Understanding the Stay-at-Home Orders

This information is guidance and may be updated for clarity or accuracy. You can read the Orange County Order [here](#) and the Town of Chapel Hill Order [here](#).

### Basics

1. **Is the Town Order mandatory?**
   
   This order officially restricts movement for all residents of the Town of Chapel Hill. They must stay home unless they are providing essential services, receiving essential services, or working for essential businesses and government services (see list of essential services at the end of this document).

   It restricts travel on public streets, alleys, roads or other property unless you need medical assistance, food, or other goods and services necessary to you or your family’s well-being. You may also help a friend or neighbor who can’t care for themself.

2. **How will the Order be enforced?**
   
   We will enforce the order first with education, conversation, and asking for voluntary cooperation from all residents and businesses. If a police officer or other Town employee finds a violation, we will provide educational information and ask them to comply. If the individual(s) does not comply voluntarily, the Chapel Hill Police Department may enforce the restrictions.

3. **How do I report a violation of the Order?**
   
   Monday-Friday, from 8:30-5:00, call the Police Department: 919-968-2760.

   Call 911 at all other times.

4. **When will the Order be lifted?**
   
   The Order is valid until 5 p.m. on April 30, 2020. We will review it regularly and make changes when necessary. Orange County may revise, amend, or extend the Order based on recommendations from the Orange County Health Department.

   Updates will be shared at [www.townofchapellhill.org/coronavirus](https://www.townofchapellhill.org/coronavirus) and through all our social media channels and news releases [www.townofchapellhill.org/news](https://www.townofchapellhill.org/news).
5. **I live outside of Orange County. How does this affect me?**

   If you work in Chapel Hill, then your employer must comply with this Order. You may travel through Chapel Hill and conduct essential activities within Chapel Hill and to return home.

   You can also check with your county of residence for additional information and possible restrictions.

6. **How does this Order change the previous executive Order?**

   This is the first Order of its type given by Orange County and joined by the Town of Chapel Hill during the COVID-19 pandemic. [Other Executive Orders by Governor Roy Cooper](https://www.governornc.gov) remain in effect.

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**Work and essential services**

7. **What are essential services?**

   See the list below.

8. **Can I work from home? Can my employees work from home?**

   Yes.

9. **What are “minimum basic operations” for businesses?**

   Activities to maintain the value of your business inventory, to maintain security, to process payroll and benefits and related functions. You may also perform minimum activities to comply with any part of this Order or to help your employees work from home.

10. **If my business is not on the essential services list, can I continue to mail goods and have curbside pickup?**

    You may continue to operate curbside pick-up, delivery, mail order, or virtual/web service only, with no in-store customer traffic. You must also operate in accordance with other parts of this Order and any other directives.

11. **I work in an essential service. How will the police know I'm allowed to be outside my house?**

    You can tell them what your job is. If you have proof of employment such as a badge or pay-stub, you could keep it with you when you travel.
12. What if I still must go to work?

You are encouraged to maintain a six-foot distance from others as much as possible, and to continue practicing good hygiene to limit potential exposures.

13. Is the Town still doing inspections of occupied homes?

Yes, for life-safety purposes only (for example, if a tree falls on the house and we need to assess the house).

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14. Will grocery stores be open?

Yes. Please limit your grocery store visits to once a week or less.

15. Can I pick up meals being provided by my child's school?

Yes.

16. Does the Stay at Home Order mean I can't take my kids to the park?

No. Take time to go outside and walk or bike. Our greenways, trails, and cemeteries remain open. But always keep at least six feet between yourself and others. Use our social distancing guide as you enjoy the outdoors. Public and private gatherings of more than ten (10) people are prohibited except for the limited purposes permitted in the Order.

Remember: Public and private playgrounds, public athletic fields, and public tennis, volleyball and pickleball courts are closed. All indoor recreation and aquatic facilities are closed.

17. Can I visit friends and family?

Only if you are providing them with an essential service (like food delivery or medical supplies), not for social visits.

18. What about visiting nursing homes and other facilities?

Nursing homes, long term care facilities, and assisted living facilities cannot let people congregate. Visitors are prohibited unless they meet the conditions in the Order (adult, only visitor that day, visit in the resident’s room). This doesn’t apply to end of life situations. Visitors must be screened as described in the Order and provide identification and contact information.

19. Can I leave home to exercise?

Yes, but maintain a social distance from others. Exercise facilities such as gyms and studios are not considered essential services.
Travel and transportation

20. What is essential travel?
   - Travel to provide essential activities
   - Travel for essential governmental functions
   - Travel for essential businesses and operations, or minimum basic operations
   - Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons
   - Travel to or from education institutions to get materials for distance learning, for receiving meals, and other related services
   - Travel to return home if you are away
   - Travel required by law enforcement or court order, including transportation for children as required by custody arrangements

Non-residents may leave the county to return to their home.

