

FAQS FOR THE MARCH 31, 2020 UPDATE TO THE STAY SAFE AT HOME ORDER

We are at a critical juncture in managing the transmission of the COVID-19 virus. According to health experts, our collective actions over the next few weeks (through May 3) will determine whether we experience a major surge, or are able to flatten the curve to stay within our healthcare capacity. And we only get one chance at this. So we can meet this challenge, the City will strictly apply the Order consistent with its stated intent, and you must strictly follow it. The answers to frequently asked questions below should guide your compliance. The City will keep updating this information to align with best public health practices and any changes to the Order as the circumstances continue to evolve. Together, we can flatten the curve.

STAY SAFE AT HOME EXPLAINED

What does the new Order do?

This new Order requires most people to continue sheltering in their place of residence until May 3, 2020. This new Order replaces the prior stay-at-home order, which was set to expire on April 7, 2020. It also adds to the list of restrictions in order to help slow the spread of the COVID-19 disease.

You are still allowed to participate in “essential activities” or to work for an “essential business” if it is not possible for you to work from home. This means that you are allowed to leave your home for limited, specified reasons—like to make sure you have the necessities of life (discussed more below), such as getting food and medical supplies, or to perform work for an essential business that you cannot complete from your home. You are also allowed to go outside to take care of a pet or for exercise so long as you don’t congregate in a group and maintain at least six feet of distance between you and other people who aren’t part of your family or living unit.

When does the new Order go into effect?

The new Order is in effect starting at 11:59 p.m. on Tuesday, March 31, 2020.

How long does the new Order last?

The new Order is currently set to last until Sunday, May 3, 2020 at 11:59 p.m. The City’s Health Officer may choose to shorten or extend the time period based on what the health situation demands. How long the restrictions are in place will depend on what the Health Officer decides is necessary to protect public health.

Can the new Order be changed?

Yes. The Health Officer may make changes to the new Order as more information emerges about the public health situation and may issue new orders and directives as conditions warrant.

Where is the new Order in effect?

This new Order (or a similar order) is in effect across the six most populous counties of the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties. Additional counties may issue the same or similar orders.

Who issued the new Order?

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

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, and it is a crime (a misdemeanor) not to follow the Order.

I run an “Essential Business,” as defined by the new Order. Do I need to get an official letter of authorization from the City to operate a facility in the City?

No. If your business is covered in the list of essential businesses in the Order, then you may operate your business from a facility in San Francisco so long as you create, post, and implement (by 11:59 p.m. on Thursday, April 2) a Social Distancing Protocol for each facility using the template attached to the Order. You do not need to obtain any specific authorization from the City to run your business. The City does not issue written determinations or authorizations.

Is a building that has “Essential Businesses” as tenants required to create and post a social distancing protocol? Or is it the responsibility of the business tenants themselves?

It is the responsibility of tenant essential businesses to comply with the social distancing requirements, including creating and posting a social distancing protocol.

I work for an Essential Business, as defined by the new 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 (and the City does not issue any) demonstrating that you are exempt under the new Order. But be prepared to explain if requested by law enforcement why your travel is authorized under the Order.

What does it mean to “shelter in place?”

The term “shelter in place” means to stay safe in your home and not leave unless necessary for one of the exceptions listed in the Order (discussed more below).

I heard that there is a statewide shelter-in-place order. Do I still need to comply with San Francisco's Order?

Yes. In addition to the statewide order, the City Health Officer's Order remains in effect. All residents must comply with the restrictions in both orders. If the restrictions in the two orders are different, you must comply with the stricter of the two orders.

What is the difference between "sheltering in place" and "social distancing"?

Sheltering in place is a more rigorous form of social distancing.

Sheltering in place means you:

- Must stay at home
- Can only leave your home for "essential activities," to work for an "essential business," to perform "minimum basic operations" for your employer, or for "essential travel," as those terms are defined in the new Order (you can also see the FAQs for details)
- Cannot host or attend any gatherings

You should also maintain at least 6 feet of separation from other people who are not in your household, wash your hands frequently for at least 20 seconds each time (or use hand sanitizer), cough or sneeze into a tissue or your sleeve (not into your hands), and stay home if you are sick.

What if I am homeless?

Persons experiencing homelessness are exempt from the Order's requirement that they shelter in place in their residence and its prohibition against all travel other than essential travel. However, individuals staying in homeless shelters should stay there, and all shelter guests should wash hands frequently, and practice social distancing. Unsheltered people living in public spaces, tents, in vehicles, or otherwise unsheltered, should use the City's public restrooms and newly expanded hand-washing stations frequently, and should also practice social distancing. The Order also urges the City to keep 12x12-foot spacing around tents and only one person per tent.

