



# COUNTY OF MONTEREY HEALTH DEPARTMENT

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Administration  
Behavioral Health

Clinic Services  
Emergency Medical Services  
Environmental Health/Animal Services

Public Health  
Public Administrator/Public Guardian

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## **Frequently Asked Questions and Answers on the Order of the Health Officer of the County of Monterey Directing all Individuals Living in the County to Continue to Shelter at their Place of Residence Except for Essential Needs**

### **Q. When does this order take effect?**

A. Monday, May 4, 2020

### **Q. If I don't comply with the Order, can I be fined?**

A. Yes, you could be fined if you fail to comply with the order. That is why it is important to carefully read and order and understand the order. However, outreach and education by local government, employers and advocacy groups play a critical role in achieving compliance.

### **Q. Under what authority can the County Health Officer issue this order?**

A. California Health and Safety Code sections 101040 and 120175 give the County Health Officer the authority to issue this order to protect public health.

### **Q. Does this order replace the previous Shelter in Place Order?**

A. Yes, this Order supersedes the April 3 Order of the Health Officer directing all individuals to shelter in place ("Prior Shelter Order").

### **Q. What is a risk-based analysis?**

A. This order considers risk-based analysis to begin to identify less essential activities that may pose a lower risk of exposure to COVID-19.

### **Q. What does shelter in place mean?**

A. Shelter in place means that everyone in the county must stay at home or their residence. A person can only leave their residence to provide or receive essential services.

**Q. Do homeless individuals need to shelter in place?**

A. Homeless individuals do not need to comply with this Order. However, they are strongly encouraged to seek assistance from homeless service providers to find shelter.

**Q. Is their guidance for employers to take steps to protect their employees and customers?**

A. Yes, they must comply with social distancing and any other industry requirements issued by the County Health Officer.

**Q. I am still working, but not at home. Should I be working from home?**

A. All essential businesses are encouraged to remain open and to make arrangements for employees to work from home. If employees cannot work from home due to the nature of the work, then the employer must comply with social distancing and industry specific requirements to protect employees.

**Q. How will I know what measures a business has taken to protect employees and customers?**

A. All Essential Businesses shall prepare, post, and implement a Social Distancing Protocol at each of their facilities or outdoor work areas at which they are maintaining operations. Businesses are also encouraged to arrange for employees to work at home, which reduces spread of the virus.

**Q. Can the individuals gather in groups in public yet?**

A. No, all public and private gatherings of any number of people occurring outside a single household or living unit are prohibited, with few exceptions included in the Order.

**Q. If there are still cases of COVID-19, why is the County Health Officer easing some restrictions now?**

A. Evidence suggests that the restrictions on mobility and social distancing requirements imposed by the Prior Shelter Order are slowing the rate of increase in community transmission and slowing the rate of new confirmed cases by limiting interactions among people. Specifically, the Prior Shelter Order has resulted in prolonged doubling times for confirmed cases. That means it now takes longer for the total number of cases to double. Evidence also shows that Monterey County has had stable hospital admission rates for at least 14 days.

This Order also balances the risk of increased transmission among the community and among individuals at higher risk of death with the social, emotional and economic benefits of fewer restrictions.

**Q. Will the Health Officer change his order or issue new orders when this order expires.**

A. The Health Officer will continue to assess the quickly evolving situation and may decide to modify or extend this Order. He has already and may continue to issue Orders in addition to the Shelter Order, as needed to address changing circumstances.

**Q. How does the Shelter Order relate to the State Health Officer Stay Home Order?**

A. This Shelter Order includes more stringent restrictions to address local circumstance, experience and data in this County. The more stringent restrictions are necessary to control the public health emergency as it evolves in our County. Also, this Order includes:

- Certain restrictions on non-work-related travel not covered by the State Stay Home Order, including limiting such travel to performance of Essential Travel or Essential Activities;
- Sets forth mandatory Social Distancing Requirements for all individuals in the County when engaged in activities outside their residences; and

- Adds a mechanism to ensure that Essential Businesses comply with the Social Distancing Requirements

**Q. What if there is a conflict between the State Stay Home Order and the County Shelter Order?**

A. Where a conflict exists between this Order and any State Public Health Officer Order related to the COVID-19 pandemic, the most restrictive provision will prevail.

