



COVID-19 Frequently Asked Questions:

****Updated October 2, 2020****

COVID-19 Executive Orders from the Governor’s Office, including Executive Order 169 (EO 169) – Phase 3, can be [found here](#). FAQ’s from the Governor’s Office can be [found here](#).

***Disclaimer: This is a rapidly changing situation, and the answers to these questions may change daily, so please make sure to keep checking back regularly as we update answers to your questions. ***

This document is only updated as questions that have not already been addressed are received. If the date at the top of the page is more than one business day old, there have not been any new questions answered since that date

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AMUSEMENT PARKS & AMUSEMENT TRANSPORTATION

Q: Are INDOOR rides at amusement parks allowed to be open? (Posted October 2, 2020)

A: Indoor rides and attractions at amusement parks must remain closed, with the exception of indoor restaurants, restrooms, and retail locations, which can be open under the rules applicable to those specific places.

Q: Are OUTDOOR rides at amusement parks open now? (Posted October 2, 2020)

A: Yes. Amusement parks may open at 30% of their stated capacity under the following additional conditions:

1. All workers and guests must wear face coverings.
2. The operator of a ride must limit the number of guests within each vehicle or car to either 1) have all guests within a vehicle/car be in the same friends/family group, or 2) ensure six feet of separation between each group of friends/family within the vehicle/car.
3. Group activities like tours within the amusement parks are limited by the outdoor mass gathering requirements
4. All waiting lines within the park (for rides, concessions, etc.) must be marked 6 feet apart.
5. Disinfect shared objects and surfaces between uses.

Q: What is “amusement transportation” and is it allowed? (Posted October 2, 2020)

A: Amusement transportation includes tour buses, trains, horse drawn carriages, trolley pubs, sightseeing vehicles, and any other transportation that is principally offered and used for amusement, regardless of whether such transportation is located in an amusement park. Such transportation methods are allowed, subject to the following requirements:

1. All workers and guests must wear face coverings.
2. The operator of this type of transportation must limit the number of guests within each vehicle or car to either 1) have all guests within a vehicle/car be in the same friends/family group, or 2) ensure six feet of separation between each group of friends/family within the vehicle/car.
3. Group tours are limited by the outdoor mass gathering requirements
4. All waiting lines to get onto the amusement transportation must be marked 6 feet apart.
5. Disinfect shared objects or surfaces between uses.

CHILD CARE, DAY CAMPS, OVERNIGHT CAMPS, AND RELATED CHILD SERVICES

Q: Are all child care facilities open, and who is allowed to go there? (Posted September 4, 2020)

A: Child care facilities are all allowed to be open, and they may serve all children in North Carolina, as long as the facilities are in compliance with all requirements of the Governor’s orders.

Q: What are the requirements for a child care center to be open? (Posted September 4, 2020)

A: All open child care centers must have filled out the NC DHHS Emergency Child Care Provider Application, and once approved, must follow all applicable NC DHHS guidelines, as well as all core signage, screening, and safety/sanitation requirements as defined in the Governor’s orders. This includes a daily health screening

of all individuals who are entering the building, including workers, adults, and children. They are also required to immediately isolate sick workers or children and send them home, and then have a plan in place to work with local health departments to identify close contacts of confirmed cases in their facility.

Q: Are day camps and overnight camps allowed to be open? (Posted September 4, 2020)

A: These businesses are required to comply with CDC and NC DHHS guidelines for childcare facilities, which can be found at [NC Interim Guidance for Day Camp Settings](#). Any businesses which cannot meet these requirements and recommendations should remain closed entirely.

ENTERTAINMENT FACILITIES, EVENT VENUES, AND FILM ACTIVITIES

Q: What qualifies as a “very large entertainment or sporting venue”? (October 2, 2020)

A: Very large entertainment or sporting venues are OUTDOOR venues that must have the capacity to seat over 10,000 people, and must have more than 2 entrances and 2 exits. This could include sporting stadiums, amphitheatres, arenas, and any other facility that meets these requirements.