How do I report a business or organization that might be violating the Order and endangering the public or its employees?

Call 311, except for the specific complaints listed below. Your complaint will be referred to the appropriate City agency for investigation and enforcement. When you call, help us by providing the name and address of the business, and do your best to describe exactly what you observed and when.

If you observe one of the following specific situations, it is best to call police non-emergency dispatch at 415-553-0123. Don't call 911 for these situations. If you forget the non-emergency dispatch number, just call 311:

- Any of the following businesses is open or appears to be serving customers:
 - bars, taverns, nightclubs, arcades and other entertainment venues
 - theaters and concert halls
 - movie theaters
 - gyms, athletic clubs and fitness studios
 - barbershops, salons, manicurists and health spas
 - smoke shops
- Any small corner or convenience store that sells alcoholic beverages is open after 8 p.m. or before 6 a.m.
- Any restaurant, café, or coffee shop is allowing seating or consumption of food or drink on the premises. (Only take-out and delivery are allowed.)

How do I report gatherings outside where people in different households don't seem to be practicing social distancing, or the use of outdoor recreation facilities (like playgrounds, tennis courts, and basketball courts) that have been closed?

It is best to call police non-emergency dispatch at 415-553-0123 (but if you forget that number, just call 311).

DAILY ACTIVITIES

Can I leave home to visit friends or family members in another household or living unit if there is no urgent need or I am not performing an essential activity?

No. For your safety as well as their safety, you are not allowed to visit friends or family members outside your own household. We need to help each other fight the spread of COVID-19 by staying at home.

Can I still get my mail and deliveries?

Yes. Mail and delivery services may continue to operate under the Order.

Can I still order the things I need online from businesses and have them delivered to my home?

Yes. The Order allows you to go online, purchase items, and have them delivered to your home.

Am I allowed to go to a mail drop off/post office to mail packages?

Yes. Businesses that provide mailing and shipping services are essential businesses within the meaning of the Order, and travel to essential businesses is permitted under the Order. But individuals are urged to delay all non-essential shipping and must comply with social distancing requirements during any permitted outings.

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

Yes.

Can I go to the bank?

Yes, you can go to the bank. But individuals are urged to minimize unnecessary trips and must comply with social distancing requirements during any permitted outings.

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

No. You will continue to be able to purchase these items. Stores selling necessary items like grocery stores, pharmacies, and hardware stores will stay 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.

Does this order disrupt the fuel supply chain? Should I be stocking up on fuel? What about other essential supply chains, such as food?

The Order does not disrupt California's fuel supply and fuel providers are open for business, including:

- Refineries
- Pipeline operators
- Distribution terminals
- Tanker trucks
- Fuel wholesalers

In addition, the Order does not disrupt California's food or hardware supply, and grocery and hardware stores are open for business.

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 allowed to pick up the items you need. You can also order food and other supplies and have them delivered to your home.

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

No. For your safety as well as the safety of your fellow worshippers, we need to help each other fight the spread of COVID-19 by staying at home. Places of worship may offer remote access to services, such as by emails, video streaming, or teleconference.

How can I buy non-essential products if stores are closed?

Most items can be ordered online and delivered to your home, and many other non-essential items may be available from retailers who primarily sell essential items.

Can I go to a bar, nightclub, or 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. These facilities can also deliver.

Can I walk my dog?

Yes, but be sure that you distance yourself at least six feet from all others who are not part of your household. Use of enclosed dog parks is prohibited, while open spaces that allow dogs are still open.

Are dog walkers allowed?

If nobody is at home to walk the dog because they work for essential businesses or provide essential services, or if the dog's guardians are incapable of walking the dog for medical reasons, then dog walkers are permitted to walk the dog. Otherwise, dog walkers are not permitted. Dog walkers should comply with social distancing requirements—with respect to themselves and the dogs in their care—to the greatest extent feasible, which may require reducing the number of dogs walked at a time.

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.

Can I take my dog to a groomer, pet hotel, or doggy day care?

In-home care for pets is permitted to continue under the Order, but dog-grooming facilities and non-medical pet care facilities (like pet hotels or doggy day cares) must temporarily close. Pet care facilities that are currently caring for animals may continue to care for those animals until the pets' owners are able to come pick them up, which should be done as soon as practicable.

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 carry out a court-ordered visit with my kids?

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

Can I still access necessary items in my self-storage unit?

