

**CITY OF TRACY
STATE OF CALIFORNIA, STAY-AT-HOME ORDER
FREQUENTLY ASKED QUESTIONS AS OF MARCH 23, 2020 at 5:30 PM PST**

On Thursday, March 19, 2020 Governor Gavin Newsom announced that the California State Public Health Officer and Director of the California Department of Public Health are **ordering all individuals living in the State of California to stay home or at their place of residence**, except as needed to maintain continuity of operation of the [federal critical infrastructure sectors](#).

Read the full Governor's [Executive Order here \(pdf\)](#).

See the list of the "[Essential Critical Infrastructure Worker](#)."

For City service requests, please use our [GORquest](#) system or call (209) 831-6300.

On March 21, 2020, the San Joaquin County Public Health Officer and Director of Emergency Services have also issued an [order directing San Joaquin County residents](#) to stay at home.

The Governor's Order is a statewide order and the City strongly urges all residents to abide by the Governor's Order.

A. QUESTIONS ABOUT THE GOVERNOR'S STAY AT HOME ORDER

How long will we stay home?

The Governor's Order went into effect on Thursday, March 19, 2020. The order is in place until further notice.

What can I do? What's open?

Essential services will remain open such as (*This is a non-exhaustive list*):

- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Banks
- Health care facilities such as pharmacies
- Laundromats/laundry services
- Hardware stores
- Plumbers
- Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.

What's closed? (*This is a non-exhaustive list*)

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues

- Gyms and fitness studios
- Public events and gatherings
- Convention Centers
- Hair and nail salons
- Cardrooms
- Tattoo Shops

Why is this Governor's Stay at Home Order in place?

The intent of this Order is to ensure that the maximum number of people self-isolate in their places of residence to the maximum extent feasible, while enabling essential services to continue, to slow the spread of COVID-19 to the maximum extent possible. Some individuals who contract the COVID-19 virus have no symptoms or have mild symptoms, which means they may not be aware they carry the virus. Even people without symptoms can transmit the disease, and because evidence shows the disease is easily spread, gatherings can result in preventable transmission of the virus.

Am I allowed to leave my home?

Yes. Individuals may leave their place of residence to acquire or receive essential services or supplies to ensure the health and safety of yourself and your family, engage in outdoor activity that does not involve close contact with other people, obtain services and supplies for yourself and your family, and to go to work if your job falls has been identified to be an "[Essential Critical Infrastructure Worker](#)."

When did the Governor's Order go into effect?

The Order issued by California Governor, Gavin Newsom, went into effect on Thursday, March 19, 2020.

Can the Governor's Order be changed?

Yes, at the discretion of the California State Public Health Officer and Director of the California Department of Public Health.

How is the Governor's Order being enforced?

The Governor is urging the public to comply with his Order. On March 21, 2020, the Governor indicated that law enforcement will not be enforcing the Order at this time. The Governor has stated that regulatory authorities will be assisting in enforcement of this Order.

The City of Tracy urges all residents to remain at home unless they are participating in essential activities like buying groceries or seeking medical assistance or fall within one of the categories of "[Essential Critical Infrastructure Worker](#)."

B. QUESTIONS ABOUT STAYING AT HOME

What does it mean to “stay at home”?

The term “stay at home” means to stay in your home and not leave unless you’re obtaining an essential service or performing work considered to be an [“Essential Critical Infrastructure Worker.”](#)

What is the difference between “staying at home” and “social distancing”?

“Staying at home” is a more rigorous form of social distancing.

Staying at home means you:

- Should stay home;
- Leave home only to obtain essential services or if you’re place of work or business is considered to be part [“Essential Critical Infrastructure Worker;”](#)
- Refrain from hosting events or social gatherings of more than 10 people.

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.

Which activities can I leave my house for?

You can leave your house to obtain or perform an essential service or if you job is considered to be an [“Essential Critical Infrastructure Worker.”](#)

Can I leave home to visit friends or family members if there is no urgent need or I am not obtaining an essential service?

