

Frequently Asked Questions for COVID-19 Proactive Measures

State of North Carolina and City of Lexington

This information is subject to change in light of new CDC guidance and additional Executive Orders or local government declarations.

Social Distancing Requirements

- Keep a six-foot distance between you and others
- Wash your hands for frequently at least 20 seconds or use hand sanitizer
- Regularly clean high-touch surfaces
- Essential businesses are required to practice social distancing and offer online or remote access for customers and/or employees

Access COVID-19 health information from the NC Department of Health and Human Services (NCDHHS) [here](#).

Governor Cooper's COVID-19 Stay at Home Order for NC

Effective March 30 – April 30, 2020

On Friday, March 27, 2020, Governor Cooper signed Executive Order 121, ordering North Carolinians to remain in their homes except for performing essential work and activities. Below are frequently asked questions and answers pertaining to that Order.

- **What does “Stay at Home” mean?**
 - “Stay at Home” means people should stay at their residence unless traveling for essential activities or essential business purposes
- **Whom does this Order apply?**
 - All residents of North Carolina, as well as visitors who are currently staying in the state.
- **When does the Order take effect?**
 - Monday, March 30 at 5 pm
- **When will this Order be lifted?**
 - April 29, 2020
 - Can be changed or extended
- **Which businesses are allowed to stay open?**
 - Restaurants that provide take-out, drive-thru or delivery
 - Grocery stores
 - ABC stores
 - Beer and wine stores
 - Doctors and healthcare providers
 - Pharmacies
 - Hardware stores
 - Post offices
 - Office supply stores
 - Gas stations and convenience stores
 - Veterinarians and pet supply stores
 - Hotels, airlines, buses, taxis, and rideshare services
 - Places of worship (following mass gathering ban)

- Child care providers (that are following NCDHHS procedures)
 - For a full list of essential businesses, refer to the [Order](#).
- **How can I request my business to be listed as essential if it is not?**
 - If your business is not included in the list of Essential Businesses and Operations, and you believe it is essential, you can apply to the [North Carolina Department of Revenue \(NCDOR\)](#). NCDOR will review applications to determine whether the business is necessary to respond to this COVID-19 pandemic appropriately. If you are unable to use the linked web form, you may email requests to essential.exemption@ncdor.gov
 - **Does my business need any documentation to continue operating?**
 - If your business or not-for-profit has been deemed essential, you do not require documentation from the state to continue operating. Your employees do not need documentation to travel to work either.
 - **What if my home is not a safe place?**
 - If your home is unsafe or becomes unsafe, you are permitted and urged to leave and stay at a safe alternate location (can include hotel or shelter).
 - **Is this Order mandatory? If so, how is it enforced?**
 - The Order is mandatory, and violations of the Governor's Order are punishable by state and local law enforcement as a Class 2 misdemeanor. Learn more about Class 2 misdemeanors [here](#).
 - However, if City Police cite you for breaking the curfew, it is a Class 3 misdemeanor. Learn more about Class 3 misdemeanors [here](#).
 - **What if I need medical attention?**
 - Receiving medical care is considered an essential activity and is allowed.
 - If you have symptoms of COVID-19, follow the CDC guidance, and call your doctor.
 - **Can I exercise outside or go to the City of Lexington parks?**
 - Yes. City of Lexington parks, open spaces, and trails are open for citizens to enjoy and stay active (while maintaining social distance).
 - You may go to the City of Lexington parks, but restrooms, water fountains and playgrounds and equipment are closed for use statewide.
 - *** Effective April 21, 2020 all basketball courts in City of Lexington parks are closed. ***
 - **Can I visit a loved one in a hospital/nursing home/etc.?**
 - Do not visit a nursing home, skilled nursing facility, residential care facility or any other long-term care facility, unless it is an end-of-life visit.
 - **What if I still have to go to work?**
 - Businesses have been encouraged to implement remote working policies for their employees. If your employer has designated you essential, you should continue to go to work and practice social distancing to the extent possible.
 - **Are weddings, funerals, religious functions/services, or other group meetings allowed?**
 - As long as group meetings follow the mass gathering ban (10 people or less), and maintain social distance they are allowed.
 - Funerals are the one exception. Because they are time-sensitive events, the Order allows no more than 50 people for funerals only.
 - Religious services, group counseling and other group meetings are strongly encouraged to stream their services/meetings online. This allows citizens to still participate, but from home.