Self-storage facilities are not essential businesses, but they can maintain minimum business operations and allow people to access their units to the extent they are accessing them for medical or related needs, or in furtherance of a pre-scheduled move permitted by the Order.

Can common recreational spaces in apartment buildings (like gyms and roof decks) stay open?

No. For apartment dwellers, the Order's shelter-in-place requirements for the "household or living unit" means their own apartment unit, not the building or complex as a whole. Common recreational spaces shared with others in the apartment building or complex, like apartment gyms, roof decks, barbecue areas, and roof decks, must be closed like any other public recreational space that contains high-touch equipment or encourages gathering.

What about common areas in apartments, like shared laundry rooms, that residents need to access for sanitation needs?

Apartment residents should be allowed to access facilities that are required for household cleaning and sanitation needs. Owners of apartment buildings must enhance cleaning of high-touch surfaces in these areas, and residents must observe all social distancing requirements in the Order, including maintaining at least 6 feet of separation from other people who are not part of their own household, washing their hands frequently for at least 20 seconds before and after use of the facilities (or using hand sanitizer), coughing or sneezing into a tissue or sleeve (not their hands), and avoiding using the laundry facility if they are sick.

HEALTHCARE OPERATIONS

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 get my prescriptions or other healthcare 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 and encouraged to operate. When possible, you should have prescription medicines and healthcare supplies delivered to your home.

I have a doctor's appointment next week for routine medical care or an elective procedure. Can I go to that appointment?

Probably not. Under a separate order (Order No. C19-08), the Health Officer has ordered all medical providers (such as doctors, dentists, and ophthalmologists) and healing arts practitioners (such as massage therapists, chiropractors, and acupuncturists) to postpone routine appointments and elective surgeries except in certain situations. You should contact your healthcare provider to discuss whether your appointment or procedure can be postponed without a negative medical or health impact on you. If so, it should be postponed or conducted remotely. Even if your appointment is essential and cannot be postponed, your appointment should occur remotely if possible. Medical providers and healing arts practitioners can only permit an essential, in-person appointment after doing a screening of you by phone in advance for symptoms and following protective Social Distancing Requirements.

Can I still go to my mental health or counseling appointments?

Probably not in person, but you can participate remotely. Under a separate order (Order No. C19-08), the Health Officer has ordered all counselors, including psychologists, marriage and family therapist, and licensed clinical social workers, to postpone in-person routine counseling appointments or conduct them by phone or videoconference. You should contact your mental health provider or counselor to discuss whether your appointment can be held via phone or videoconference, can be postponed, or should proceed in person.

Can I still go to my substance abuse treatment groups (e.g. Alcoholics Anonymous or Narcotics Anonymous) or other group counseling sessions?

Yes. But all participants in group counseling services should attend meetings remotely if they are equipped to do so. Groups should make accommodations for remote support to the maximum extent feasible. If remote participation is not feasible or advisable under the circumstances, participation may occur in person provided that there is compliance with the social distancing requirements set forth in the Order, including maintaining at least 6 foot distance between individuals and capping group size to reduce in-person interactions.

Can and should I donate blood if I am healthy?

Yes, blood banks, blood donation centers, and blood drives are exempt health care operations. If you are healthy and do not have COVID-19 symptoms, you are

encouraged to donate. The need for adequate blood donations from health people is critical.

Should cafeterias in hospitals be closed?

No. Hospital cafeterias fall within the exemption for healthcare facilities and may remain open. Hospital cafeterias must be structured to ensure six-foot minimum distancing between non-related individuals picking up food from or eating in the facility. Hospital cafeterias should increase cleaning and sanitization to minimize risk of exposure and follow other Social Distancing Requirements specified in the Order to the maximum extent feasible. Cafeterias in all other facilities must follow the requirements in the Order – specifically, food can be carried out or delivered, but cannot be eaten in the cafeteria.

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?

Yes. All employees of hospitals, clinics, and other organizations that provide health care, provide services to healthcare organizations, provide needed supplies to health care organizations, or otherwise maintain health care operations of all kinds may continue working.

The Health Order does not advise or encourage health care workers over 60 to stop reporting to work.

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

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

CARETAKING AND EDUCATION

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

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

phone before you leave. This is difficult, but it is necessary in order to protect hospital staff and other patients.

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. But 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.

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

If you work for an essential business, as described in the Order, you can and should continue to work. Certain employers, schools, and community organizations will be providing childcare for employees of essential businesses. You may also employ a nanny or babysitter to provide home-based care for your kids.

Does this Order require that schools shut down?