Q: What are the rules for very large entertainment or sporting venues to be open? (October 2, 2020)

A: Very large entertainment or sporting venues are permitted to open at 7% of their maximum fire capacity with key safety precautions in place, including the following:

1. All seats must be specifically assigned and ticketed, so there cannot be any “General Admission” or “Standing Room Only” seating.
2. Workers, participants, and guests must wear face coverings, unless an exception applies
3. Staff at the venue must monitor and direct the flow of persons in common spaces in order to limit people massing together.
4. The number of people allowed in a very large entertainment or sporting venue does not include workers, entertainers, athletes, and other support staff.
5. There must be a separation of at least 6 feet between individuals or groups that come together, and that separation includes both horizontal (side to side) and vertical (front and back) separation.
6. Groups of individuals who come to the event and sit together cannot have more than 10 people.
7. Staff at the venue must monitor to ensure that people are not changing seats once they are inside the venue.
8. Follow the core signage, screening, and safety/sanitation requirements.
9. Increase disinfection during peak times or high customer density times, and disinfect all shared objects between each use.
10. Immediately isolate and remove sick workers.
11. Any food service at a very large entertainment or sporting venue must comply with all restaurant restrictions.
12. Any entertainers or athletes must stay 6 feet away from any spectators.

Q: Can alcohol be served in very large entertainment or sporting venues? (October 2, 2020)

A: Yes, alcohol can be served for consumption in the outdoor venue, but all indoor bars at the event venues must remain closed.

Q: For entertainment and sporting venues that do not qualify as a “very large” venues, how are the rules different? (Posted October 2, 2020)

A: For smaller venues, including amphitheatres, auditoriums, smaller arenas or live performance venues, and music halls or dance halls, they are all allowed to be open under the following conditions:

1. All guests must be seated except when they go to the restroom or get up for the purpose of obtaining food or drink.
2. No standing receptions, cocktail hours, or time set aside to mingle while standing.
3. Tables or seats must be marked and separated by at least 6 feet.
4. Workers and guests must wear face coverings, unless an exception applies.
5. The capacity of guests for any INDOOR space is restricted to 25 guests per facility
6. The capacity for guests for any OUDOOR space shall be the LESSER of 1) 100 people, or 2) 30% of the stated fire capacity for the space, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity).
7. Workers, entertainers, and staff do not count towards the capacity limits.
8. There must be 6 feet of spacing at all point of sale areas, and entertainers must be more than 6 feet away from guests.

Q: Are hotel ballrooms, conference centers, and private meeting and event spaces allowed to host parties, receptions, or corporate events? (Posted October 2, 2020)

A: These facilities are allowed to be open and host special events under the following conditions:

1. All guests must be seated except when they go to the restroom or get up for the purpose of obtaining food or drink (i.e. from a buffet station).
2. No standing receptions, cocktail hours, or time set aside to mingle while standing.
3. Tables must be separated by at least 6 feet.
4. Workers and guests must wear face coverings, unless an exception applies.
5. The capacity for guests for the event space shall be the lesser of 1) 100 people, or 2) 30% of the stated fire capacity for the space, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity).
6. There must be 6 feet of spacing at all point of sale areas.

Q: Are movie theaters, bingo parlors, video arcades, and other gaming establishments allowed to be open? (Posted October 2, 2020)

A: These facilities are allowed to be open under the following conditions:

1. All guests must be seated except when they go to the restroom or get up for the purpose of obtaining food or drink.
2. Individual seats must be separated by at least 6 feet.
3. Workers and guests must wear face coverings, unless an exception applies.
4. The capacity for guests for the space shall be the lesser of 1) 100 people, or 2) 30% of the stated fire capacity for the space (or each individual movie theater), or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity).
5. There must be 6 feet of spacing at all point of sale areas.

Q: Are adult entertainment facilities allowed to be open? (Posted October 2, 2020)

A: Yes, they are allowed to be open under the following conditions:

1. All guests must be seated and spaced out by at least 6 feet in all directions from other groups of guests
2. All workers and guests must wear face coverings, unless an exception applies.
3. Indoor seating may be open, but is limited to the 25 person indoor mass gathering requirement.
4. No alcoholic beverages may be sold for on-site consumption in any indoor area.

5. Outdoor seating areas may be open, with guests limited to the LESSER of 1) 100 people, or 2) 30% of the stated fire capacity specifically for the outdoor area, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity for the outdoor area).
6. Alcoholic beverages may be sold for on-site consumption in outdoor seating areas, subject to all state and local regulations.

Q: Are film crew productions subject to the mass gathering requirements? (Posted September 4, 2020)

A: Mass gathering requirements don't apply to gatherings for work purposes. However, even in a work setting, "people must follow the recommendations to promote social distancing as much as possible, and they should circulate within the space so that there is no sustained contact between people."