**Q. Can I leave my home to seek health care for me or my pets?**

A. Yes, you can engage in activities or perform tasks important to their health and safety, or to the health and safety of their family or household members (including pets), such as, by way of example only and without limitation, obtaining medical supplies or medication, or visiting a health care professional, including a veterinarian.

**Q. Can I get my pet groomed at a store that primarily provides pet food and supplies?**

A. No. The Centers for Disease Control and Prevention is aware of a small number of pets, including cats and dogs, reported to be infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19. Treat pets as you would other human family members. Do not let pets interact with people or animals outside the household. Dog grooming poses a risk of exposure to your pets, is not an essential function and still not permitted. You can still purchase pet food and supplies from these stores.

**Q. Can I leave my house to buy groceries and supplies to work from home?**

A. Yes, you can leave your residence to obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, by way of example only and without limitation, canned food, dry goods, frozen foods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any

other household consumer products, products needed to work from home, or products necessary to maintain the habitability, sanitation, and operation of residences.

**Q. Can I leave my house to get some exercise?**

A. Yes, you can leave your house to engage in certain outdoor recreation activities such as walking, hiking, bicycling, and running, as long as you practice Social Distancing Requirements. The County and cities may implement limitations to reduce crowding and risk of transmission of COVID-19. Such restrictions may include, but are not limited to, restricting the number of entrants, closing the area to vehicular access and parking, or closure to all public access;

Here are the activities including any limitations on the activities.

- Use of recreational areas with high-touch equipment or that encourage gathering, including, but not limited to, playgrounds, outdoor gym equipment, picnic areas, dog parks, and barbecue areas, is prohibited outside of residences, and all such areas shall be closed to public access including by signage and, as appropriate, by physical barriers;
- Use of shared facilities for recreational activities outside of residences, including, but not limited to, tennis, pickle ball courts, rock parks, climbing walls, pools, spas, saunas, shooting and archery ranges, gyms, team sports fields, bocce ball courts, cornhole courts and basketball courts is prohibited and those areas must be closed for recreational purposes, including by signage and, as appropriate, by physical barriers. Such facilities may be repurposed during the emergency to provide essential services needed to address the COVID-19 pandemic;
- Sports or activities that include the use of shared equipment may only be engaged in by members of the same household or living unit; and
- Use of golf courses and golf driving ranges, for the express purpose of promoting physical activity, shall be subject to maximum

compliance with the Social Distancing Requirements set forth in this Order and the Golf Safety Protocol issued by the Health Officer.

**Q. Can I leave my home to care for someone else?**

A. Yes, you can leave your home to provide necessary care for a family member or pet in another household who has no other source of care.

**Q. Can I attend a funeral?**

A. Yes, but the funeral is limited to no more than 10 people.

**Q. Can I move to a new residence under this Order?**

A. Yes, with some limitations. Only if it is not possible to defer an already planned move, if the move is necessitated by safety, sanitation, or habitability reasons, if the move is necessary to preserve access to shelter, or necessary to secure employment in an essential service. When moving into or out of the Monterey Bay region, individuals are strongly urged to quarantine for 14 days. To quarantine, individuals should follow the guidance of the United States Centers for Disease Control and Prevention

**Q. If I do move, do my family and I need to isolate or quarantine ourselves?**

A. Yes. A person moving from one area to another area runs the risk of bringing COVID-19 to the new area. When moving into or out of the Monterey Bay region, individuals are strongly urged to quarantine for 14 days. To quarantine, individuals should follow the guidance of the United States Centers for Disease Control and Prevention.

**Q. I work in health care. Should I work under this order?**

A. Yes, but check with your employer first. Individuals may leave their residence to work for, volunteer at, or obtain services at "Healthcare Operations," including, but not limited to, hospitals, clinics, COVID-19 testing locations, dentists, pharmacies, blood banks and blood drives, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare suppliers, home healthcare services providers, mental health

providers, or any related and/or ancillary healthcare services. “Healthcare Operations” also includes veterinary care and all healthcare services provided to animals.

**Q. I understand that it is important to maintain infrastructure. What are some examples of essential infrastructure and should employees work on essential infrastructure under this order?**

A. Individuals may leave their residence to provide any services or perform any work necessary to the operation and maintenance of “Essential Infrastructure,” including agriculture, airports, utilities (including water, sewer, gas, and electrical), oil and gas production and refining, energy production and supply, roads and highways, public transportation, solid waste and recycling facilities (including collection, removal, disposal, and processing facilities), cemeteries, mortuaries, crematoriums, and telecommunications systems (including the provision of essential global, national, and local infrastructure for internet, computing services, business infrastructure, communications, and web-based services).