This Order requires that all schools stop holding classes at physical locations within the City. Schools can still provide distance learning to their students. Employees of schools may go to work for the purpose of providing distance learning to their students, but they must comply with social distancing requirements while at work. Schools can also continue to offer students free and reduced-price lunches for takeaway, which many schools are doing.

Are childcare facilities allowed to operate?

Yes, but only to allow children of owners, employees, volunteers, and contractors for essential businesses, essential governmental functions, or for carrying out minimum basic operations to work. Children of other workers who are not exempt under the Order cannot attend daycare.

Also, any childcare facility operating to serve children of essential workers need to comply with these mandatory conditions in the Order to the extent possible:

1. 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).
2. Children shall not change from one group to another.
3. 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.
4. Childcare providers shall remain solely with one group of children.

I am a nanny. Will I get in trouble if I go to work?

You won't get in trouble if you go to work. The Order allows nannies and childcare providers caring for a child in the child's own home to continue working.

BUSINESSES

Will all business offices and stores be required to close?

No. "Essential businesses" may keep their facilities open (and are strongly encouraged to keep them open) to continue providing essential services and products to the public. Employees may leave home to go to these jobs. But all businesses, including essential ones, are required to maximize the number of employees working from home and bring in only those employees who can't carry out their job duties from home.

Non-essential businesses must cease all activities at their facilities within San Francisco, except to provide minimum basic operations, such as maintaining the value of a business's inventory, keeping the business site safe and secure, ensuring that employees are able to work remotely, or providing for the delivery of existing inventory to residences or businesses. Employees may otherwise work from home.

What are "Essential Businesses"?

The following excerpt from the Order lists the "Essential Businesses":

- i. Health care Operations and businesses that operate, maintain, or repair Essential Infrastructure;
- ii. 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 (ii) 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.
- iii. Food cultivation, including farming, livestock, and fishing;
- iv. Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
- v. Construction, but only of the types listed in this subparagraph below:
 1. Projects immediately necessary to the maintenance, operation or repair of Essential Infrastructure;

2. Projects associated with Healthcare Operations, including creating or expanding Healthcare Operations, provided that such construction is directly related to the COVID-19 response;
 3. Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least 10% income-restricted units;
 4. Public works projects if specifically designated as an Essential Governmental Function by the lead governmental agency;
 5. Shelters and temporary housing, but not including hotels or motels;
 6. Projects immediately necessary to provide critical non-commercial services to individuals experiencing homelessness, elderly persons, persons who are economically disadvantaged, and persons with special needs;
 7. Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so; and
 8. Construction or repair necessary to ensure that residences and buildings containing Essential Businesses are safe, sanitary, or habitable to the extent such construction or repair cannot reasonably be delayed;
- vi. Newspapers, television, radio, and other media services;
 - vii. Gas stations and auto-supply, auto-repair (including, but not limited to, for cars, trucks, motorcycles and motorized scooters), and automotive dealerships, but only for the purpose of providing auto-supply and auto-repair services (and not, by way of example, car sales or car washes). This subparagraph (vii) does not restrict the on-line purchase of automobiles if they are delivered to a residence or Essential Business;
 - viii. Bicycle repair and supply shops;
 - ix. Banks and related financial institutions;
 - x. 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, provided that appointments and other residential viewings must only occur virtually or, if a virtual viewing is not feasible, by appointment with no more than two visitors at a time residing within the same household or living unit and one individual showing the unit (except that in person visits are not allowed when the occupant is still residing in the residence);
 - xi. Hardware stores;
 - xii. 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, but not for cosmetic or other purposes;
 - xiii. Arborists, landscapers, gardeners, and similar service professionals, but only to the limited extent necessary to maintain the habitability, sanitation, operation of businesses or residences, or the safety of residents, employees, or the public (such as fire safety or tree trimming to prevent a dangerous condition), and not for cosmetic or other purposes (such as upkeep);

- xiv. Businesses providing mailing and shipping services, including post office boxes;
- xv. 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;
- xvi. Laundromats, drycleaners, and laundry service providers;
- xvii. 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;
- xviii. Funeral home providers, mortuaries, cemeteries, and crematoriums, to the extent necessary for the transport, preparation, or processing of bodies or remains;
- xix. 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;
- xx. 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;
- xxi. 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;
- xxii. Home-based care for seniors, adults, children, and pets;
- xxiii. Residential facilities and shelters for seniors, adults, and children;
- xxiv. Professional services, such as legal, notary, or accounting services, when necessary to assist in compliance with non-elective, legally required activities;
- xxv. Services to assist individuals in finding employment with Essential Businesses;
- xxvi. Moving services that facilitate residential or commercial moves that are allowed under this Order;
- xxvii. Childcare facilities providing services that enable owners, employees, volunteers, and contractors for Essential Businesses, Essential Governmental Functions, or Minimum Basic Operations to work as allowed under this Order. Children of owners, employees, volunteers, and contractors who are not exempt under this Order may not attend childcare facilities. To the extent possible, childcare facilities must operate under the following conditions:

1. 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).
2. Children shall not change from one group to another.
3. 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.
4. Childcare providers shall remain solely with one group of children.

