

# FREQUENTLY ASKED QUESTIONS

**Bear River Health Department  
PUBLIC HEALTH ORDER 2020-03 April 13, 2020  
COVID-19 PANDEMIC WITHIN BOX ELDER, CACHE, AND RICH COUNTIES**

*This version of the FAQ was updated on April 15, 2020*

## **Section 1: General Prohibitions.**

### **When do the orders go into effect**

The order is effective immediately. It will remain in effect until May 1, 2020. At that time it will be re-evaluated.

### **Is this mandatory or just guidance?**

The BRHD expects all residents to follow these orders. The goal of the order is to flatten the curve, reduce the strain on hospitals and the healthcare system, and minimize the impact on medical resources for those with the highest need. Adhering to the orders will keep our community safe. Violations are outlined with the order: a first violation is punishable as a Class B Misdemeanor. Subsequent violations are punishable as Class A Misdemeanors.

### **What is the difference between this order and social distancing?**

Social distancing is an important first step in preventing the spread of a disease like COVID-19 that allows people to go about their daily activities while taking extra health and safety precautions. This order supports the directives of the Governor and requires people to remain in their homes unless they are going to work or are doing an essential task like going to the grocery store.

### **What if I still have to go to work?**

Businesses that remain open are reminded to comply with all public health orders, offer telework options wherever possible, continue to follow strict hygiene policies, and implement enhanced social distancing measures in the workplace where telework is not an option. If you are experiencing symptoms or are currently in isolation, you should stay home and follow the guidelines provided by a doctor.

### **Can I still get together with other family members?**

While this order does not apply to a family with more than 10 people in the same household, the order encourages us all to stay home as much as possible and to limit travel to only essential travel. For your safety, as well as the safety of those in your community, you should remain home and not visit friends or family without urgent need. If possible, it is recommended that you drop off supplies, food, and medication to those relatives in need of assistance, but minimize interactions.

### **What services are exempt?**

Fire, police, emergency response, and court services and other necessary services such as hospitals, domestic violence shelters, homeless shelters, licensed or contracted residential care providers, grocery stores, stores that sell commodities, gas stations,

convenience stores, building and construction worksites and the shipping, transportation, and airline industry

### **Are there exemptions for businesses and nonprofit organizations?**

These directives do not apply to the following:

- Health care professionals
- Law enforcement and first responders
- Faith leaders and workers
- Charitable and social services organizations, such as those that provide food, shelter, prescription delivery, mental health and substance abuse treatments and other social services. Also included are organizations that provide services to older adults who live alone, people with disabilities and those who need assistance as a result of this emergency

### **How do I prove I am an essential business?**

Please see link at <https://coronavirus.utah.gov/business/>

### **Section 1a: Additional Prohibitions.**

#### **Can I still go outside or leave my home to exercise?**

Yes, going outdoors or taking a walk is acceptable. Maintain a distance of at least 6 feet away from another person not from your household. Do not congregate at trailheads and other outdoor spaces.

#### **Can I take my kids to the park?**

Families will still be able to go outside, including parks and outdoor spaces that remain open and take a walk, run, or bike ride but should continue to practice social distancing including:

- Maintain distance of 6 feet with those not from your household
- Do not engage in close-contact sports or team sports
- Per the Governor's Directive
  - Do not allow children on public playground equipment due to increased risk of disease transmission
  - Do not visit a state park outside the county in which you reside.

### **1b. Surgical Centers.**

#### **How can I get medical care if I need it?**

- If you are feeling sick, call a doctor, telehealth hotline or urgent care center. If you are experiencing symptoms or are currently in isolation, stay home and follow guidelines provided by a doctor.
- Do not go to an emergency room unless necessary.
- Non-medical and dental personal care services should be postponed.
- Due to the BRHD order, elective, non-essential surgical procedures will be cancelled until the order is lifted.

### **Section 2: Food Service Establishments.**

**Can a gas station provide self-serve food?**

Gas stations can still provide pre-packaged self-serve food.

**Can I meet friends or family at a restaurant with outside tables to eat?**

All outside dining options are still closed.

**Do restaurant workers follow any safety protocols?**

CDC recommends:

- When possible, maintain space of 6 feet from others
- Sanitation processes to maintain clean working surfaces, handwashing and wearing gloves while preparing food are required
- Employees who handle cash or credit cards must use cleaning measures between each transaction
- Employees who handle cash or credit cards should not be preparing, handling, or delivering food
- On a daily basis at the beginning of a shift, food service managers shall ensure that any employee who presents with COVID19 like symptoms, not be permitted to work

**Is it ok to use cash to purchase take out?**

Where possible, online (e.g. Venmo, Squarecash, Google Pay, Apple Pay) and telephone credit card transactions are strongly encouraged. Cash payments are strongly discouraged.