Q: For outdoor events, how is the outdoor limitation of 50 people to be calculated? Can several separate tents be erected and 50 people allowed within each of them and still be in compliance with the outdoor gathering requirements? (Posted July 31, 2020)

A: The 50 person outdoor limit is for EACH ENCLOSED outdoor space. If the tents have walls and a roof, or if the areas are separated by fences or other natural or manmade dividers, and there is a way to sufficiently control the number so that no more than 50 people are in there at a time, then it is possible that separate tents with 50 people in each would be allowed. However, you cannot just put up 5 tents with top coverings and no sides in the back yard and let in 125 people to wander around unfettered between all of them. **The spaces have to be visibly separate and controlled to make sure that number isn't exceeded.**

Q: Are drive-in movies and other drive-in activities allowed? (Posted May 22, 2020)

A: Drive-in activities of any kind are allowed as long as individuals remain in their vehicles. It is also advised that vehicles remain at least six (6) feet apart.

ENFORCEMENT, COMPLIANCE, AND MASS GATHERINGS

Q: For mass gatherings, what is defined as a "confined outdoor space"? (Posted September 4, 2020)

A: "Mass gatherings" are defined as events or convenings that bring together 1) more than 25 persons at the same time in a single indoor space, such as an auditorium, conference room, meeting hall, or any other confined indoor space, or 2) more than 50 persons at the same time in a single outdoor space, such as an arena or stadium. The Governor is specific that this prohibition also applies to outdoor parades, fairs, and festivals, and the FAQ's on the Governor's website also mention "enclosed spaces" as spaces that are confined on the outside by walls or fences, but this list is not all-inclusive. An enclosed outdoor space could also include many other things, including a baseball field, a party tent where the top and sides are enclosed, or even a roped off area of a parking lot or field where access is sufficiently controlled. If you have a question about how something is classified for the purpose of mass gathering requirements, you may contact the City Attorney's Office for additional guidance.

Q: Is WPD actually enforcing the requirements of all of these Executive Orders, and if so, are they issuing citations to those not in compliance? (July 31, 2020)

A: Yes, WPD is responding to any location that they become aware of that may not be in full compliance with all current executive orders. Officers will always attempt to reconcile the situation with education about the requirements first, but citations will be (and have been) issued if there is not voluntary compliance.

Q: How do I report a business or individual who I think is violating an order? (Posted July 31, 2020)

A: If you have a concern regarding a business within the City limits that you believe is not complying with the current orders, you may contact either the [Wilmington Police Department](#), the [Mayor's Office](#), or the [City Attorney's Office](#), and someone will direct your concern to the proper place for review. Email is the preferred form of communication so that you can receive a response in writing. Please see the links above to contact those parties.

Q: Will there be consequences be for refusal to comply with current restrictions? What will those consequences be? (Posted April 1, 2020)

A: The purpose of the restrictions is to get the public and local businesses to voluntarily comply in order to curb the spread of the virus. Individuals or businesses who are in violation of the restrictions will be counseled first and educated on why they are in violation and asked to comply. If they continue to refuse/comply, violation can be a Class 2 misdemeanor, which could include jail time of up to 60 days and up to a \$1,000 fine.

FACE COVERINGS

Q: Are face coverings REQUIRED everywhere in public? (Posted October 2, 2020)

A: Pursuant to the Governor's Executive Order No. 169 (EO #169), all persons are REQUIRED to wear face coverings when they are in any public place, business, or establishment, indoor or outdoor, where it is not possible to consistently maintain 6 feet of separation from non-household members.

Q: Are there other specific requirements about where face coverings REQUIRED, and by whom? (Posted October 2, 2020)

A. Pursuant to the Governor's Executive Order No. 163, in addition to the public places mentioned above, protective face coverings are REQUIRED by the following individuals in the following places/situations:

1. Retail workers when they are or may be within 6 feet of another person.
2. Customers in retail businesses when they are inside the establishment and may be within 6 feet of another person, unless the customer states an exception applies.
3. Restaurant workers when they are or may be within 6 feet of another person.
4. Customers in a restaurant when they are not at their table, unless the customer states that an exception applies.
5. Workers in personal care, grooming, and tattoo businesses when they are or may be within 6 feet of another person.
6. Customers in a personal care, grooming, or tattoo business when they may be within 6 feet of another person, unless the customer states that an exception applies. Additionally, customers may take off a face covering if they are receiving a facial treatment, shave, or other services on a part of the head or face that would interfere with the face covering.
7. Workers and all other adults and children age 5 and older who are present at a child care facility, day camp, or overnight camp and will be within 6 feet of another person.
8. Workers and riders on public transportation, including everyone in NC airports and at bus and train stations or stops, when they are or may be within 6 feet of another person. However, no customer will be denied entry or removed from public transportation for failure to wear a face covering.
9. Workers at museums or aquariums when they are or may be within 6 feet of another person.
10. Customers at museums or aquariums when they are inside the establishment and may be within 6 feet of another person, unless the customer states an exemption applies.
11. Workers in long-term care facilities, while in the facility, and the masks must be surgical masks.