What if my business is not considered an essential business? Does this Order require that I shut down my business facility?

Yes, it does, except for the following “Minimum Basic Operations,” which are defined in the following excerpt from the Order:

- i. 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.
- ii. 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.

Other than to maintain minimum basic operations, your employees can only work remotely from their residences. Any employees who are onsite must strictly follow the Order’s social distancing requirements, including maintaining a distance of six feet from one another (unless incompatible with the job duty), frequently washing hands with soap and water for at least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough.

I operate a store that sells only non-essential goods (for example, books, records, games, jewelry, or apparel). Can I continue to sell products to customers at my storefront?

No. If you do not sell a significant amount of essential goods like food, hygiene, or cleaning products, you cannot keep your storefront open, you cannot have people (employees or customers) in your store, and you cannot allow customers to pick up orders or be served curbside or “at the door.” Your store may ship or deliver items directly to customers’ residences. Beyond making items available for delivery, you can

only maintain minimum basic operations, such as store security and safeguarding your inventory.

I work for a large technology company that provides products and services that the public needs to access critical services. Is my company being completely shut down?

No. But most employees of these companies need to work from home. The only employees of these companies who can go to work are: (i) employees who are needed to maintain the minimum basic operations described in the Order; or (ii) employees who are needed to work onsite to operate, maintain, or repair Essential Infrastructure (i.e., essential global, national, and local infrastructure for internet, computing services, business infrastructure, communications, and web-based services for the community) and who cannot perform their work duties from home.

Any employees who are onsite must strictly follow the Order's social distancing requirements, including maintaining a distance of six feet from one another (unless incompatible with the job duty), frequently washing hands with soap and water for at least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough.

Does the Order require that businesses stop work that is necessary to our healthcare system?

No. The Order exempts any business that is performing work related to the delivery of health care, including 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, and veterinary care and all healthcare services provided to animals.

Are non-profit organizations allowed to continue operating?

Yes, if they provide essential services as described in the Order. This would include non-profits operating food pantries, providing housing for homeless residents, and providing other critical services. Non-profit organizations that do not provide essential services cannot continue operating their facilities, except to provide minimum basic operations, such as maintaining the value of inventory, keeping the site safe and secure, providing for the delivery of existing inventory to residences or businesses, or ensuring that employees are able to work remotely. All employees may also work remotely from their residences.

Unless closer contact is necessary for their work, all employees must strictly comply with the Order's social distancing requirements, including maintaining a distance of at least six feet from one another, frequently washing hands with soap and water for at

least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough. Other than that, employees cannot be onsite at your lab locations.

What if some of the work my business does at its facility is essential and some is non-essential?

Businesses that include an Essential Business component at their facilities alongside non-essential components must scale down their in-person operations to the Essential Business component only. For instance, if 20% of manufacturing capacity in your business is devoted to essential products, and 80% of capacity is devoted to non-essential products, you can only operate at 20% capacity. The one exception to this rule is that retail businesses that sell a significant amount of essential products like food, personal hygiene, and consumer household products may keep their entire retail storefronts open even if some of the products they sell are non-essential.

I operate a “big box store” that sells some clothing in addition to groceries and personal hygiene products. Can I keep open the part of my store that sells clothing?

Yes. If your store sells a significant amount of groceries and hygiene products, you can keep your entire store open.

I operate a store that mainly sells non-essential goods, but also sells a small amount of essential goods like food and hygiene products. Can I continue to sell products to customers at my storefront?

No. If you do not sell a significant amount of goods like food, hygiene, or cleaning products, you cannot keep your storefront open. Your store can deliver items directly to customers' residences, but you cannot have people in your store and you cannot allow customers to pick up orders or be served curbside or “at the door.” Beyond making items available for delivery, you can only maintain minimum basic operations, such as store security and safeguarding your inventory.

The Order states that convenience stores, liquor stores, and other similar types of establishments can stay open if a “significant” portion of the inventory they sell to the public consists of food, hygienic products, or household products necessary for the sanitation, habitability, and operation of a residence. What is a “significant” portion?

