

Shelter in Place FAQs prepared by the County of Nevada

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[Please note that this FAQ is a working document and will be updated and reposted as new information from the state or local authorities becomes available. Find State information from [COVID19.ca.gov](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID19.aspx)]

WHAT DOES THE GOVERNOR’S ORDER MEAN?

I. Authority and Background

On March 19, 2020, California’s Governor and its State Health Officer collectively issued Executive Order N-33-20, which requires all Californians to “shelter-in-place” by remaining at home or at their place of residence, except as necessary to obtain food, care for a relative or friend, get necessary healthcare, *or go to an essential job*.

Essential jobs are defined as those jobs which are necessary to maintain continuity of operations for “critical infrastructure sectors” identified in CISA’s March 19, 2020, *Guidance on the Essential Critical Infrastructure Workforce*, version 1.0. Those sectors are:

- (1) Communications
- (2) Chemical
- (3) Critical Manufacturing
- (4) Commercial Facilities
- (5) Dams
- (6) Defense Industrial Base
- (7) Emergency Services
- (8) Energy
- (9) Financial
- (10) Food and Agriculture
- (11) Government Facilities
- (12) Healthcare and Public Health
- (13) Information Technology
- (14) Nuclear Reactors, Materials and Waste
- (15) Transportation Systems and Water

WHAT DOES THIS MEAN FOR NEVADA COUNTY?

This is a critical intervention to reduce harm from the spread of the coronavirus in our state. The health officers across California jurisdictions are responding to quickly mounting cases and serious illnesses.

Our county borders are porous, and we have quite a bit of traffic and movement across our borders into Placer, Sacramento, Yuba, Sutter and Washoe Counties, and there is increased evidence of community transmission across the state. Although Nevada County still has a small number of cases, we are acting as though community transmission is occurring and taking necessary precautions to protect our most vulnerable residents and to preserve our local health care system.

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 Nevada County to act immediately.

While this news may feel alarming, it is a necessary step 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 maximize social distancing and restrict 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. 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.

HOW LONG WILL WE STAY HOME?

There is not a termination date listed. The Governor will make that determination.

WHAT CAN I DO? WHAT'S OPEN?

These essential services will remain open:

- **Essential City/County government services:** law enforcement; fire stations; public health, clinics and healthcare operations; behavioral health; jails; courts (with limits the courts have adopted); garbage/sanitation; public transportation including Gold Country Stage, TART, and Gold Country Lift (use of public transportation is limited to essential travel only); utilities (water, power, internet, telephone, and gas); animal control and humane officers, and city, town, and county offices (currently offering limited services, primarily by appointment, phone or email)
- **Health care providers and caregivers** (e.g., physicians, dentists, psychologists, therapists, mid-level practitioners, nurses and assistants, infection control and quality assurance personnel, pharmacists, physical and occupational therapists and assistants, social workers, speech pathologists and diagnostic, therapeutic technicians and technologists, and family care providers)
- **Hospital and laboratory personnel** (including accounting, administrative, admitting and discharge, engineering, epidemiological, source plasma and blood donation, food service, housekeeping, medical records, information technology and operational technology, nutritionists, sanitarians, respiratory therapists, etc.)
- **Businesses and workers that provide food, shelter, and social services, and other necessities of life** for economically disadvantaged or otherwise needy individuals or to the vulnerable populations
- **Gas stations and auto-supply stores, auto repair**
- **Pharmacies**

- **Food:** workers supporting retail sales of food and beverage products, including, but not limited to grocery stores, farmers' markets, food banks, convenience stores including liquor stores that sell food, carry-out, quick serve, to-go and delivery restaurants, farm and produce stands, and company cafeterias
- **Veterinary** hospitals, clinics and workers and pet supplies
- **Hardware stores/plumbers/electricians** and those who provide services necessary to maintaining the safety, sanitation, and essential operation of homes
- **Media:** Newspapers, television, radio, and other media services
- **Banks** and related financial institutions
- **Community benefit organizations** on a case-by-case basis
- **Agriculture**, including but not limited to food and beverage cultivation, including farming, ranching, forestry, livestock, and fishing
- **Laundromats** and laundry services
- **Mortuary services**, including funeral homes, crematoriums, and cemetery workers
- **Fire mitigation activities**
- **Private security**, private fire protection services and private EMS personnel
- **Commercial retail stores**, that supply essential sectors, including convenience stores, auto supplies and repair, hardware and home improvement, and home appliance retailers
- Workers such as plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, construction material sources, and essential operation of construction sites and construction projects
- Businesses that ship or deliver groceries, food, goods or services directly to residences
- Businesses providing mailing and shipping services, including private post office boxes
- Businesses providing support for Information Technology
- Businesses related to communications
- 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, but excluding commercial bookstores
- Home-based care for seniors, adults, or children
- Residential facilities and shelters for seniors, adults, and children
- 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:
 - Childcare must be carried out in stable groups of 12 or fewer ("stable" means that the same 12 or fewer children are in the same group each day).
 - Children shall not change from one group to another.
 - 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.
 - Childcare providers shall remain solely with one group of children