**Q. What about firefighters, police and other emergency workers. Should they work under this order?**

A. Yes, but they should check with their employer first. All first responders, emergency management personnel, emergency dispatchers, court personnel, individuals engaged in first responder training, and others who need to perform essential services are categorically exempt from this Order to the extent they are performing those essential services.

**Q. Should government employees leave their homes to work for government agencies and can the public leave their homes to seek government services?**

A. Yes, but employees should check with their employer first. The public should also check with government agencies to see how they can access essential government services during this pandemic.

**Q. Who decides which government services are essential and how to provide those services?**

A. Each governmental agency must identify and designate appropriate employees, volunteers, or contractors to continue providing and carrying out any Essential Governmental Functions, including the hiring or retention of new employees or contractors to perform such functions. Each governmental entity and its contractors must also employ all necessary emergency protective measures to prevent, mitigate, respond to and recover from the COVID-19 pandemic, and all Essential Governmental Functions shall be performed in compliance with Social Distancing Requirements to the greatest extent feasible.

**Q. What is considered a business under this order?**

A. A “business” includes any for-profit, non-profit, or educational entity, whether a corporate entity, organization, partnership or sole proprietorship, and regardless of the nature of the service, the function it performs, or its corporate or entity structure.

**Q. What businesses are considered Essential Businesses?**

A. The Essential Businesses include:

- Those businesses listed as “Essential Infrastructure;”
- Healthcare Operations and businesses that operate, maintain, or repair Essential Infrastructure;
- Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and other establishments engaged in the retail sale of unprepared food, canned food, dry goods, non-alcoholic beverages, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, as well as hygienic products and household consumer products necessary for personal hygiene or the habitability, sanitation, or operation of residences. The businesses included in this subparagraph (iii) include establishments that sell multiple categories of products provided that they sell a significant amount of essential products identified in this subparagraph, such as liquor stores that also sell a significant amount of food.

- Any form of cultivation of products for personal consumption or use, including farming, ranching, livestock, and fishing; and associated activities, including but not limited to, activities or businesses associated with planting, growing, harvesting, processing, cooling, storing, packaging, and transporting such products, or the wholesale or retail sale of such products, provided that, to the extent possible, such businesses comply with Social Distancing Requirements and otherwise provide for the health and safety of their employees;
- Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
- Construction, including workers who support operation, inspection, and maintenance of construction sites and construction projects, including but not limited to surveyors and workers conducting site inspections. Construction compliance with Social Distancing Requirements shall be subject to enforcement by the approving city or County. The owner or manager of each construction site and project shall comply strictly with the Social Distancing Requirements and the Construction Safety Protocols issued by the County Health Officer.
- Newspapers, television, radio, and other media services;
- Gas stations, auto-supply, auto-repair (including, but not limited to, for cars, trucks, motorcycles and motorized scooters), and automotive dealerships, for the purpose of providing auto-supply and auto-repair services (and not, by way of example, car washes). Auto dealerships are encouraged to promote on-line purchases of automobiles with delivery to a residence or Essential Business. New and used vehicles may be driven prior to purchase provided that only individuals residing in the same household can be in the vehicle at any time.
- Bicycle repair and supply shops;
- Banks and related financial institutions;

- Service providers that enable residential transactions (including rentals, leases, and home sales), including but not limited to real estate agents, escrow agents, notaries, and title companies. Residential viewings should occur virtually as much as possible. In person residential viewings shall be by appointment only, with no more than two visitors at a time residing within the same household or living unit and one individual showing the unit. In person visits are not allowed when the occupant is still residing in the residence unless cloth face coverings are worn during the visit, there is no contact with staging items or personal property during the showing, and the seller or landlord cleans and sanitizes the property after the visit with products on the Environmental Protection Agency's approved list of disinfectants, paying attention to any areas that may be commonly touched, such as light switches, door knobs, handles, counter tops, appliances and staging items;
- Hardware stores;
- Plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the habitability, sanitation, and operation of residences and Essential Businesses;
- Businesses providing plant nursery, arboriculture, landscaping, gardening, grounds keeping and similar service professionals.
- Businesses providing mailing and shipping services, including post office boxes;
- Educational institutions, including public and private K-12 schools, colleges, and universities, for purposes of facilitating distance learning or performing essential functions, provided that social distancing of six feet is maintained to the greatest extent possible;
- Laundromats, drycleaners, and laundry service providers;
- Restaurants and other facilities that prepare and serve food, but only for delivery or carry out. Schools and other entities that typically provide free food services to students or members of the public may

continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and take-away basis only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;