These storefronts may stay open if at least 25% of the floor area used for product sales is used for food, hygienic products, and/or household consumer products necessary for personal hygiene or the habitability, sanitation, or operation of residences.

Can bike repair shops continue to operate?

Yes, bike repair shops are treated as an essential business (the same as auto repair shops) because they are necessary to facilitate essential travel.

Can my company continue to provide janitorial services to businesses?

Yes, janitorial services are allowed because they are necessary for 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 other food retail establishments selling food items and non-alcoholic drinks are encouraged to stay open to provide food items and pet supplies to the public. When visiting these places, you must help the retailer maintain Social Distancing Requirements, including while you are shopping and standing in line. They are also required to prepare, post and implement a Social Distancing Protocol.

What best practices should farmers' markets follow to reduce the risk of transmission?

Spacing:

- All vendors are spaced at least 6 feet apart from one another. As each booth is at least a 10ft square, this offers 16 feet between the start of one tent and the start of another.
- All vendors are required to put a physical barrier (such as caution tape) between them and the produce they are selling.
- No produce sampling.
- No seating.
- All prepared foods must be served to go.
- Customers ask a staff person at the booth for pre-bagged or bunched items, and then it is handed to the customer in a bag--no self selection of produce.
- Chalk demarcations on the ground to indicate where shoppers should stand behind others, while waiting to purchase produce.
- Any seller who does not abide by these requirements will not be allowed to sell product.

Signage

- Posting signage at each stand about the Public Health Order in multiple languages
- Prepare, post and implement a Social Distancing Protocol

Sanitation

- Whenever possible, someone else at a farm booth handles the payment so that money is only being handled by one staff person who is not then touching produce.
- Staff and sellers are required to wear gloves.
- Provide handwashing stations throughout the market with soap and warm water and tissues.

Security (crowd control)

- Have security to ensure social distancing of patrons.

Can I operate my liquor store?

You may keep your liquor store open if it also sells a significant amount of products like food, household cleaning items, or personal hygiene items. Under a Mayor emergency order, they must close by 8 p.m.

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. Businesses that supply food goods and prepared meals to grocery stores and other food retailers are essential and may continue operating.

Can warehouses and distribution centers that supply essential businesses stay open?

Yes, but only to the extent they support or supply those essential businesses. Warehouses and distribution centers should minimize the number of employees onsite and strictly comply with all social distancing requirements in the Order.

Can plant stores and nurseries stay open?

Plant stores and nurseries may stay open to the extent they provide seeds and materials for food cultivation but, to the extent feasible, they should scale down their in-store operations to this essential business component only. Plant stores and nurseries that stay open must comply with all social distancing requirements, including preparation and posting of a social distancing protocol. Plant stores and nurseries may also deliver directly to residences and businesses, and may have someone physically on site to water and care for the plants as part of their minimum basic operations.

May a manufacturer that has changed its business function to begin producing essential products for medical facilities to help address the pandemic operate as an essential business?

Yes. Companies that are changing their business function to produce surgical masks, personal protective equipment, sanitizing products, or other essential products for medical facilities to help address the pandemic can operate to set up and perform these functions. They must comply with all social distancing requirements including the preparation and posting of a social distancing protocol.

I operate a large retail store selling largely non-essential items, but we also sell some goods that essential businesses need to operate. Can I keep my retail store open as an essential business that supplies other essential businesses?

No. Businesses that supply other essential businesses with the support or supplies they need to operate can remain open only for the purpose of supplying those essential businesses. They cannot stay open to keep making sales to the general public from retail storefronts.

What if I want to go to work at a physical location in San Francisco and I'm not sick?

Unless your work is exempted in the Order, you cannot go to work at a physical location even if you want to. You can work from home for any business if your employer allows it and your work can be done from home.

I operate a business that is required to close—can my business deliver things to people's homes?

Yes, non-essential businesses may maintain minimum basic operations. This includes making deliveries of existing inventory to people's homes.

Can gardening and landscaping services continue?

Arborist, landscaping, and gardening services can continue only if they are necessary to maintain the habitability, sanitation, operation of businesses or residences, or the safety of residents, employees, or the public (such as fire safety or tree trimming to prevent a dangerous condition). Landscaping services for cosmetic purposes or general upkeep have to stop.

Can home service workers continue to provide their services?