12. Workers in gyms and other exercise facilities when they are or may be within 6 feet of another person, unless the worker is strenuously exercising.

13. Customers in gyms and other exercise facilities when they may be within 6 feet of another person, unless the customer is strenuously exercising, or unless the customer states that an exemption applies.

Q: How do the mask requirements work in child care facilities, day camps, and overnight camps? (Posted September 4, 2020)

A: Child care facilities, day camps, and overnight camps must have workers, all other adults, and children five (5) years or older on site wear face coverings when they are or may be within six (6) feet of another person. Businesses or organizations that fail to enforce the requirement to wear face coverings may be issued citations unless they can show that they relied on their customers' or patrons' statements about whether or not they are exempted from the face covering requirements.

Q: What are the exceptions to the face covering requirements? (Posted September 4, 2020)

A: This Executive Order does not require face coverings for workers, customers, or patrons who:

1. Should not wear a face covering due to any medical or behavioral condition or disability (including, but not limited to any person who has trouble breathing, or is unconscious or incapacitated, or is otherwise unable to put on or remove the face covering without assistance);
2. Is under five (5) years of age;
3. Is actively eating or drinking;
4. Is strenuously exercising;
5. Is seeking to communicate with someone who is hearing-impaired in a way that requires the mouth to be visible;
6. Is giving a speech for a broadcast or to an audience;
7. Is working at home or is in a personal vehicle;
8. Is temporarily removing his or her face covering to secure government or medical services or for identification purposes;
9. Would be at risk from wearing a face covering at work, as determined by local, state, or federal regulations, or by workplace safety guidelines;
10. Has found that his or her face covering is impeding visibility to operate equipment or a vehicle; or
11. Is a child whose parent, guardian, or responsible person has been unable to place the face covering safely on the child's face.

Q: Are employers REQUIRED to provide face coverings to employees? (Posted September 4, 2020)

A: According to the Governor's Executive Order #163, employers should make a good faith effort to provide a 1 week supply of reusable face coverings or provide daily disposable face coverings for all employees working outside of their homes.

Q: If I qualify for an exemption from wearing a face covering based on the list of exemptions in the Governor's Executive Order, is a private business required to admit me into their facility? (Posted July 31, 2020)

A: If a customer entering a retail business indicates that they are exempt from wearing a mask due to a qualifying exception, it is up to the business whether to let them in or not. The business has the option of either refusing entry to the customer, letting the customer in under the exception, or offering the customer

another option like curbside service, home delivery, or some other reasonable measure to provide goods and services. Businesses are not required to let in people who claim they are exempt from the mask requirement.

Q: Can someone carry a concealed firearm while wearing a mask? (Posted July 14, 2020)

A: There is no law in North Carolina that specifically prohibits a person with a valid concealed handgun permit from lawfully carrying their handgun concealed while wearing a mask. However, there are laws which do prevent the wearing of masks by people 16 years of age or older on public property or in public rights of way, whether they are carrying a concealed firearm or not.

Q: Are there exceptions to the general laws preventing adults from wearing masks in public places? (Posted July 14, 2020)

A. On July 8, 2020, the Governor signed a law containing exemptions to the laws prohibiting mask wearing in public. The exemptions include masks as part of Halloween or theater costumes, masks for physical safety at work, masks as part of traditional celebrations or rituals, masks to protect your face when riding a motorcycle, and the wearing of masks for the purpose of ensuring the physical health or safety of the wearer or others. These exceptions are permanent, but the wearer will still be required to remove the mask during a traffic stop or at any other time when reasonably requested to do so by a law enforcement officer.