The City urges you to refrain from doing so at this time. For your safety as well as their safety, we need to help each other fight the spread of COVID-19 by staying at home.

C. QUESTIONS REGARDING ESSENTIAL SERVICES AND ESSENTIAL BUSINESSES

What if my job or business is not considered an Essential Critical Infrastructure Workers?

If your job is not considered to be an “Essential Critical Infrastructure Worker,” talk to your employer about working from home if possible. If your business does not provide an essential service or employ “Essential Critical Infrastructure Workers,” the Governor’s Order requires that you cease operations.

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, but please 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?

We do not recommend that you do so, as 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 not allowed at this time. Do not visit a nursing home, skilled nursing facility, or residential care facility other than for the purpose of securing care. People over 60 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. If you are a senior citizen in need of assistance, please contact the City of Tracy's Senior Link Specialist at (209) 831-6240 or by emailing parks@cityoftracy.org. City staff can connect you or a loved one with senior-related resources in our community.

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

For your safety as well as the safety of your fellow worshippers, the State recommends that you stay home. Places of worship may offer remote access to services, such as by emails, video streaming, or teleconference.

The Governor's Order prohibits non-essential travel on foot or bike -- does that mean that I can't go on a walk or take a bike ride?

No. The Order allows you to go outside for exercise so long as you maintain social distancing (more than 6 feet from persons who are not part of your household). This includes activities like walks or hikes or bike rides or going to a park.

Can I leave home to exercise?

The City recommends that you perform outdoor exercise while maintaining social distancing.

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 City park or open space?

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 discourage the use of playgrounds because they include high-touch surfaces, and because it is typically not possible to maintain social distancing at playgrounds.

Can I carry out a court-Ordered visit with my kids?

Yes. The Order exempts travel by court Order or law enforcement.

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.

What happens if I don't comply with the Governor's Order?

This Order is not legally enforceable under California law. However, the State highly encourages you to follow this Order to slow the rate of spread of COVID-19. The scientific evidence shows that at this stage of the emergency, it is essential to slow virus transmission as much as possible to protect the most vulnerable and to prevent the health care system from being overwhelmed. One proven way to slow the transmission is to limit interactions among people to the greatest extent practicable. By reducing the spread of the COVID-19 virus, this Order helps preserve critical and limited healthcare capacity in the City.

Does the Governor's Order require that schools shut down?

On Friday, March 13, 2020, the San Joaquin County Superintendent of Schools recommended to close all County schools temporarily until further notice. The Governor's Order did not prompt Tracy schools to close.

D. QUESTIONS ABOUT BUSINESSES, EMPLOYMENT, AND GOVERNMENT OPERATIONS

I run a business that provides essential services and employs "[Essential Critical Infrastructure Worker](#)" as defined by the Governor's Order. Do I need to get an official letter of authorization from the County to operate?

No. If your business is considered to be an essential service or be part of the Essential Critical Infrastructure Workforce, then you may operate it. You do not need to obtain any specific authorization from the City to do so.

My job is considered to be part of the Essential Critical Infrastructure Workforce, as defined by the Governor's Order. Do I need to have a letter from my employer or other documentation to travel?

No, you do not need to carry official documentation demonstrating that you are exempt under the Governor's Order.

Will all business offices and stores be required to close?

No. Only businesses providing essential services and employing "Essential Critical Infrastructure Workers" 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.

The Order does not prohibit any employees from working from home.

Does the Governor’s Order prevent companies working on vaccines and testing for COVID-19 from continuing to do that work?

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

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 Governor’s 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.

My business principally manufactures, supplies, or repairs cell phones. Can it operate?

Yes. If your business is primarily engaged in supply or repair of cell phones or other telecommunications devices, then it is essential and may continue to operate under the Order.

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 work site. 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?