Home service workers can keep providing services in homes if they are essential to health, safety, sanitation, or the necessary operation of the home. Generally, this means that plumbing, pest control, important maintenance (to, for example, fix a water leak or a faulty wire), or similar services needed to maintain a safe and sanitary home are

allowed. Purely cosmetic or other non-essential home services for general upkeep are not allowed and should be put off. Home-based care for children, adults, seniors, and pets is also allowed under the Order.

What if I have a service or equipment emergency at my home, such as with plumbing or electricity?

Service providers like plumbers, electricians, and exterminators can keep working and providing services to the public that are necessary to maintain a livable, sanitary, and functional household. You can call your building manager or one of these service providers, or you can also visit your hardware store to assist with making your own repairs.

Can my pool maintenance company come to my house or business?

Yes, so long as the service is necessary to maintain safety and sanitation. Allowable operations include routine maintenance work like cleaning, chemical balancing and adjustments, and filtration (necessary to, for instance, prevent pool algae from blooming) and safety-oriented repairs.

Can real estate agents show residences in person? Or if I just closed on a home, can I do a walk-through of the home with the agent or seller?

Generally, no. Real estate agents, escrow agents, and other service providers that facilitate residential transactions like home sales and apartment rentals are essential workers, but all appointments and viewings must happen virtually (via video or livestream). Only if a virtual viewing is not possible, then in-person showings can occur by appointment with no more than two visitors at a time from the same household, and only one agent showing the unit. In-person showings or walk-throughs are not allowed when the occupant is still living in the residence.

Can I move into a new house/apartment?

You can move into a new house or apartment only in a few circumstances:

- If the move was pre-planned and it is not possible to defer it;
- If the move is necessary to preserve access to shelter;
- If the move is necessary to avoid domestic violence or child abuse;
- If the move is necessitated by safety, sanitation, or habitability reasons.

If moving into or out of the Bay Area region, individuals are strongly urged to quarantine for 14 days.

I am a landlord for a unit where each of the tenants has a separate lease for a bedroom, and they share living, dining, and bathroom space. One of the

bedrooms is vacant, and the others are occupied. Can I execute a lease and move in a new tenant into the vacant room?

No. Involuntary changes to the members of a household, or to the composition of individuals in a dormitory or shared bedroom setting, are not permitted at this time.

Can notaries public continue to operate?

Yes.

Can pawn shops continue to operate?

No.

Can office supply stores stay open for retail sales?

No. Businesses that supply products needed for people to work from home are no longer classified as essential businesses in the new Order. They may ship or deliver goods directly to homes or businesses, but must temporarily close their retail storefronts.

Are cannabis dispensaries allowed to operate?

Yes. Because cannabis has several medicinal purposes and is an essential medical treatment for many City residents, cannabis dispensaries are permitted to remain open, but only for delivery or takeaway. Cannabis dispensaries shall not permit products to be used or consumed on-site. In addition, while travel to and from cannabis dispensaries to pick up products is permitted, individuals are strongly encouraged to have cannabis products delivered to their home instead of obtaining them on-site. If in-store pickup is required, to the greatest extent feasible, dispensaries and patrons must comply with social distancing requirements, including by maintaining six-foot social distancing for both employees and members of the public, including any customers standing in line.

Can recreational cannabis be purchased on a “take-out” basis?

Yes, although dispensary patrons are strongly encouraged to have cannabis products delivered to their home instead of obtaining them on-site.

Can I have cannabis delivered to my home?

Yes. The Order allows businesses to deliver products to people’s residences, and a separate Health Order encourages people to obtain those products by delivery.

Can auto dealerships sell cars online and deliver them to people's homes?

Yes. The Order allows businesses to deliver products to people's residences. But car dealerships cannot sell or lease cars in-person.

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

Yes, cemeteries are essential infrastructure.

Are funeral home providers and mortuaries allowed to continue operating?

Yes, funeral home providers and mortuaries may continue operating to the extent necessary to the transport, preparation, or processing of remains. This means that any employee necessary for the transport, preparation and/or processing of a body may continue to report to these facilities to conduct their work.

Are office supply stores, stationary stores, and art supply stores essential businesses since they supply products needed for people to work from home?

No. Businesses that supply products needed for people to work from home are no longer classified as essential businesses in the new order. Accordingly, they must temporarily close retail locations within the City, but they may deliver directly to residences and businesses and continue minimum basic operations.

CONSTRUCTION AND ESSENTIAL INFRASTRUCTURE

For detailed information on construction, renovation, and essential infrastructure, see [here](#).

GOVERNMENT OPERATIONS

Is the local government shutting down?