Q: What are the rules for face coverings by workers and customers inside a retail business? (Posted June 25, 2020)

A: Retail businesses must have all workers wear face coverings when they are or may be within six (6) feet of another person. In addition, retail businesses must have all customers wear face coverings when they are inside the establishment and may be within (6) feet of another person, unless the customer states that an exception applies. If a customer states that an exception applies, a business may choose to offer curbside service, provide home delivery, or use some other reasonable measure to deliver its good or services. Businesses or organizations that fail to enforce the requirement to wear face coverings may be issued citations unless they can show that they relied on their customers' or patrons' statements about whether or not they are excepted from the face covering requirements. If a business or organization does not allow entry to a worker, customer, or patron because that person refuses to wear a face covering, and if that worker, customer, or patron enters the premises or refuses to leave the premises, law enforcement personnel may enforce the trespassing laws and any other laws (other than N.C. Gen. Stat. § 14-288.20A) that the worker, customer, or patron may violate.

Q: What are the rules for face coverings by workers and customers at restaurants? (Posted June 25, 2020)

A: Restaurants must have all workers wear face coverings when they are or may be within six (6) feet of another person. In addition, restaurants must have all customers wear face coverings when not seated at their table, unless the customer states that an exception applies. Businesses or organizations that fail to enforce the requirement to wear face coverings may be issued citations unless they can show that they relied on their customers' or patrons' statements about whether or not they are excepted from the face covering requirements. If a business or organization does not allow entry to a worker, customer, or patron because that person refuses to wear a face covering, and if that worker, customer, or patron enters the premises or refuses to leave the premises, law enforcement personnel may enforce the trespassing laws and any other laws (other than N.C. Gen. Stat. § 14-288.20A) that the worker, customer, or patron may violate.

Q: What are the rules for face coverings by workers and customers at personal care, grooming, and tattoo businesses? (Posted June 25, 2020)

A: These businesses must have workers wear face coverings when they are or may be within six (6) feet of another person. In addition, the business must have all customers wear face coverings when they are inside the establishment and may be within six (6) feet of another person, unless the customer states that an exception applies. Customers may take off their face coverings if they are receiving a facial treatment, shave, or other services on a part of the head which the face covering covers or by which the face covering is secured. Businesses or organizations that fail to enforce the requirement to wear face coverings may be issued citations unless they can show that they relied on their customers' or patrons' statements about whether or not they are excepted from the face covering requirements. If a business or organization does not allow entry to a worker, customer, or patron because that person refuses to wear a face covering, and if that worker, customer, or patron enters the premises or refuses to leave the premises, law enforcement personnel may enforce the trespassing laws and any other laws (other than N.C. Gen. Stat. § 14-288.20A) that the worker, customer, or patron may violate.

Q: Do I have to wear a face covering in my car, or when I am riding in public transportation or in a ride-share like Uber or Lyft? (Posted June 25, 2020)

A: All workers and riders on public or private transportation regulated by the State of North Carolina, as well as all people in North Carolina airports, and at bus and train stations or stops, must wear face coverings when they are or may be within six (6) feet of another person. **This provision does not apply to people traveling alone with household members or friends in their personal vehicles**, but does apply to ride-shares, cabs, vans, and shuttles, even if the vehicles are privately owned. However, no customer will be removed from or denied entry to public transportation for failure to wear a face covering.

Q: Do I have to provide documentation or any other proof of a condition if I assert an exception to the face covering rules? (Posted June 25, 2020)

A: No. Everyone will be on the honor system about whether or not there is a valid reason why they cannot wear a face covering. Everyone is asked to tell the truth, and if they are healthy and able to wear a mask, they are asked to wear a face covering so that they do not put other people at risk of serious illness and death.

Q: What if I am stopped by a law enforcement officer and directed to remove my face covering? (Posted June 25, 2020)

A: A person wearing a face covering for health and safety purposes must remove the face covering upon request by a law enforcement officer during a traffic stop (including a checkpoint or roadblock) and when a law enforcement officer has reasonable suspicion or probable cause during a criminal investigation.

FALL EVENTS

Q: Are fall festival games and activities allowed? (Posted October 2, 2020)

A: Maybe. NC DHHS issued detailed Interim Guidance for Fall-Related Events on October 2, 2020, which should be read thoroughly before planning any activity, and which can be found here: <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Fall-Events.pdf>. This guidance allows for certain outdoor activities, including, but not limited to, the following:

1. Pumpkin patches, apple orchards, animal attractions, and outdoor retail areas, are allowed so long as they are limited to either 50% of their stated fire capacity in the outdoor area or to 12 people per 1,000 feet of outdoor area if there isn't a stated fire capacity, and 6 foot separation must be maintained between household groups.
2. Corn mazes and outdoor haunted trails are allowed, but people cannot cluster in groups larger than the current mass gathering limits, and 6 foot separation must be maintained between household groups.
3. Other outdoor group activities, including tours and parties, are subject to the mass gathering limits, and social distancing of 6 feet between household groups should be maintained.
4. For any outdoor fall event, all employees and patrons are required to wear face coverings when they are or may be within 6 feet of another person, unless an exception applies.

