



Public Health
Prevent. Promote. Protect.

**Winnebago County
Health Department**

FAQs for Licensed Establishments

Updated 03/18/2020 4:00pm

With the quickly evolving and constantly changing situation regarding COVID-19, it is the priority of the Winnebago County Health Department to provide you with updates and resources, as we are able. With the large volume of calls and inquiries we are receiving, our office has proactively put together the following resources to provide you with the most current information and help you make decisions moving forward.

The information provided within these resources will change as updates become available. Please continue to monitor them on a regular basis.

On March 17, 2020, effective 5:00 pm- Gov. Tony Evers banned gatherings of 10 people or more – and required the closing of all bars and restaurants except was provided in the [order](#).

Below are possible questions people might have about this order. **We will be adding more questions and answers throughout the next few days.**

Why were these orders made?

The State is taking proactive steps to slow the spread of coronavirus (COVID-19) and protect the health of our community. Our goal is to reduce the total number of people with coronavirus.

We realize these orders make a substantial impact on the lives of people in our community, and we believe they are necessary to protect public health. With the orders and recommendations, the State carefully weighed the potential benefits for community health along with impacts on the community.

This order may include, but is not limited to mass gatherings (10 or more people) at:

- Public/private schools
- Auditoriums
- Theaters/Movie theaters
- Museums
- Stadiums/Arenas
- Conference rooms, meeting halls, exhibition centers
- Taverns
- Health and Fitness Centers, Recreation Centers, Licensed Pools
- Places of Worship and Religious Gatherings

Why is this order set at gatherings of 10 or more people?

Limiting the occurrence of large gatherings of 10 or more people is important for preventing the rapid spread of COVID-19. We have been monitoring the situation across the country and are modeling our current recommendations based on [guidance from the CDC](#) and other jurisdictions experiencing COVID-19. It is possible that as the situation changes we will need to adjust our guidance to best protect the health of our community.

Can I still open my restaurant?

Restaurants may remain open for take-out or delivery service only. NO seating may be provided, and food may not be consumed at the restaurant. Restaurants shall preserve social distancing of six feet between customers between pickup.

- Online and phone orders can be picked up and paid for in person, provided there is social distancing of 6 feet between customers.
- Orders can be made onsite, limiting the total number of customers inside the establishment at one time to fewer than 10, if social distancing can be maintained during order, payment and pickup.

Can I still open my retail store?

Retail food establishments (grocery stores, convenience stores and farmers markets) may remain open as long as the requirements listed below are followed.

- Close all seating intended for consuming food
- Cease self-service operations of salad bars, beverage stations and buffets and
- Prohibit customers from self-dispensing all unpackaged food.

You say retail food establishments must prohibit customers from self-dispensing all unpackaged food.**What does that mean?**

This is a space where a customer is helping themselves to unpackaged food. Examples include a hot dog roller grill at a gas station, bulk bins for nuts or flour at a grocery store, hot and cold beverage stations and condiment stations at retail food establishments. These self-service and self-dispensing stations are prohibited.

Produce areas of grocery stores, convenience stores, and farmer's markets are not considered self-service or self-dispensing. We recommend these products are washed or cooked before eating. These sections of stores can remain open.

Can I still open my other retail establishment (e.g., pet store, car dealership)? What restrictions are in place?

Yes, you can open. Retail establishments must ensure social distancing of 6 feet between people. A retail establishment should also provide handwashing access (bathrooms), hand sanitizer, and increase frequency of cleaning highly touched surfaces to reduce disease transmission.

What if I still have questions?

If you have questions that haven't been answered through resources on our [website](#), please contact our Winnebago County Health Department COVID-19 Hotline at 920-232-3026.

Violating the Governor's Order is punishable by imprisonment, fine or both and will be enforced by local law enforcement. Our focus will be on helping people understand the importance of avoiding gatherings of people, rather than citations.