Other Community-Based Government Operations

While there is no description of this sector, the following specific functions are called out as follows:

- Security staff to maintain building access control and physical security measures
- Elections personnel
- Federal, State, and Local, Tribal, and Territorial employees who support Mission Essential Functions and communications networks
- Trade Officials (FTA negotiators; international data flow administrators)
- Weather forecasters
- Workers that maintain digital systems infrastructure supporting other critical government operations
- Workers at operations centers necessary to maintain other essential functions
- Workers who support necessary credentialing, vetting and licensing operations for transportation workers
- Customs workers who are critical to facilitating trade in support of the national emergency response supply chain
- Hotel Workers where hotels are used for COVID-19 mitigation and containment measures
- Construction workers who support the construction, operation, inspection and maintenance of construction sites and construction projects (including housing construction)

WHAT'S CLOSED?

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues
- Gyms and fitness studios
- Public events and gatherings
- Hair and nail salons
- Non-essential services

WHAT CAN'T I DO?

- You cannot engage in group activities in person with others
- You cannot have dinner parties or invite friends over to your home to hang out.
- You cannot go to bars
- You cannot go to a nail salon or get your hair cut by a stylist or barber
- You cannot go shopping for non-essential goods
- You cannot take unnecessary trips on public transport or in your car or motorbike

- You cannot rent short-term lodging facilities unless they are for mitigation and containment measures or to house workers for critical infrastructure (See Nevada County Public Health Officer Order dated March 22, 2020)

IS THIS MANDATORY OR IS IT JUST GUIDANCE?

It is mandatory. This Order is a legal Order issued under the authority of California law. You are required to comply.

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.

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. Some doctors are providing tele-medicine – i.e., services by Facetime, Zoom, Skype and other video-chat programs.

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 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.

CAN I STILL GET DELIVERIES FROM ONLINE STORES? CAN I ORDER FROM ONLINE STORES?

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

Yes, you can place more orders from online stores. Businesses that deliver goods or services directly to residences are essential businesses that may continue to operate.

CAN I USE RIDE SHARE, ON-DEMAND SERVICE, OR A TAXI?

Yes, but only for essential travel.

Do you best to take social distancing precautions: cover your mouth and nose if you cough or sneeze, use hand sanitizer, and wash your hands before and after rides, etc. Stay 6 feet or more away from other people you do not live with.

CAN I TAKE PUBLIC TRANSPORT (GOLD COUNTRY STAGE, LIFT, TART)?

Yes, but only for essential travel.

Public transit will continue to operate. When using public transport, you should try to maintain at least 6 feet, two to three steps away, from other riders.

You want to help everyone be able to practice social distancing (staying 6-feet or more away from other people you do not live with). Therefore, it's important to only take public transportation for essential activities.

I AM HOMELESS. HOW CAN I COMPLY WITH THE ORDER?

People who are experiencing homelessness are encouraged to try to stay with family or friends, identify housing options, or access emergency resources such as shelter that can exercise social distancing. They can also call 211 for resources (also available at 1-833-DIAL211) located throughout Nevada County. 211 can provide clients with safety net services, including for homeless shelter referrals, based on an evaluation of each client's needs and situation.

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 can operate. When possible, you should have the drug store deliver your prescription medicine to your home.

HOW WILL I GET FOOD AND MEDICINES I NEED IF I MUST STAY 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.

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, many other critical services. It does not include arts organizations.

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 is responsible for determining which of its workers are essential.

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 wellbeing and is particularly beneficial to children. You can go for walks, ride your bike, 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. Some cities have decided to close parks and playgrounds to slow the spread of COVID-19. Please respect those closures.

CAN I PLAY TEAM SPORTS OR GO TO THE GYM?

No. Instead, get exercise by taking a walk, going for a jog, or riding your bike. But maintain a social distance of at least six feet from people who are not members of your household when doing so.

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.

Continue to buy normal quantities of these items on the same schedule you normally do. This will ensure that there is enough for everyone.