Businesses providing essential services, as defined in the Order, are allowed (and encouraged) to continue operating. If your work is not an Essential Business, 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.

I work in a hospital or medical clinic, but I'm not sure I'm essential. Should I continue to work? What if I'm over 60?

ALL employees of hospitals, clinics, and other organizations that provide healthcare, provide services to healthcare organizations, provide needed supplies to healthcare organizations, or otherwise maintain healthcare operations of all kinds may continue working. If you have any questions, talk to your employer.

The Governor's recent guidance allows essential workers over 60 to continue working, even though others in that age group are being directed to stay home.

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

If you are an "Essential Critical Infrastructure Worker," as described in the Governor's Order, you can and should continue to work. Certain employers, schools, and community organizations will be providing childcare for employees of these sectors. 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.

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 "COVID-19 Risk Mitigation Measures for Food Facilities:"

[Notices to Food Facilities](#) [PDF]

Read the Department of Environmental Health's Letter advising on the effects of the Order on food facilities:

[Letter to Food Facilities](#) [PDF]

Visit the Department of Environment Health>Novel Coronavirus>[Informational Links for COVID-19](#) for the latest practices.

Consult the [Public Health Department's website](#) for additional up to date information.

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 should not go to work at a physical location in the City. You may work from home for any business if your employer allows it.

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.

I work in a cemetery-- can I go to work?

Yes, cemeteries are essential infrastructure.

Are daycare facilities allowed to operate?

Daycare facilities may operate, but only if they comply with the recommendations set forth by the State regarding social distancing and child care operations during this public health emergency. The State has deemed child care facilities as being an essential service.

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 business that provides non-essential services 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?

Nannies and babysitters caring for a child in the child’s own home can continue working.

E. QUESTIONS ABOUT TRAVEL

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 services and to get to and from work that is considered an [“Essential Critical Infrastructure Worker”](#) which includes performing an essential

governmental function. 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 (bus, subway, train)?

Yes, but public transit can only be used to access essential services and to get to and from work that is considered an “[Essential Critical Infrastructure Worker](#)” which includes performing an essential governmental function. If you work for a public agency, please follow your employer’s guidance regarding whether you are performing an essential government function.

When using public transport, you should maintain at least 6 feet distance from one another, including if you are on the bus or on a train.

Am I allowed to leave the areas covered by this Order to travel to/from a job outside the Bay Area? Does the Governor’s Order allow me to leave San Joaquin County?

Yes, but only if you are accessing an essential service or are considered to be an “[Essential Critical Infrastructure Worker](#)” as determined by the State Public Health Officer and Governor’s Executive Order.

I am currently on vacation outside the City—Does the Governor’s Order allow me to return home?

Yes.

If I’m outside the City travelling for vacation or business, am I allowed to come home?

Yes.

F. QUESTIONS ABOUT COVID-19

What is COVID-19 or Coronavirus?

According to the Centers for Disease Control and Prevention (CDC), on February 11, 2020, the World Health Organization [announced](#) an official name for the disease that is causing the 2019 novel coronavirus, first identified in Wuhan China. The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, ‘CO’ stands for ‘corona,’ ‘VI’ for ‘virus,’ and ‘D’ for disease. Formerly, this disease was referred to as “2019 novel coronavirus” or “2019-nCoV.”

There are [many types](#) of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans.

How does the virus spread?

According to the CDC, the virus that causes COVID-19 is [spreading from person-to-person](#). Someone who is actively sick with COVID-19 can spread the illness to others. That is why CDC recommends that

these individuals be isolated either in the hospital or at home (depending on how sick they are) until they are better and no longer pose a risk of infecting others.

How long someone is actively sick can vary so the decision on when to release someone from isolation is made on a case-by-case basis in consultation with doctors, infection prevention and control experts, and public health officials and involves considering specifics of each situation including disease severity, illness signs and symptoms, and results of laboratory testing for that patient.