

## **Frequently Asked Questions "Stay At Home Order"**

### **What does "stay at home order?"**

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

### **I heard that there isn't a statewide shelter in place order. Do I still need to comply with Christian County's Order?**

Yes. In addition to the statewide order, Christian County passed an ordinance on March 23, 2020 Order remains in effect. All residents must comply with the restrictions in both the City, County and State Orders. If the restrictions in the three orders are different, you must comply with the stricter of the orders.

### **What is the difference between "Stay in Place Order" and "social distancing"?**

Stay at home order is a more rigorous form of social distancing.

- Stay at home order means you:
- Must stay at home
- Can only leave your home for "essential activities," to work for an "essential business," or for "essential travel," which are defined in the Order (see FAQs for details)
- Cannot host or attend any gatherings

You should also maintain 6 foot distance from other people as much as possible, wash your hands frequently for at least 20 seconds each time (or use hand sanitizer), frequently disinfect high-touch surfaces, and stay home if you are sick.

### **Can I leave home to visit friends or family members if there is no urgent need or I am not performing an essential activity?**

No. For your safety as well as their safety, we need to help each other fight the spread of COVID-19 by staying at home.

### **Can I still get my mail and deliveries?**

Yes. You will still be able to get mail and other deliveries at your home.

### **Can I still order the things I need online and have them delivered to my residence?**

Yes. Businesses that deliver goods or services directly to residences are "essential businesses" that may continue to operate.

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

Yes. Maintain social distancing.

**Can I get my prescriptions or other health care needs? Can I leave home to go to the pharmacy to get my prescription filled?**

Yes. Drug stores and other medical supply stores are allowed to operate. When possible you should have prescription medicines and health care supplies delivered to your home.

**I'm a medical provider – am I allowed to remain open for non-essential services?**

Yes, if you are a medical provider your office is encouraged to remain open. Under the Order, all medical services, including routine and preventive care, are considered essential. This includes, but is not limited to, mental health services, immunizations, well-woman exams, dental cleanings, allergy shots, eye exams, physical therapy, and surgeries. Preventive care should not be deferred. Many visits involve exams or procedures that must be done in person, but practitioners are encouraged to conduct appointments remotely via phone or telemedicine when it is appropriate and feasible to do so.

**Can I continue to use reflexology, massage therapy, chiropractic, or similar services?**

You may continue to use these services if your healthcare provider has determined that they are medically necessary for you.

**Can I still go to my Mental Health appointments?**

Yes, mental health appointments can continue. Patients should consult with their practitioners to determine whether it is appropriate and feasible to conduct individual mental health appointments remotely.

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

All participants in group counseling services must 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 of no more than 10 individuals to reduce in-person interactions.

### **What mental health resources are available for people experiencing distress?**

The following resources are available to help people who may be experiencing distress or heightened anxiety right now:

- 24/7 Behavioral Health Services Department Call Center: 1 800-494-7355
- The Crisis Text Line, Text MOSAFE to 741741
- National Suicide and Crisis Hotline: 1 800-273-TALK (8255)
- If you are experiencing an emergency please call 911 immediately.

### **What if I need to get healthcare from my medical provider?**

You can still get your health needs addressed. Contact your health care provider to see if they are providing regular services. Some services, especially elective procedures, may be postponed or canceled. If you are feeling sick, please first call your doctor, a nurse hotline, or an urgent care center. Do not go to the emergency room of a hospital unless you are having an actual emergency.

### **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 remain open. Please continue to buy normal quantities of these items on the same schedule you normally follow. This will ensure that there is enough for everyone.

### **What should I do if I'm sick? If I or a family member need immediate medical attention, can I leave home to go to the doctor or hospital?**

If you are feeling sick, first call your doctor, a nurse hotline, or an urgent care center before going to the hospital. Do not go to the emergency room of a hospital unless you are having an actual emergency. But you can and should seek medical advice if you or a family member is sick. If it is not an emergency, please contact your primary care provider to determine next steps. Also, you can check online resources to help you assess symptoms if you are worried about whether you or a loved one has COVID-19. You should check <https://www.cdc.gov/coronavirus/2019-ncov/index.html> for more information. Call 911 or go to an emergency room if you are experiencing a medical emergency.

### **Can I leave home to care for my elderly parents or friends who require assistance to care for themselves? Or a friend or family member who has disabilities?**

Yes. Be extremely cautious when providing care to vulnerable people and ensure that you protect them and yourself by following social distancing guidelines such as washing hands before and after, using hand sanitizer, maintaining at least 6 feet of distance when possible, and coughing or sneezing into a tissue.

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

Please call the facility before arriving, some facilities may have policies in place preventing visitors. You may visit a hospital or other healthcare facility only for the purpose of obtaining health care services and supplies. Non-essential visitations are barred. Do not visit a nursing home, skilled nursing facility, or residential care facility other than for the purpose of securing care. People over 60 years of age are particularly vulnerable to COVID-19.

**What if I can't get out of the home? How can I get supplies and food?**

Please contact friends, family, or others you know who can provide support. They are allowed to pick up any of your needs. 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.

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

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

**Can I leave home to exercise?**

If you will be outdoors and not in close contact with other people, yes. Otherwise, no. Fitness centers, exercise gyms, recreational centers, golf courses, and public pools are not allowed to operate.

**I become anxious when cooped up in my house. Am I allowed to go to a park or on a hike? Can I travel to a park or open space?**

Yes. Spending time outside improves mood and well-being, and is particularly beneficial to children. You can go for walks, go to the park, and engage in other similar activities, but you should maintain social distance (more than six feet away from persons who are not part of your household) to avoid spread of the virus. City of Ozark playgrounds are currently closed.

**Can I go shopping for things other than food/groceries?**

Yes. You can shop for anything that is related to health care, hardware supplies, supplies needed to telecommute, and supplies essential to safety and sanitation. But you should minimize unnecessary trips.

**Can I go to a bar/nightclub/theater?**

No. Entertainment venues are not allowed to operate.

**Can I go to a restaurant, café, coffee or tea shop, ice cream shop, or other foodservice location?**

Yes, but only to pick up food. You cannot dine, eat, or drink in or around the facility.

**Can I walk my dog/pet?**

Yes. Be sure that you distance yourself at least six feet from others who are not part of your household.

**Can I go to a vet or pet hospital if my pet is sick?**

Yes. Please call first to determine if the vet has any restrictions in place.

**I don't cook—how can I purchase meals?**

Restaurants, cafes, food trucks, and similar establishments are encouraged to remain open to supply meals to the public via delivery and carryout. You can also purchase prepared foods at grocery stores, supermarkets, certified farmers' markets, convenience stores, and other such food retailers.

**Can I take my kids to the park and can we use playgrounds?**

The Order allows you to engage in outdoor activities, provided that you maintain adequate social distancing. While we encourage use of parks and trails, City of Ozark playgrounds are closed at this time.

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

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

**Can and should I donate blood if I am healthy?**

Yes, blood banks, blood donation centers, and blood drives are exempt healthcare operations. If you are healthy and do not have COVID-19 symptoms, you are encouraged to donate. The need for adequate blood donations from healthy people is critical.

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

Self-storage facilities are not essential businesses but that 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.