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.

CAN I VISIT LOVED ONES IN THE HOSPITAL, NURSING HOME, SKILLED NURSING FACILITY, OR OTHER RESIDENTIAL CARE FACILITY?

Generally, no.

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 is developmentally disabled and 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.

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.

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 you are showing symptoms of COVID-19, please call your health care provider first before going in. 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. 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.

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 and drop it off at your doorstep. Please also contact 211 (also available at 1-833-DIAL211) if you do not have family or friends who can drop off food and supplies, the operators are available 24/7 and can connect you with a resource that may be able to assist.

WHAT ABOUT CHILDCARE AND PRESCHOOL?

- Must be carried out in stable groups of 12 or fewer each day
- No interchanging of groups of children
- more than one group is at a facility, then each group must be in a separate room (no mixing of groups)
- Each provider must stay with only one group and not change

WHO DO I CONTACT IF I HAVE QUESTIONS?

Please call 211 (also available at 1-833-DIAL211), for all non-emergency and non-medical inquiries.

CAN I GO BUY PET FOOD OR TAKE MY PET TO THE VET?

Yes.

I RECEIVE MENTAL HEALTH TREATMENT; CAN I STILL GO TO THEIR OFFICE?

Yes, but perform good hygiene practices and social distancing.

CAN I GO FOR A WALK IN MY NEIGHBORHOOD?

Yes, but perform social distancing

DO I HAVE TO PERFORM SOCIAL DISTANCING AT HOME WITH MY FAMILY?

No.

WHAT HAPPENS IF I DON'T COMPLY WITH THIS ORDER?

You can be fined or imprisoned. You can get sick. You can make people sick who would not otherwise have gotten ill and some of them might get seriously ill or die.

I AM A FISHERMAN; CAN I STILL GO FISH?

If you are in the business of supplying fish to other establishments, yes. Otherwise, no.

CAN I STILL GO TO CHURCH, SYNAGOGUE, OR OTHER RELIGIOUS SERVICES?

No. Places of worship have not been exempted as essential activities under the order. Places of worship can still provide services listed in the order as essential, such as food banks and funerals. Many religious organizations are providing services and spiritual exercises electronically.

WHAT ABOUT IF I NEED MEDICAL CARE?

Hospitals and medical facilities are exempted from the Order. You are free to go there and get medical attention if you need it.

CAN I PICK UP MY PRESCRIPTIONS?

Yes.

I HAD TICKETS TO AN EVENT, WILL I GET MY MONEY BACK?

You will have to work with the host of your event to see if the event is rescheduled or your money will be refunded.

HOW DO I PROVE THAT I AM ALLOWED TO BE OUTSIDE?

The order contemplates that citizens will adhere to their civic duty and follow the order for the greater good of the community and comply with the order. At this time there is no requirement of proof that you are allowed to be outside your residence.

DO I HAVE TO REPORT TO JURY DUTY?

The courts are under the jurisdiction of the State of California. Please call the number on your jury service form for instructions as to whether you should appear. If required to appear, practice

strong hygiene and social distancing. On March 24, 2020 the California Chief Justice issued a statewide order suspending all jury trials for 60 days and allowing courts to immediately adopt new rules to address the impact of the COVID-19 pandemic. You are not likely to be called for jury service and should contact the Court before leaving home to ensure you are needed.

I HAVE A CITIZENSHIP TEST; CAN I STILL GO TAKE MY TEST?

Essential government functions are determined by the government entity that has jurisdiction. In this case, 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.

IF I AM A TAXI DRIVER, CAN I STILL WORK?

Yes, when providing rides for essential activities or providing rides to people performing essential government functions, essential infrastructure, or essential business.

MY CHILD IS AWAY AT COLLEGE, CAN I GO PICK THEM UP AND RETURN HOME?

Yes.

MY WEDDING IS SCHEDULED NEXT WEEK AT MY CHURCH, CAN IT STILL GO ON?

No.

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.

WHAT IF MY PLUMBING GETS STOPPED UP? HOW WILL I ACCESS THOSE SORTS OF SERVICES?

Call your plumber. 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 your hardware store, which is allowed to stay open under this Order.

IS THERE RELIEF FOR SMALL BUSINESS?

There is effort on the federal level to grant relief to small businesses.

<https://www.congress.gov/bill/116th-congress/house-bill/6201/text>. [The Small Business Administration is accepting loan applications. Your banker may also have advice.](#)

The County of Nevada will continue to update this FAQs as we get more guidance from the State. If you have questions, please write:

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