



EXECUTIVE ORDER 63

ORDER OF PUBLIC HEALTH EMERGENCY 5

FREQUENTLY ASKED QUESTIONS

1. What counts as a face covering?

A face covering is any well-secured cloth that covers your mouth and nose. Face coverings are not required to be surgical masks or N-95 respirators. (See [CDC Guidance for Use of Cloth Face Coverings](#) for more detailed information).

2. Who must wear a face covering?

Anyone aged ten and over is required to wear a face covering inside certain public places. It is strongly recommended that children older than two wear face coverings. Children aged two and under should never wear a face covering. A person who has trouble breathing, who cannot secure or remove the face covering without assistance, or who has a medical condition limiting the use of face coverings should not wear a face covering.

3. In what locations must I wear a face covering?

Face coverings must be worn in the following locations:

- Inside essential and non-essential brick and mortar retail establishments
- Inside personal care and personal grooming establishments
- Inside places where people congregate, including places of worship, waiting rooms, and libraries
- Inside food and beverage establishments, except when eating or drinking
- When utilizing public transportation, as well as when in any waiting or congregating areas associated with boarding public transportation
- When accessing state or local government services

4. Do children need to wear a face covering?

Anyone aged 10 and older is required to wear a face covering inside certain public places. It is strongly recommended that children older than two wear face coverings. Children aged two and under should never wear a face covering.

5. Do I need to cover my nose and mouth?

Yes, a proper face covering covers both nose and mouth.

6. Do I need a medical grade mask?

Medical grade masks, including surgical masks or N-95 respirators, are not required and should be reserved for healthcare workers and first responders.

7. Can I wear a face shield instead of a cloth face covering?

Employees working in customer-facing areas of establishments may not substitute a face shield for a face covering. Face shields are not designed to provide respiratory protection in place of a face covering. Members of the public or employees not working in customer-facing areas may substitute a face shield if wearing a face covering is not feasible due to a medical condition or the nature of the job performed.

8. How often do I need to wash my face covering?

Face coverings should be washed after each day. You can wash it in the washing machine with regular laundry or by hand with five tablespoons of bleach per gallon or four teaspoons bleach per quart. The face covering should be fully dry before using. See [CDC Guidance for Use of Cloth Face Coverings](#) for information on how to launder a cloth face covering.

9. Is there a certain type of face covering that is required?

A cloth face covering is required in all required public settings. See [CDC Guidance for Use of Cloth Face Coverings](#).

10. How does one safely remove a used cloth face covering?

Untie the strings behind your head or stretch the ear loops. Do not touch the face covering and handle by the ear loops or ties. Fold the outside corners together and place directly in a washing machine. Be careful not to touch your eyes, nose, and mouth when removing, and wash your hands immediately after removing.

11. Why are you recommending wearing a face covering?

COVID-19 spreads primarily from person to person through respiratory droplets when an infected person coughs, sneezes, or talks. Cloth face coverings may slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.

12. I was confirmed to have COVID-19 or had symptoms of COVID-19 and am better now. Do I still need to wear a face covering?

Yes, you are still required to wear a face covering in certain public settings.

13. Can a business turn me away if I don't have a face covering?

Yes. Businesses may not allow you to enter an establishment where a face covering is required in order to keep other customers and employees safe.

14. What is the penalty for not wearing a face covering in a public setting mentioned in Executive Order 63?

Patrons who are not wearing a face covering can be the subject of enforcement via the Virginia Department of Health. In the case of egregious violations VDH can enforce through a court-issued injunction (civil) or summons and warrant, which are punishable as a Class One misdemeanor. Both require VDH to go through a judicial process prior to any potential arrest, which distinguishes this from a Class One misdemeanor through the criminal code. This is why the Executive Order cites title 32.1-health, and not the criminal code.

15. How do I report an individual that is not abiding by this mandatory customer face coverings order?

If you are at a business where customers are violating the order, you should first talk to the business owner. If that doesn't work, you can call 1-877-ASK-VDH3.

Again we are focused on education, and ask everyone to be part of the solution as we adjust to this new normal.

16. Do I need to wear a face covering outdoors?

With respect to recreation and entertainment businesses, once they reopen, a patron would have to wear a mask outdoors if six feet of physical distance cannot be maintained from another patron. However, in other outdoor areas where you are not able to maintain six feet of physical distancing between yourself and others, it is strongly recommended that you wear a face covering. You should strive at all times to maintain six feet of physical distancing from others outside of your household.

17. My child is 11 years old and will not wear a face covering. Can I get in trouble as a parent?

No. Adults accompanying children age two through eighteen must use reasonable efforts to prompt those children to wear face coverings while inside the public areas noted above, to the extent possible.