No. Essential governmental functions will continue, including first responders, emergency management personnel, emergency dispatchers, and law enforcement. Other governmental 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. Each government agency identifies the services that qualify as Essential Governmental Functions, and designates the personnel who will continue providing those functions.

I work for the government—Can I continue to go to work?

As a government employee, you can continue to go to work if your employer designates you as an essential employee. Each governmental agency is responsible for determining which of its workers are essential workers.

Can I get a building permit or building inspection from the Department of Building Inspection for my construction project, or make sure my business gets the Fire Department's fire safety and hazmat inspection that I need to keep operating?

Contact the relevant city agency to determine if it is still providing the service you need as an essential governmental function.

TRAVEL AND RECREATION

I don't have a car. Can I ride the bus or train, or can I get a ride in my favorite ride-share/on-demand car service or a taxi?

Yes, but public transit, ride-hailing services, or any other way of traveling can only be used for essential travel, which means:

- i. Travel to provide or access essential activities, essential governmental functions, essential businesses, or minimum basic operations.
- ii. Travel to care for any elderly, minors, dependents, or persons with disabilities.
- iii. Travel to or from school to get materials for distance learning, to pick up meals, and to access any related services.
- iv. Travel to return home from outside the City.
- v. Travel required by law enforcement or a court order.
- vi. Travel required for non-residents to leave the City and go back home.
- vii. Travel to manage after-death arrangements and burial.
- viii. Travel to arrange for shelter or avoid homelessness.
- ix. Travel to avoid domestic violence or child abuse.
- x. Travel for parental custody arrangements.
- xi. 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.

When you are on public transit, you must follow the Order's social distancing requirements to the greatest extent feasible, including maintaining a distance of six feet from everyone outside your household or living unit, frequently washing hands with soap and water for at least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough.

When you use ride-share services for essential travel, keep in mind that you should avoid as much as possible being in close quarters in a vehicle that has been used by lots of other people.

Can I use a bike from a bike-share service?

Yes, you can use shared bikes and scooters for essential travel, such as commuting to work as an essential employee. But keep in mind that shared bikes and scooters are not routinely sanitized. Take precautions, including bringing sanitization wipes, not touching your face while on the bike or scooter, and washing your hands for at least 20 seconds immediately after.

Am I allowed to commute into or out of the City for work or daily activities?

Yes, but only to perform essential activities or essential government functions, operate an essential business, or perform minimum basic operations at a non-essential business, as those terms are defined in the Order. You can also leave to go back home or engage in other essential travel. Otherwise, the answer is no because that puts you and others in the community at risk. Keep in mind that Health Officers in neighboring counties have issued the same or similar shelter-in-place orders.

If I'm outside San Francisco travelling for vacation or business, am I allowed to come home?

Yes, the Order allows you to come home. But you may need to self-isolate for 14 days if you were possibly exposed to COVID-19.

I'm staying overnight here but live elsewhere. Can I go home?

Yes, you can leave the City to return home, but you are urged to self-isolate upon returning home.

The Order prohibits non-essential travel on foot or bike – can I still go on a walk or take a bike ride?

Yes. The Order allows you to go outside for exercise activities like walking and running, as long as you strictly follow social distancing requirements including maintaining a distance of six feet from everyone outside your household, frequently washing hands with soap and water for at least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough.

I get anxious when I'm cooped up inside. Am I allowed to go on a hike? Can I go to a 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 enjoy other outdoor activities. But operators of parks, beaches, and other open spaces may restrict entry, close certain areas, or close the whole facility altogether if the Health Officer orders those measures to reduce crowding and limit risk of COVID-19 exposure.

While you're on a hike or enjoying an open space area, you must strictly follow social distancing requirements including maintaining a distance of at least six feet from everyone outside your household or living unit, frequently washing hands with soap and water for at least 20 seconds or using an effective hand sanitizer, covering coughs and sneezes, and avoiding all social interaction outside the household when sick with a fever or cough.

Can I leave home to work out?

If you will be outdoors and not in close contact with other people, and will not be using equipment that other people outside your household have touched, yes. Otherwise, no. Fitness centers, gyms, recreational centers, fitness equipment at parks, climbing walls, golf courses, tennis courts, basketball courts, swimming pools, and other shared sports facilities are closed.

Can I take my kids to the playground?

No. Recreational areas with equipment that lots of people touch or areas where people gather close together, like playgrounds and picnic areas, must be closed and you cannot use them while the Order is in effect. You can take your kids to the park or other areas to run around in open spaces, or bring your own sports equipment to an open space as long as it is used only by members of your own household and not shared with other people.