers, home healthcare services providers, or any related and/or ancillary healthcare services. “Healthcare Operations” also includes veterinary care and all healthcare services provided to animals. “Healthcare Operations” does not include fitness and exercise gyms and similar facilities.

29. Can I go to a bar/nightclub/theater?

No. Entertainment venues like these are not permitted to be open during this Order.

30. 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-in or eat or drink at the facility. Patrons will not be permitted to dine or congregate in restaurants, bars, and similar establishments.

34.2 Is my favorite restaurant, café, coffee or tea shop, ice cream shop, or other foodservice location open?

Restaurants and other facilities that prepare and serve food to the public are encouraged to stay open, but only to provide delivery and carry out. Patrons will not be permitted to dine or congregate in restaurants, bars, and similar establishments.

34.3 I don’t cook -- how can I purchase meals?

Restaurants, cafes, food trucks, and similar establishments may 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.

34.4 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 goods or meals to students or other members of the public are encouraged to continue providing these services. However, food provided by these establishments to the public may not be eaten on the premises but must instead be delivered or taken away for consumption.

31. Can I go to the gym or health club?

No. Gyms are ordered closed.

32. Can I walk my dog/pet?

Yes. Be sure that you distance yourself at least six feet from other pets and owners.

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

Yes. Please call first to determine if there are any restrictions in place.

36.5 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, and exterminators to keep working and providing their services to the public. To obtain supplies for a DIY solution, you can also visit a hardware store, which are allowed to stay open under this Order.

33. Can I keep working from home?

Yes, as long as your employer permits it.

34. What if I want to go to work and I'm not sick?

Unless your work includes an essential function, you cannot go to work. You may have the virus and not know it, or you might get it and risk infecting those you live with.

39. What happens if I don't comply with this Order?

This is a legally enforceable order issued under California law. It is a crime to violate this Order, and you may be punished by a fine or imprisonment for doing so.