18. My child is 15 years old and will not wear a face covering. Can he or she be charged with a misdemeanor?

No. Minors will not be charged with an injunction or Class 1 misdemeanor, as enforced by the Virginia Department of Health.

19. I can't afford a proper face covering. Where can I get one?

You can make a face covering from common materials you may have at home. See [CDC Guidance for Use of Cloth Face Coverings](#).

PEOPLE WITH MEDICAL CONDITIONS

20. I care for an adult with special needs who cannot wear a face covering. Will he or she be allowed into a public setting without a face covering??

Nothing in this order shall prevent an individual with a medical condition that prevents them from wearing a face covering from seeking services, including medical care. In non-essential establishments where face coverings are required under EO61, including personal care and personal grooming facilities, patrons who have a medical condition that prevents them from wearing a face covering are not permitted to give or receive services.

21. I have asthma. Am I required to wear a face covering?

Nothing in this order shall prevent an individual with a medical condition that prevents them from wearing a face covering from seeking services, including medical care. In non-essential establishments where face coverings are required under EO61, including personal care and personal grooming facilities, individuals who have a medical condition that prevents them from wearing a face covering are not permitted to give or receive services.

22. My spouse is deaf and reads lips. Do I need to wear a face covering when talking to them in a public setting?

There is an exemption to EO63 for anyone communicating with a person who is deaf or hard of hearing.

23. I am deaf, and it may be difficult for people to understand me when I speak. Can I remove my mask to communicate?

Yes. The Order provides that if a health condition prevents you from wearing a face covering, you do not have to wear a face covering. Therefore, a person whose speech may be impacted by a health condition, may remove the face covering to speak. Proper physical distancing should be observed at all times.

PERSONAL CARE AND GROOMING ESTABLISHMENTS

24. I am waiting for my parent to get their hair done. Do I need to wear a face covering?

Yes, all individuals in a personal care or personal grooming establishment must wear a face covering.

25. I am waiting for my nails to dry and no one is around me. Do I need to wear a mask?

Yes, all individuals in a personal care or personal grooming establishment must wear a face covering.

FOOD AND BEVERAGE ESTABLISHMENTS

26. When do I need to wear a face covering in a restaurant?

You should wear a face covering in all food or beverage establishments except while eating or drinking.

27. Does a face covering need to be worn for outside dining?

Yes, you should wear a face covering in all food or beverage establishments except while eating or drinking.

28. I am picking up a takeout order at a restaurant and have to walk in. Do I need a face covering?

Yes, you should wear a face covering in all food or beverage establishments except while eating or drinking.

29. I am at a large winery where people are spread out over a couple of acres. Do I need to wear a face covering?

If you go inside the establishment to make a purchase or use the restroom, you should wear a face covering. As long as proper physical distancing is maintained outdoors, face coverings are not required while eating or drinking.

PUBLIC TRANSPORTATION

30. I am the only one waiting for the bus. Do I need to wear a face covering?

You must wear a face covering at all times while utilizing public transportation.

31. I am in the back seat of a cab with a plexiglass divider, do I need to wear a face covering?

Yes, you must wear a face covering at all times while utilizing public transportation.

CONGREGATE SETTINGS

32. At my place of worship I am 6 feet away from another person. Do I still need to wear a face covering?

Yes, you must wear a face covering while entering, exiting, traveling through or spending time in all public settings where individuals congregate, including places of worship. There are certain exemptions for religious rituals that do not allow for the wearing of face coverings.

33. Do I need to wear a face covering when speaking to an audience in a place of worship?

Section D, paragraph 6 of Executive Order 63 and Order of Public Health Emergency Five provides that a facial covering need not be worn by “[a]ny person seeking to communicate with the hearing impaired and for which the mouth needs to be visible.” Thus, a person speaking to attendees during a worship service may remove the face covering while speaking. That person, however, must also maintain proper physical distancing of at least six feet from others while speaking.

34. I am getting my tires changed; do I need to wear a face covering while waiting in the waiting area?

Yes, you must wear a face covering while entering, exiting, traveling through or spending time in all public settings, including waiting areas.

35. What about when exercising?

You should not wear a face covering when exercising, but you must maintain ten feet of physical distancing between yourself and others outside of your household.

BUSINESS OWNERS

36. Can I deny services or entry to a person who does not wear a face covering?

Yes, you may not allow patrons to enter your establishment where a face covering is required in order to keep other customers and employees safe.

37. Does my business have liability for patrons or employees who refuse to wear a mask?

Businesses are not responsible for enforcement of EO63 on individual patrons. Businesses are responsible for enforcement of EO61 on employees who are required to wear a mask.

38. What happens if I ask a person without a face covering to leave and he or she does not leave?

If you have asked a customer to leave and they refuse, then they are likely trespassing and you may call local law enforcement.

For questions not answered above, please email workforce@governor.virginia.gov.