Q: Are indoor haunted houses allowed? (Posted October 2, 2020)

A: No. NC DHHS issued interim guidance for fall-related events on October 2, 2020, which states that only outdoor attractions are allowed, and specifically states that indoor haunted houses are not allowed.

Q: Are fall hayrides or train rides allowed for amusement purposes? (Posted October 2, 2020)

A: Yes, under certain conditions. The Governor's Phase 3 Executive Order (EO #169) allows for rides and transportation for entertainment purposes, under certain circumstances, including a requirement to wear face coverings, the number of guests being subject to the mass gathering limit for outdoor activities (50 people), and requiring that all groups or individuals who are not in the same friends/family unit must be separated by at least 6 feet. NC DHHS also issued Interim Guidance for Fall-Related Events on October 2, 2020, which can be found here: <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Fall-Events.pdf>.

FINANCIAL ASSISTANCE

Q: Is there any financial assistance available for small businesses that have been shut down per the Governor's Executive Orders? (Posted October 2, 2020)

A: The N.C. Mortgage, Utility and Rent Relief (MURR), administered by the North Carolina Department of Commerce, can provide up to \$20,000 in relief funds per qualifying business location. Business applicants from certain industry sectors that have not been able to operate during the COVID period may apply for up to two of their business locations.

Applicants can apply for up to four months of mortgage interest or rent expenses, and utility expenses. The help offers relief for some of the fixed costs a business cannot easily control on its own. Applications to the program should open next week and will be handled on a first-come, first-served basis. Applicants must certify that they were closed during the period April 1 through July 31, 2020; they expect to be able to operate after the COVID crisis has passed; and they have not been reimbursed by any other federal source for the expenses for which they seek reimbursement through this program.

Eligible applicants include:

2. Amusement parks
3. Banquet Halls (with catering staff)
4. Bars, taverns, night clubs, cocktail lounges
5. Bingo parlors
6. Bowling alleys/centers
7. Dance halls
8. Indoor fitness and recreation centers

9. Motion picture/movie theaters (except drive-ins)
10. Museums

The Department of Commerce will be accepting applications. Business leaders can learn about the MURR program by registering for one of the free educational webinars offered by the Department of Commerce. For the webinar schedule and additional information on the program, visit www.nccommerce.com/murr.

Q: What are my options if I am or have been out of work due to COVID-19 restrictions and am unable to pay my utility bills? (Posted July 8, 2020)

A: The Salvation Army has funding available to help with utility payments and rent / mortgage for people in the 5 county area. The bill must be past due. All appointments are done over the phone due to COVID-19. You can find all information at www.buildhope.news under the forms tab. Instructions for application submission and other information, including a phone number, can be found [here](#).

Q: What resources are available if I am experiencing homelessness as a result of COVID-19?

A: The Coordinated Entry hotline by Cape Fear Council of Governments is for individuals experiencing homelessness, and will operate for appointments and call-ins Mon-Wed-Fri from 10 a.m. to 4 p.m., with the last assessment being at 3:30 p.m. The hotline number is (910) 444-8315 for an assessment to be placed on the community prioritization list. If there is no answer, leave a voicemail or text a call-back name and number for assistance. Email is also an option for appointments and information – coordinatedentry@capefearcog.org.

FITNESS, RECREATION, AND COMPETITIVE SPORTS & PHYSICAL ACTIVITY FACILITIES

Q: Are all sports allowed now, both inside and outside? (Posted October 2, 2020)

A: The Governor's orders no longer limit the types of sports allowed to be played, either inside or outside, but there are mass gathering, maximum occupancy, and other requirements specific to some sports and physical activities which will apply. Additionally, NC DHHS has provided extensive guidance and recommendations for Youth/Amateur sports, which can be found [here](#).

