



## Frequently Asked Questions

### **Why do we need this Order and when does it go into effect?**

The COVID-19 virus can easily spread between people. Many people may not have symptoms or may have very mild symptoms. However, they can readily spread the virus even if they don't feel bad. Some who get the virus, especially those over 60 years old, those with weak immune systems, and those with various medical conditions could end up with serious complications requiring medical intervention such as oxygen and ventilators for breathing.

Due to the virus ability to spread so easily, many people could require medical attention, without intervention like this Order, thereby placing a strain our hospital system. We may not have enough hospital beds or equipment to adequately care for the most seriously ill. It is critical that we do everything in our power to slow down the spread of the virus and "flatten the curve" to avoid overwhelming our health care system. If this succeeds, it means that there will be health care available for those who become sick with COVID-19 or who need emergency medical care for accidents, heart attacks, strokes, and other serious medical conditions.

### **When does it start? How long does it last?**

The Order went into effect at 11:59 pm Tuesday, March 24, 2020 and continues through April 13, 2020 unless modified or cancelled.

### **Does Travis County have a curfew order in place?**

No, Travis County does not have a curfew order in place at this time.

### **What is Social Distancing?**

Social Distancing means to not attend mass gathering, not participate in group or congregating settings, and maintain a minimum of 6 feet of one another whenever possible.

### **I don't live within the city limits of Austin and I don't live in unincorporated Travis County, does this order still apply to me?**

This order also applies to the following Cities and Municipalities within Travis County:

- City of Austin
- City of Bee Cave
- City of Cedar Park
- City of Creedmoor
- City of Elgin
- City of Jonestown

- City of Lago Vista
- City of Lakeway
- City of Leander
- City of Manor
- City of Mustang Ridge
- City of Pflugerville
- City of Rollingwood
- City of Round Rock

- City of Sunset Valley
- City of West Lake Hills
- Village of Briarcliff
- Village of Point Venture
- Village of San Leanna
- Village of The Hills
- Village of Volente
- Village of Webberville

**Can I go to the park?**

Yes, as long as you do not gather in groups and you practice social distancing.

The use of park amenities such as basketball courts, playscapes, swimming and pavilions where people tend to gather in groups is prohibited.

**Is golfing still allowed per the order?**

Golf courses can remain open with proper social distancing in place, but clubhouses and other associated structures at the golf facility must remain closed. Restaurants may provide take-out food as other establishments

**I walk the neighborhood, can I continue this?**

Yes, but continue to maintain your social distance of 6 feet if you walk with a partner

**Will Fuel/Gas stations remain open?**

Yes, fuel stations for automobiles and aircraft will remain open. However, marina fuel stations shall remain closed for any purpose other than to provide fuel for public safety boats and equipment used to support critical infrastructure.

**Can I take my boat on the lake?**

Yes, but only with members of your household, no other groups

**Will I be able to get food from my favorite restaurant?**

Yes, only if they offer take out, carry out or drive-through service

**What about getting my haircut?**

No, barbershops and salons are not listed as an Essential Business

**Will I be able to get my prescription medication?**

Yes, pharmacies are included as "Essential"

**Are grocery stores open?**

Yes

**Can I continue my lawn care service?**

No, at this time professional home and business landscaping is not allowed under this order.

**Can I go for a drive?**

All travel, except for performing Essential Activities, going to work in an Essential Businesses, Government Service, or Critical Infrastructure is prohibited at this time.

**Can I visit friends and family?**

All public and private gatherings of any number of people occurring outside a single household or dwelling unit is prohibited, with exception to essential activities and essential work or members of a household or dwelling unit.

Caring for a family member, the elderly, minors, dependents, persons with disabilities, or other vulnerable persons in another household is considered an essential activity and is not impacted by the Order

**Do I need travel documents?**

It is a good idea to carry your work credentials or obtain a letter from a supervisor indicating that you work for an essential business, but not required at this time in Travis County.

**Can my business stay open?**

Under the Order, all businesses must cease operations and remain in place except essential businesses. Essential businesses must comply with social distancing requirements. Essential businesses include:

- Grocery stores
- Farmers' markets
- Food banks
- Convenience stores
- Hospitals
- Pharmacies
- Clinics
- Veterinary offices
- Other healthcare services

- Childcare facilities providing services that enable essential employees to continue performing their essential work duties
- Educational institutions, for the sole purpose of facilitating distance learning
- Gas stations and auto repair facilities
- Banks and financial institutions
- Critical infrastructure including energy, water, solid-waste collection and other government services
- Hardware stores, plumbers, electricians, and other service providers necessary to maintain the safety, sanitation, and essential operations for residences and other essential businesses
- Businesses that provide necessities of life for economically disadvantaged individuals and shelter facilities
- Businesses that ship or deliver groceries, food, and goods directly to residences
- Roles required for any Essential Business to “maintain basic operations” to include security, payroll and similar activities.
- Non-essential businesses may continue operations if work is performed at their own residences (i.e., working from home).

Non- essential businesses may continue operations if work is performed at their own residences (i.e., working from home)

### **Which orders apply to me?**

Orders issued by the Governor and the County Judge apply to you. If a municipality issues an order, you must follow the most restrictive rule between the orders. For example, if the County order is more restrictive, the County order prevails.