**When will I be able to eat inside a restaurant or go to a bar?**

All orders will be reevaluated after May 1, 2020.

**Are there changes with grocery stores?**

All grocery stores are an essential service. They will remain open with limited hours as well as special hours for adults 60 and older. For more details contact the specific store.

**Can my Uber, DoorDash delivery service hand me my food?**

Under the order it says "no contact". The delivery service must leave the food on your steps after ringing your doorbell or knocking, standing back ten feet while making sure someone comes to the door. Once the customer has picked up the food the delivery driver may leave.

**Section 3: Hair and Nail Salons; Tanning Salons; Body Art Studios.****Can Hair and Nail Salons; Tanning Salons; Body Art Studios remain open at this time?**

Yes. However, these types of businesses must have less than ten individuals (employees and patrons) gathered at one time and must take required precautions as described in section 3 of the BRHD order.

**Am I allowed to have walk-in appointments?**

All lobbies shall be closed to clients, patrons and customers. Clients should have a scheduled appointment to assure less than 10 people are gathered.

**How do I practice social distancing while cutting someone's hair?**

Social distancing (minimum of six feet) shall be implemented between workstations. "Workstations" is defined as the entire space used by clients, patrons, customers, and cosmetologists to provide services. The parameter of each individual workstation shall be separated by at least six feet. It is strongly recommended that all employees and patrons wear a non-surgical mask or face covering that completely covers the nose and mouth whenever possible.

**Is it ok to use cash to make a purchase?**

Where possible, online (e.g. Venmo, Squarecash, Google Pay, Apple Pay) and telephone credit card transactions are strongly encouraged. Cash payments are strongly discouraged.

**What do I do if I have an employee or client that comes to an appointment sick?**

Employees, clients, patrons and customers shall be screened by phone and/or in-person prior to entering the establishment. If they have any of the following symptoms (cough, shortness of breath, chills, fever, sneezing with nasal discharge) the client, patron or customer must be rescheduled.

**Section 4: Physical Therapy Clinics and Services.**

**Can physical therapy clinics continue their services?**

All routine visits are encouraged to either be postponed or transitioned to telehealth/virtual visits. For any services that cannot be done remotely, clinics and staff are required to implement proper special measures for screening, spacing/distancing, and hygiene. See the Bear River Health Department order (section 4) for measures for physical therapy clinics and services.

**Are in-person group therapy sessions allowed if under 10 people?**

No, in-person care must be one-on-one. Group therapy sessions are prohibited.

**Section 5: Child Day Care Centers and Facilities.**

**Do I need to shut down my child care establishment?**

No, as long as your establishment follows the BRHD restrictions and limitations. Please refer to BRHD Public Health Order 2020-01 Section 5.

**Why are child care establishments not required to shut down like schools?**

The BRHD Board of Health considered guidance from the CDC for child care programs. Closures are based on the level of community transmission. This order was written in accordance with the guidance of "minimal to moderate" community transmission. If transmission increases, this section of the order may be re-evaluated.

**What exactly constitutes a "health and wellness" check?**

Ask the staff, child, or parent how they are feeling and if they have any signs of illness. Observe how the staff or child is looking, feeling, and acting. A temperature could also be taken and recorded.

**What if my child has underlying health/medical conditions?**

Consider withdrawing them from child care if possible. Arrange for the child to limit physical interactions or gatherings of people outside your household or residence.

**What if a child begins to develop symptoms while in my care?**

Isolate the sick child from other children by placing them in another room. Have all children and staff wash their hands, as well as sanitize all surfaces (including toys) in the establishment. Contact the parents to immediately pick up the child.

**What if I discover that a child is positive for COVID-19 after they have been in my care?**

Get in contact with local health authorities immediately. Dismiss staff and children for 2-5 days until local health authorities can evaluate the risk of the situation. Clean and disinfect the establishment thoroughly.

**Is there any case in which I can be permitted to have more than 10 people (staff and children) in my establishment at one time?**

Groups larger than 10 will be permitted if the groups of ten can be separated by full walls from the other groups.

**Do the groups of 10 (staff and children) also apply to play time inside or outside?**

Yes. Implement rotating outdoor play so that groups do not exceed 10 individuals.