Call ahead: Check that your transportation service is still available before you make plans to leave.

21. Will public transportation and ridesharing be available?
   Limited public transportation will be available to support essential services and permitted activities such as working an essential job or grocery shopping. Ride share services can continue to operate for essential activities.

22. Will parking downtown and in park and ride lots be enforced?
   The Town will not charge for parking while the Order is in effect as a way of supporting people who are working in an essential service, picking up food, or getting other essential goods. We are not permitting long-term vehicle storage in Town spaces and we will monitor for safety-related violations such as parking in loading zones, and fire lanes.
## List of essential services and businesses

*Note: Online or digital service is the preferred alternative for all business. For in-person business, physical distancing practices must be implemented.*

### Government, Utilities, Health Care, and Education

- Healthcare, public health
  - Medical clinics, dental clinics, eye care and urgent care when virtual care (which is preferred) is not available.
- Law enforcement, public safety and first responders
- Federal, state and local government
- Transportation and logistics
- Water and wastewater
- Energy
- Public works
- Other community-based government operations and essential functions including human services
- Other community-based human service operations
- Educational institutions
  - Public and private preK-12 schools, colleges and universities for purposes of facilitating distance learning, performing critical research, or performing essential functions (this does not supersede other Orders regarding school closures)
- Schools and food services to students and members of the public
  - Pick-up and takeaway basis only

### Shopping

- Stores that sell groceries and medicine
- Food, beverages, and agriculture
  - Farms, farmer’s markets, farm and produce stands, foodbanks, convenience stores, and other businesses, whether retail or wholesale, engaged in the sale, production, or distribution of canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other essential household consumer product or food necessary to maintaining the safety, sanitation, and essential operation of residences or businesses permitted by the Order
- Restaurants for consumption off-premises
  - In-house delivery, third-party deliver, drive-through, curbside pick-up, and carry-out
- Hardware and supply stores selling electrical, plumbing and heating material

### Trades and Business Support
• Critical trades
  o Building and construction trades and related trades including (but not limited to) plumbers, electricians, exterminators, cleaning and janitorial staff for commercial and governmental properties, security staff, operating engineers, HVAC, painting, moving and relocation services, and other services necessary to maintaining the safety, sanitation, and essential operation of residences, essential activities, and essential businesses
• Outdoor work
  o Businesses that operate primarily outdoors or in structures under construction (e.g., construction related contractors, lawn maintenance, equipment repair or maintenance, etc.), and that consistently practice social distancing requirements
• Mail, post, shipping, logistics, delivery, and pick-up services
  o Post offices and other businesses that provide shipping and delivery services, businesses that ship or deliver groceries, food, goods or services to end users or through commercial channels
• Gas stations and auto supply stores
  o Auto, farm, and construction equipment repair and related facilities, bicycle shops and related facilities
• Supplies to work from home
• Services or supplies for essential businesses and operations
Professional Services

- Financial institutions
  - Banks, currency exchanges, consumer lenders, pawnbrokers, credit unions, appraisers, title companies, financial markets, trading and futures exchanges, payday lenders, affiliates of financial institutions, entities that issue bonds, related financial institutions, institutions selling financial products, insurance companies, underwriters, agents, brokers, and related insurance claims and agency services

- Transportation
  - Airlines, taxis, public transportation, vehicle rental, logistics, transportation network providers (e.g. Uber and Lyft), paratransit, and other commercial and logistics for essential activities

- Professional services
  - Legal services, accounting services, insurance services, real estate services, notary services, payroll and employee benefit services, necessary for legally mandated activities, critical infrastructure, or if not providing the service would result in significant prejudice.

- Laundry services
  - Laundromats, dry cleaners, industrial laundry, and laundry service providers

- Childcare centers for employees exempted by the Order and to enable first responders, healthcare workers, public health, HHS staff and others responding to COVID-19.

- Funeral services
  - Funeral, mortuary, cremation, burial, cemetery and related services

- Communication and information technology

- Media
**Additional Health and Social Services**

- Home-based care and services
  - providing services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; caregivers who travel to provide in-home services
- Residential facilities and shelters
  - long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness, pets; transitional facilities
- Field offices
  - Provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services, developmental centers, adoption agencies
- Organizations and businesses that provide charitable and social services
  - providing food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, vulnerable populations, or otherwise needy individuals

**Additional Businesses**

- Businesses that sell, manufacture, or supply support or materials for essential services
- Hotels and motels