



# COUNTY OF MONTEREY HEALTH DEPARTMENT

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Administration  
Behavioral Health

Clinic Services  
Emergency Medical Services  
Environmental Health/Animal Services

Public Health  
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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 and Relaxing Restrictions on Certain Low-Risk Businesses Consistent with Direction from the State of California.**

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

A. May 26, 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 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 May 1 and May 8 Orders of the Health Officer; however, the April 28 (facial coverings) and May 3 (short term lodging) Orders remain effective.

### **Q. Why was this new Order issued?**

A. The Governor and the State Public Health Officer have identified 4 stages that the State will go through as the State reopens from the effects of the pandemic. The State is currently in the early part of Stage 2, and the Governor and State Public Health Officer have determined that more businesses may reopen, and more activities undertaken by individuals. If a local health officer provides an Attestation for a Variance through Stage 2, and the State accepts, the county can move more quickly through Stage 2 and towards Stage 3, with additional businesses opening and more activities for individuals. The State has accepted Monterey County's Attestation, and this new Order aligns the County with the orders of the State Public Health Officer.

**Q. What is the Attestation for a Variance through Stage 2?**

A. The Attestation is the document signed by the County Health Officer demonstrating to the State that the County has met certain criteria with respect to the occurrence of COVID-19 in the County, and has the capacity and a plan to meet any surge in COVID-19 cases.

**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 for the purposes outlined by the State Department of Public Health.

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

A. This Order aligns the County with the State's Stay Home Orders and applicable industry guidance as the County moves through Stage 2. There is now no fundamental difference between the State's Orders and this Order; however, this Order includes specific generally applicable Social Distancing Requirements, and a specific Social Distancing protocol that each business or facility that is allowed to be open must post so that employees and customers will know the steps the business or facility has taken to protect them. In addition, the Health Officer's April 28, 2020 Order requires individuals to wear Facial Coverings when outside their residence, except in limited circumstances. For questions regarding the State's Stay Home Orders please see <https://covid19.ca.gov/stay-home-except-for-essential-needs/#faq>.

**Q. What are the specific Social Distancing Requirements in this Order?**

A. All individuals are required to:

- a) wear a Face Covering in compliance with the April 28, 2020, Order of the Health Officer;
- b) maintain at least six-foot social distancing from individuals who are not part of the same household or living unit (except to the limited extent necessary to provide care, including childcare, adult or senior care, care to individuals with special needs, and patient care);
- c) frequently wash 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;

- d) cover coughs and sneezes with a tissue or fabric or, if not possible, into the sleeve or elbow (but not into hands); and
- e) avoid all social interaction outside the household when sick with a fever or cough.

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

A. Yes, in addition to the Social Distancing Protocol in this Order, before any business or facility reopens the State requires that they 1) perform a detailed risk assessment and implement a site-specific protection plan; 2) train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them; 3) implement individual control measures and screenings; and 4) implement disinfecting protocols. In addition, they must comply with social distancing and any other industry requirements issued by the State Department of Public Health. State guidance for various economic sectors can be found at <https://covid19.ca.gov/industry-guidance/> and <https://covid19.ca.gov/roadmap-counties/>.

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

A. All businesses and facilities that are allowed to be open 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 businesses or facilities that are allowed to be open are required to 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. The Social Distancing Protocol must be substantially in the form attached to the 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 businesses allowed to be open shall implement the Social Distancing Protocol and provide evidence of its implementation to any authority enforcing the 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, then providing for disinfecting of 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 at: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.

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

A. Yes with limitations. The State has given guidance for places of worship (<https://covid19.ca.gov/pdf/guidance-places-of-worship.pdf>) and protests (<https://covid19.ca.gov/stay-home-except-for-essential-needs/#protected-activities>). Dine-in restaurants are allowed to open with limitations, and only members of the same household, or groups that ask to be seated together, may sit at tables (<https://covid19.ca.gov/pdf/guidance-dine-in-restaurants.pdf>).

**Q. If there are still cases of COVID-19, why are restrictions being eased now?**

A. Evidence suggests that the restrictions on mobility and social distancing requirements imposed by the Prior Shelter Orders and the Facial Covering 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 Orders and Facial Covering Order have resulted in prolonged doubling times for confirmed cases. That means it now takes longer for the total number of cases to double. In light of this trend across the State, the Governor and State Public Health

Officers have determined that restrictions can begin to be eased on a county-by-county basis.

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.**

A. The Health Officer will continue to assess the quickly evolving situation and may decide to modify the Order by imposing more restrictions if the incidence of COVID-19 in the County increases sharply, or a significant number of hospitalizations or deaths occur.

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

A. While there should no longer be any conflict, if one should arise 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. Yes, subject to restrictions on that industry set by the State. However, 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. You should be careful to limit your pet's interaction with people or animals outside the household.