- Funeral home providers, mortuaries, cemeteries, and crematoriums, to the extent necessary for the transport, preparation, or processing of bodies or remains;
- Businesses that supply products needed for people to work from home;
- Businesses that supply other Essential Businesses with the support or supplies necessary to operate, but only to the extent that they support or supply these Essential Businesses. This exemption shall not be used as a basis for engaging in sales to the general public from retail storefronts;
- Businesses that have the primary function of shipping or delivering groceries, food, or other goods directly to residences or businesses. This exemption shall not be used to allow for manufacturing or assembly of non-essential products or for other functions besides those necessary to the delivery operation;
- Airlines, taxis, rental car companies, rideshare services (including shared bicycles and scooters), and other private transportation providers providing transportation services necessary for Essential Activities and other purposes expressly authorized in this Order;
- Home-based care for seniors, adults, children, and pets;
- Residential facilities and shelters for seniors, adults, and children;
- Professional services, such as legal, notary, or accounting services, when necessary to assist in compliance with non-elective, legally required activities;

- Services to assist individuals in finding employment with Essential Businesses;
- Moving services that facilitate residential or commercial moves that are allowed under this Order;
- Faith-based services provided through streaming or similar technology, including drive-in services where the individuals participating in such services remain in their vehicles and abide by Social Distancing Requirements;
- Childcare establishments, summer camps, and other educational or recreational institutions or programs providing care or supervision for children of all ages that enable owners, employees, volunteers, and contractors for Essential Businesses, Minimum Basic Operations, Healthcare Operations, Essential Infrastructure or Essential Governmental Functions to work as allowed under this Order. To the extent possible, childcare facilities must operate under the following 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; and
  - Childcare providers shall remain solely with one group of children.
- Fabric stores and craft stores that supply fabric and related materials may transact business for the purposes of supplying materials necessary to create face coverings, gowns and other personal protective equipment.

**Q. Can business owners take measures to maintain their business and their property under this order?**

A. Yes, business may continue certain minimum basic operations. “Minimum Basic Operations” means the following activities for businesses, provided that owners, employees, and contractors comply with Social Distancing Requirements as defined this Section, to the extent possible, while carrying out such operations:

- The minimum necessary activities to maintain and protect the value of the business’s inventory and facilities; ensure security, safety, and sanitation; process payroll and employee benefits; provide for the delivery of existing inventory directly to residences or businesses; and related functions; and
- The minimum necessary activities to facilitate owners, employees, and contractors of the business being able to continue to work remotely from their residences, and to ensure that the business can deliver its service remotely.

**Q. Are businesses required to protect their employees and customers from exposure to COVID-19?**

A. Yes, all Essential Businesses must prepare and post a “Social Distancing Protocol” for each of their facilities in the County frequented by the public or employees. The Social Distancing Protocol must be substantially in the form attached to this Order as Appendix A. The Social Distancing Protocol must be posted at or near the entrance of the relevant facility, and shall be easily viewable by the public and employees. A copy of the Social Distancing Protocol must also be provided to each employee performing work at the facility. All Essential Businesses shall implement the Social Distancing Protocol and provide evidence of its implementation to any authority enforcing this Order upon demand. The Social Distancing Protocol must explain how the business is achieving the following, as applicable:

- Limiting the number of people who can enter into the facility and work areas at any one time to ensure that people in the facility and work areas can easily maintain a minimum six-foot distance from one

another at all times, except as required to complete the Essential Business activity;

- Where lines may form at a facility, marking six-foot increments at a minimum, establishing where individuals should stand to maintain adequate social distancing;
- Providing hand sanitizer, soap and water, or effective disinfectant at or near the entrance of the facility and in other appropriate areas for use by the public and employees, and in locations where there is high-frequency employee interaction with members of the public (e.g. cashiers);
- Providing for contactless payment systems or, if not feasible to do so, the providing for disinfecting all payment portals, pens, and styluses after each use;
- Regularly cleaning and disinfecting other high-touch surfaces;
- Posting a sign at the entrance of the facility and work area informing all employees and customers that they should: avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; sneeze and cough into one's elbow; not shake hands or engage in any unnecessary physical contact; and
- Adhering to additional social distancing guidance recommended by the Centers for Disease Control and Prevention's at: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>).