Q: What fitness and competitive physical activity facilities are allowed to be open under the current executive order? (Posted October 2, 2020)

A: The following types of establishments may be open, subject to compliance with all other provisions of the Governor's executive orders:

1. Exercise facilities (i.e. yoga studios, dance studios, martial arts facilities, gymnastics, indoor trampoline parks, rock climbing facilities)
2. Gyms
3. Fields of play (i.e. basketball courts, volleyball courts, baseball fields, racquetball courts, squash courts, hockey rinks, soccer fields, wrestling, tennis courts), all limited by the number of spectators allowed in a specific venue
4. Health clubs and fitness centers
5. Boxing clubs
6. Skating rinks
7. Bowling alleys
8. Golf courses and driving ranges, including golf ball hitting bays and mini-golf locations

9. Go-cart tracks, speedways, and raceways, with spectators limited based on the size of the venue
10. Paint ball, laser tag, and similar activities
11. Indoor Playgrounds

Q: What rules are INDOOR gyms and other fitness facilities under now? (Posted October 2, 2020)

A: Indoor fitness facilities must limit customers to 30% of their stated fire capacity (or 7 people per 1,000 square feet, if there is no stated fire capacity), and must follow all of the core signage, screening, and safety/sanitation requirements as defined in the Governor's executive orders. Additionally, they are also required to do the following:

1. Limit the number of guests in any given room of the facility so that everyone can stay six feet apart, including group classes.
2. Workers and customers must wear face coverings except when strenuously exercising
3. They must tape off or move equipment to restrict access so that the people exercising are at least 6 feet apart
4. They must ensure that individuals in group classes or activities stay 6 feet apart from each other
5. Promote frequent use of hand washing and hand sanitizer use for workers and customers
6. Disinfect all shared equipment between users with an EPA approved disinfectant AND allow the disinfectant to sit for the adequate amount of time stated by the manufacturer
7. Increase disinfection during peak times or high-population-density times
8. Mark 6 feet of spacing in lines at point of sale and in other high traffic areas for customers

Q: What are the rules for spectators in stands or viewing areas at a sporting facility, stadium, sporting complex, or speedway, that does not qualify as a "very large" sporting facility? (Posted October 2, 2020)

A: For smaller sporting venues, the venues are allowed to be open, but the rules for spectators are as follows:

1. All spectators must be seated except when they go to the restroom or get up for the purpose of obtaining food or drink.
2. Seats must be marked and separated by at least 6 feet in all directions.
3. Spectators and workers at the facility must wear face coverings, unless an exception applies.
4. The capacity of guests for any INDOOR sporting facility is restricted to 25 guests per facility.
5. The capacity for guests for any OUDOOR space shall be the LESSER of 1) 100 people, or 2) 30% of the stated fire capacity for the space, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity).
6. Workers, athletes, and staff do not count towards the capacity limits.
7. There must be 6 feet of spacing at all point of sale areas, and athletes must be more than 6 feet away from guests.

Q: What are the rules for swimming pools? (Posted September 4, 2020)

A: Indoor and outdoor pool facilities, whether stand alone or part of other facilities, are allowed to be open under certain restrictions. Specifically, the capacity at the pool is limited to 50% of the maximum fire capacity for the deck areas, and a max occupancy in the water of 10 people per 1000 square feet. Additionally, pools must follow all of the core signage, screening, and safety/sanitation requirements that are set out in the Governor's executive orders.

Q: Do the regulations for pools apply to my family pool at my house? (Posted September 4, 2020)

A: No. The rules for swimming pools only apply to shared pools in commercial settings or at residential complexes, and not to family pools at people's homes, but mass gathering limits will still apply to back yard residential gatherings.

Q: Are the rules for OUTDOOR gyms and fitness facilities different from INDOOR ones? (Posted September 4, 2020)

A: For outdoor areas, the maximum number of people is determined to be the LEAST of either the mass gathering limit of 50 people, 12 people per 1,000 feet in the outdoor space, or the amount of people that can fit into the space if everyone can be 6 feet apart. Otherwise, the rules for outdoor facilities are the same as for indoor facilities.

Q: What if I want to hold a meeting at a gym or fitness facility, like our local YMCA/YWCA? (Posted September 4, 2020)

A: Meeting halls, conference rooms, amphitheaters, multipurpose rooms, and other gathering spaces within fitness facilities are limited to the mass gathering limits of 25 people indoors or 50 people outdoors for each separately enclosed space.

Q: Do I still have to bring a medical note to go to my gym? (Posted September 4, 2020)

A: No. The previous requirements for going to a gym no longer apply, and anyone can attend, so long as the maximum occupancy numbers and other rules are followed by the facility.