**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 or to recreate?**

A. Yes, you can leave your house to engage in outdoor activities under the guidance provided by the State: <https://covid19.ca.gov/stay-home-except-for-essential-needs/#outdoor>. Please refer to the State list of permitted activities, and check with your local government to determine if local parks are open.

**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 individuals attending the funeral must observe the Social Distancing Requirements.

**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 those sectors listed in the State's "Essential Workforce" listing located at <https://covid19.ca.gov/essential-workforce/>. These sectors include 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 Essential Workforce and allowed to work 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. Government employees are also Essential Workforce. 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 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 government functions must 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 allowed to be open?**

A. Businesses and facilities identified in the State’s Essential Workforce list are allowed to be open, as well as businesses identified by the State to reopen through Stage 2. Individuals are encouraged to review the State’s listings located at <https://covid19.ca.gov/essential-workforce/>, <https://covid19.ca.gov/industry-guidance/> and <https://covid19.ca.gov/roadmap-counties/>. Businesses allowed to be open must follow the State’s sector specific guidance and the Social Distancing Requirements and Protocols of this Order.

A partial listing of such businesses include (please note, while some specific internet links have been provided, all business allowed to be open are subject to State guidance generally found at the links set forth above):

- Healthcare Operations;
- 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, beverages, fresh fruits and vegetables, pet supply, fresh and frozen 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;
- Destination retail, including shops, strip malls and shopping malls, subject to State guidance for that sector: <https://covid19.ca.gov/pdf/guidance-retail.pdf> and <https://covid19.ca.gov/pdf/guidance-shopping-centers.pdf>;
- 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 State guidance: <https://covid19.ca.gov/pdf/guidance-agriculture.pdf>;
- 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 must

comply with State guidance: <https://covid19.ca.gov/pdf/guidance-construction.pdf>.

- Newspapers, television, radio, and other media services;
- Gas stations;
- Automotive dealerships and car rental companies, subject to State guidance for that sector: <https://covid19.ca.gov/pdf/guidance-auto-dealerships.pdf>;
- 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, subject to the State guidance for that sector: <https://covid19.ca.gov/pdf/guidance-real-estate.pdf>;
- Certain State defined Limited Services, including plumbers, electricians, exterminators, laundromats, dry cleaners, laundromats and other laundry services, auto repair shops and auto supply, bicycle repair and supply, car washes, landscapers, gardeners, grounds keepers, pet grooming, dog walking, residential and janitorial cleaning services, HVAC services, appliance repair persons, other mechanical tradespersons, handypersons, and general contractors, subject to State guidance: <https://covid19.ca.gov/pdf/guidance-limited-services.pdf>;
- Nurseries;
- 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;
- Restaurants and other facilities that prepare and serve food, for delivery, carry-out or table service, but subject to the State guidance for that sector: <https://covid19.ca.gov/pdf/guidance-dine-in-restaurants.pdf>;
- 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 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, rideshare services (including shared bicycles and scooters), and other private transportation providers providing transportation services necessary for purposes and activities authorized by the State;
- Home-based care for seniors, adults, children, and pets;
- Residential facilities and shelters for seniors, adults, and children;

- Services to assist individuals in finding employment in the Essential Workforce;
- Moving services that facilitate residential or commercial moves;
- Faith-based services subject to State guidance:  
<https://covid19.ca.gov/pdf/guidance-places-of-worship.pdf>. ;
- Barbers and Hair Salons subject to State guidance:  
<https://covid19.ca.gov/pdf/guidance-hair-salons.pdf>
- Childcare establishments, summer camps, and other educational or recreational institutions or programs providing care or supervision for children of all ages are allowed to open subject to State guidance:  
[https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2020/CCP/PIN\\_20-06-CCP.pdf](https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2020/CCP/PIN_20-06-CCP.pdf).

**Q. What businesses are not allowed to be open at this time?**

A. The State has determined that the following, without limitation, may not be open at this time: personal services such as nail salons, tattoo parlors, gyms and fitness studios; hospitality services, such as bars, wineries, tasting rooms and lounges; entertainment venues, such as movie theaters, gaming, gambling, arcade venues, pro sports, indoor museums, gallery spaces, and zoos; community centers, public pools, playgrounds, and picnic areas;; nightclubs; concert venues; live audience sports; festivals; theme parks; and hotels/lodging for leisure and tourism.

**Q. Are schools allowed to provide grab-and-go meals to students?**

A. Yes.

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

A. Yes, businesses that are not allowed to be open may continue certain minimum basic operations, meaning 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 there any restrictions on travel in Monterey County?**

A. Yes, travel is limited to travel related to those activities allowed by the State.

**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. 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 the Essential Workforce;

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

A. This Order does not; however, the State has issued guidance for the protection of those experiencing homelessness: <https://covid19.ca.gov/housing-and-homelessness/>. 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)" [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 became effective at May 26, 2020 and will continue to be in effect until rescinded, superseded, or amended.

**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).