**Q. Are there any restrictions on travel in Monterey County?**

A. Yes, travel is limited to essential travel. "Essential Travel" means travel for any of the following purposes:

Travel related to the provision of or access to Essential Activities, Essential Infrastructure, Essential Governmental Functions, Essential Businesses, or Minimum Basic Operations.

- Travel to care for any elderly, minors, dependents, or persons with disabilities.
- Travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, and any other related services.
- Travel to return to a place of residence from outside the County.
- Travel required by law enforcement or court order.
- Travel required for non-residents to return to their place of residence outside the County. Individuals are strongly encouraged to verify that their transportation out of the County remains available and functional prior to commencing such travel.
- Travel to manage after-death arrangements and burial.
- Travel to arrange for shelter or avoid homelessness.
- Travel to avoid domestic violence or child abuse.
- Travel for parental custody arrangements.
- Travel to a place to temporarily reside in a residence or other facility to avoid potentially exposing others to COVID-19, such as a hotel or other facility provided by a governmental authority for such purposes.

**Q. Residences are mentioned in the order. What is considered a residence?**

A. “Residences” include bed and breakfasts, hotels, motels, shared rental units and similar facilities. Residences also include living structures and outdoor spaces associated with those living structures, such as patios, porches, backyards, and front yards that are only accessible to a single family or household unit.

**Q. What does Social Distancing mean?**

A. In Monterey County, “Social Distancing Requirements” means:

- Maintaining at least six-foot social distancing from individuals who are not part of the same household or living unit;
- Frequently washing hands with soap and water for at least 20 seconds, or using hand sanitizer that is recognized by the Centers for Disease Control and Prevention as effective in combatting COVID-19;
- Covering coughs and sneezes with a tissue or fabric or, if not possible, into the sleeve or elbow (but not into hands);
- Wearing a face covering when out in public, consistent with orders or guidance of the Health Officer; and
- Avoiding all social interaction outside the household when sick with a fever or cough.

**Q. Are there instances where Social Distancing may not be possible?**

A. Yes. All individuals must strictly comply with Social Distancing Requirements, except to the limited extent necessary to:

- To provide care (including childcare, adult or senior care, care to individuals with special needs, and patient care); and
- As necessary to carry out the work of Essential Businesses, Essential Governmental Functions, or provide for Minimum Basic Operations;

**Q. Does this order have requirements to protect people experiencing homelessness?**

A. Yes. Government agencies and other entities operating shelters and other facilities that house or provide meals or other necessities of life for individuals experiencing homelessness must take appropriate steps to help ensure compliance with Social Distancing Requirements, including adequate provision of hand sanitizer. Also, individuals experiencing homelessness who are unsheltered and living in encampments should, to the maximum extent feasible, abide by 12-foot by 12-foot distancing for the

placement of tents. Government agencies are also encouraged to provide restroom and hand washing facilities for individuals in such encampments as set forth in Centers for Disease Control and Prevention Interim Guidance Responding to Coronavirus 2019 (COVID-19) Among People Experiencing Unsheltered Homelessness. That web address is [www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/unsheltered-homelessness.html](http://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/unsheltered-homelessness.html)).

**Q. Is this order enforceable and if so, by whom.**

A. State law, specifically Government Code sections 26602 and 41601 and Health and Safety Code section 101029, allows the Sheriff and all Chiefs of Police in the County ensure compliance with and enforce this Order. Local law enforcement plays an important role in educating and reminding county residents and businesses about the Order, which greatly improves compliance with the Order which is how our community will to slow the spread of the virus that causes COVID-19 infections.

**Q When does this order take effect and does it have an end date?**

A. This Order shall become effective at 12:01 a.m. on May 4, 2020 and will continue to be in effect until 11:59 p.m. on May 31, 2020, or until the County Health Officer extends, rescinds, supersedes, or amends the Order.

**Q Where can I find a copy of the order?**

A. Copies of this Order are available at the County Government Center at 168 W. Alisal Street, Salinas CA 93901. It is also posted at the County Health Department website [www.co.monterey.ca.us/government/departments-a-h/health/diseases/2019-novel-coronavirus-covid-19](http://www.co.monterey.ca.us/government/departments-a-h/health/diseases/2019-novel-coronavirus-covid-19).