**What if my establishment is not large enough to support groups of only 10 individuals (staff and children) separated by full walls?**

Groups larger than 10, that are not separated by full walls are restricted. Consider working with parents to have children come at different times or shifts in order to comply.

**What if I have more than one parent arrive at the same time to pick up their child?**

Parents should be advised beforehand of new COVID-19 protocol guidelines. Only permit one family member to enter the establishment at a time and consider assigning specific times for the parents to pick up their children.

**Section 6: Gymnasiums and Fitness Centers.**

**Can gymnasiums and fitness centers now be open?**

Yes, as long as the requirements are being followed in section 6.

**How should I disinfect various types of equipment in a fitness center?**

Follow all manufacturers recommendations for cleaning and disinfecting equipment. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

## **Can teams with less than 10 people still engage in sports?**

See section 1A of the order.

## **Section 7: Recommendations for All Individuals.**

### **Why are we asked to stay 6 feet apart from each other?**

The virus is thought to spread mainly from person-to-person, between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

### **Who is at risk for severe illness from COVID-19?**

- People who live in a nursing home or long-term care facility
- People who are 60 years or older
- People who have serious heart conditions
- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised including cancer treatment
- People of any age with severe obesity (body mass index [BMI]  $\geq 40$ ) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease might also be at risk
- People who are pregnant should be monitored since they are known to be at risk with severe viral illness, however, to date data on COVID-19 has not shown increased risk

### **How do I know if I am immunocompromised?**

Many conditions can cause a person to be immunocompromised such as cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications. Contact your health care provider for additional information.

### **What is essential travel?**

Essential Travel means to travel to:

- Safely relocate by an individual whose home or residence is unsafe including individuals who have suffered or are at risk of domestic violence or for whom the safety, sanitation or essential operations of the home or residence cannot be maintained
- Care for a family member or friend in the same household or another household, including transporting family members or friends
- Transport a child according to existing parenting time schedules or other visitation schedules pertaining to a child in need of protective services
- Care for pets, including travel to a veterinarian
- Seek emergency services
- Obtain medications and medical services
- Donate blood
- Obtain food, including delivery or carry-out services, beverages (alcoholic and non-alcoholic), and other grocery items, gasoline, supplies required to work from home, and products needed to maintain the safety, sanitation, and essential

operation of homes and residences, businesses, and personally owned vehicles, including automobiles and bicycles

- Perform work if you cannot telework
- Engage in recreational and outdoor activities
- Laundromats and dry cleaners
- Return to a home or place of residence

## **Section 8: General Protocols for Businesses.**

### **How do I ensure that no employee presents symptoms of illness at work?**

Consider checking daily each employee's temperature before they begin their work day. Ask employees to check in with their supervisor to document that they have no symptoms of sickness.

### **Will the Bear River Health Department provide signage?**

Please see [brhd.org](http://brhd.org) to find a sample of approved signage.

### **What are the best practices issued by the Utah Department of Health (UDOH) or the Health Department (Bear River Health Department) for staff who have to take cash or credit cards?**

Staff should wash their hands or use hand sanitizer with at least a 60% alcohol base between each transaction.

## **Section 9: Long-Term Care and Other Care Facilities.**

### **Can I visit family in a long term care facility?**

Access to long term care facilities shall be governed by the guidance issued by the Centers for Medicare and Medicaid Services, Center for Clinical Standards and Quality. As stated in section 6, all individuals should refrain from visiting nursing care facilities, assisted living facilities, and retirement homes except to provide critical assistance.

## **Section 10: Self-Isolation and Quarantine.**

### **What does self-isolation mean?**

Self-isolation is for people who are already sick or have tested positive for COVID-19. Stay away from others as much as possible. You should stay in a specific "sick room" if possible, and away from other people in your home. Use a separate bathroom, if available.

### **What does quarantine mean?**

Quarantine means separating a person or group of people who have been exposed to an infectious disease but have not developed illness (symptoms) from others who have not been exposed. This helps prevent the possible spread of that disease.

## **Section 11: Duration.**

### **When does this order go into effect and how long is it in effect?**

The order is effective immediately and will remain in effect until May 1,2020. It will be re-evaluated and may be extended or modified as needed.

**Section 12: Publication.**

**Where can I view a copy of the order?**

A copy of the order will be on file with the Bear River Health Department and available on [brhd.org](http://brhd.org).

**Section 13: Appeal.**

**How can I appeal this order?**

All appeals should be submitted through the Bear River Health Department Human Resource Office by emailing [stello@brhd.org](mailto:stello@brhd.org)