- **Are golf courses allowed to stay open?**
 - Yes. Social distancing requirements must be followed for employees and customers.
 - The Lexington Golf Club has implemented social distancing and special COVID-19 measures with potential for modified hours of operation. [Visit their website for more information and to book a tee time.](#)
- **Do large corporate retailers (such as Lowes, Walmart, etc.), that are essential businesses, need to observe the mass gathering ban?**
 - Essential businesses do not fall under the mass gathering ban and may have more than 10 people in their building. However, they are required to ask customers and employees to observe social distancing requirements.
 - It is strongly encouraged to send as few people shopping from your home as possible. For example, only one person goes to the store instead of the entire family.
- **Where can I report a business violating the Order?**
 - You can report violations to:
 - [Lexington City Police](#)
 - [Davidson County Sheriff](#)
 - [Thomasville Police](#)
 - [Denton Police](#)

Executive Order No. 131

April 9, 2020

Required and Recommended Policies for Retail Establishments

- **Which retail businesses does this Executive Order include?**
 - Any business in which customers enter to purchase goods or services, including, but not limited to:
 - Grocery stores
 - Big box retail stores
 - Pharmacies
 - ABC stores
 - Banks
 - Hardware stores
 - Vehicle dealerships
 - Does not apply to:
 - Outdoor farmers markets
 - Retail businesses closed by previous Executive Orders or by orders of their local governments are to remain closed
- **What is the occupancy limit imposed on retail establishments by the Order?**
 - No more than 20 percent of the business's stated fire capacity
 - Counting customers, but not employees
 - Or five customers for every one thousand square feet of the retail location's total square footage
 - Includes the full footprint of the interior building, and all retail - and non-retail space
 - Retail locations may choose which of the two calculations they decide to base their maximum occupancy

- **What other requirements does the Order place on retail establishments?**
 - Clearly mark six feet of spacing in lines at cash registers and other high-volume areas
 - Must perform frequent and routine cleaning of high-touch areas.
- **What recommendations does the Order make for retail establishments?**
 - The Order recommends that all open retail establishments:
 - Supply and encourage the use of cloth face coverings for employees
 - Provide education for employees on the correct use of cloth face coverings
 - Place hand sanitizer at entry and exit points
 - Have wipes or sprays available to sanitize carts and baskets
 - Have their employees wash their hands or use hand sanitizer between each customer interaction
 - Designate exclusive shopping times for seniors and other high-risk groups;
 - Post signs to remind customers and employees about social distancing; and
 - Establish systems for online, email or phone orders, no-contact curbside or drive through pickup or home delivery, and contact-free checkout
 - The Order also recommends that high-volume retail establishments:
 - Use shields at cash registers
 - Clearly mark designated entry and exit points
 - Provide store routing guidance
- **Who will enforce the Order?**
 - If necessary, local law enforcement will enforce the Order

Long-Term Care Risk Mitigation Measures

- **At what point can a sick staff person come back to work?**
 - Long-term care facilities must remind staff to stay home while they are sick
 - Employees should follow [CDC guidelines on returning to work](#), including:
 - No fever for three full days without the use of medicine
 - Other symptoms have improved
 - At least seven days have passed since symptoms first appeared
 - Employers may also request employees who have tested positive for COVID19 obtain a note from their doctor stating that the employee is fit and safe to return to work
- **What should I do if my facility runs out of facemasks?**
- If you do not have a facemask, the [CDC recommends wearing cloth face coverings](#) in areas of significant community-based transmission
- **Must I wear a facemask at all times, even when on break or not in the presence of residents?**
 - Yes. Skilled Nursing Facility staff should always wear a mask.
- **I just discovered that an employee/resident suspects they COVID-19. What should I do?**
 - Contact your local health department immediately - they will guide next actions
 - Davidson County Health Department: 336-242-2300

- **I work in an independent living apartment complex, correctional facility, or another facility not listed in the Order. Does this Order apply to me?**
 - These provisions only apply to the long-term care facilities listed explicitly in the Order.
 - Other facilities must abide by the applicable directives in other COVID-19 statewide executive orders
 - Also, these facilities are encouraged to follow the [COVID-19 guidance](#) issued by the North Carolina Department of Health and Human Services

Expediting Processing of Certain Unemployment Insurance Claims

- **How will this Order help North Carolinians who have lost their jobs due to the COVID-19 pandemic?**
 - Enables the North Carolina Division of Employment Security to more quickly process claims filed by North Carolina employers because of the COVID-19 pandemic and to expedite the availability of financial relief to employees.
- **Does the Order apply to only some claims? Which ones?**
 - The Order applies to those claims submitted through the “attached claims” process
 - Enables the Division to exercise more flexibility with processing and issuing relief for attached claims filed by employers on behalf of their employees who have suffered partial unemployment as a result of the COVID-19 pandemic
- **What flexibility does this Order give to the Division concerning processing attached claims?**
 - Lifts barriers to the attached claims process to more quickly get unemployment insurance checks into the hands of North Carolinians in need
 - Enables the Division to:
 - Not require employers to pay a full benefit at the time of filing the claim
 - Accept claims by employers who don’t have a positive credit balance at the time of filing the claim
 - Accept claims if they are more than six weeks and if they are filed on behalf of employee more than once in a benefit year
- **What other actions has the Division taken to get much-needed financial relief into the hands of North Carolinians more quickly?**
 - The Division has taken steps to process unemployment claims faster. These actions include:
 - Hiring 50 new staff members
 - Adding 100 employees from the Division of Workforce Solutions Career Centers
 - Contracting an additional 200-person call center
 - Adding computer servers to ensure capacity for a larger number of people filing online
 - Doubling printing and mail capacity to ensure timely delivery of documents
 - Purchasing more than 500 new computers and other equipment so employees in the office and at home can work to process claims
 - [More information](#)