Q: How to the mass gathering requirements apply to parks, trails, and beaches? (Posted September 4, 2020)

A: Each group of people within an outdoor park, trail, or beach must be limited so that the group, counted on its own, does not exceed the mass gathering limit.

Q: Are playgrounds open, including playground equipment and fitness stations in City parks? (Posted September 4, 2020)

A: Yes. Playgrounds are open, including playground equipment and fitness stations in City parks. Indoor playgrounds must follow the capacity requirements for gyms and fitness facilities.

Q: What are the requirements for parks to be open? (Posted September 4, 2020)

A: In order to be open, all operators of public or private parks must meet the following requirements:

1. Post signage reminding attendees, customers, and workers about social distancing, and requesting that people who have been symptomatic with fever and/or cough to not enter.
2. Conduct daily symptom screening of workers.
3. Immediately isolate and remove sick workers.
4. Perform frequent and routine environmental cleaning and disinfection of high touch areas with an EPS-approved disinfectant.

Q: Are escape/panic rooms allowed to be open? (Posted September 4, 2020)

A: Yes, these businesses are allowed to be open so long as mass gathering limits are observed within each individual room of the facility, and all other requirements of the Governor's executive orders are followed.

HEALTH AND HUMAN SERVICES FACILITIES AND ACTIVITIES

Q: Are chiropractic offices allowed to be open, and does that include massages? (Posted May 22, 2020)

A: Chiropractic offices may continue to operate and provide care to patients, and massage parlors, either stand-alone or in a chiropractic or other office environment, are allowed beginning in Phase 2 of the Governor's re-opening plan.

Q: Are shelters for the homeless, domestic violence victims, etc. allowed to stay open? (Posted April 2, 2020)

A: The Governor's order says that residential facilities and shelters for adults, seniors, children, pets, people with intellectual and developmental disabilities, victims of domestic violence, the homeless, substance abusers, and the mentally ill are all considered essential and are not required to close. They are encouraged to practice social distancing as much as possible. If one shelter voluntarily decides to close, for whatever reason, other shelters and facilities should still be open.

Q: Is the homeless population subject to the same gathering restrictions as everyone else, even when gathering for meals offered by non-profit organizations? (Posted March 31, 2020)

A: Organizations that provide food and other necessities of life for economically disadvantaged individuals may continue offering services, including meals to the homeless population, but everyone involved should maintain 6-foot social distancing, and more than 10 persons should not congregate in the same area at the same time.

MUSEUMS AND AQUARIUMS

Q: Are museums and aquariums allowed to be open? (Posted September 4, 2020)

A: Yes. Museums and aquariums are allowed to be open, as long as they meet the following requirements:

5. Attendance in the building is limited to 50% of the stated fire capacity, and the facility must ensure that people are able to social distance and remain 6 feet away from groups other than those in their households.
6. Visitors in each room within a museum or aquarium must be limited so as not to exceed the 25 person mass gathering limit in each room.
7. Restaurants within museums and aquariums are subject to the max occupancy and other requirements specific to restaurants, as laid out in the executive orders.
8. Post signage reminding attendees, customers, and workers about social distancing, and requesting that people who have been symptomatic with fever and/or cough to not enter.
9. Conduct daily symptom screening of workers.
10. Immediately isolate and remove sick workers.
11. Perform frequent and routine environmental cleaning and disinfection of high touch areas with an EPS-approved disinfectant.

PERSONAL CARE, GROOMING, AND TATTOO BUSINESSES

Q: Are hair salons and tattoo parlors allowed to be open? (Posted September 4, 2020)

A: Yes. Personal care, grooming, and tattoo businesses are all allowed to be open, under certain restrictions, including a maximum occupancy of 50% of their stated fire capacity, and a requirement that the seating in the store should be arranged so that groups of customers are separated from one another by 6 feet. These businesses must also follow all of the core signage, screening, and safety/sanitation requirements that are contained in the Governor's executive orders. This includes ensuring that all equipment that comes into direct personal contact with customers and all furniture in service areas is completely cleaned and disinfected between each customer.

PROTEST AND CURFEW QUESTIONS

Q: Why did you implement a curfew for the current racial injustice protests but not for COVID-19? (Posted June 12, 2020)

A: There has not been an imminent threat to public safety at a particular time that would require a curfew as a response to COVID-19. The coronavirus is just as dangerous at any time of the day, so a curfew during specific hours is not helpful. Instead, the regulations in the Governor's orders and the previous City declarations have been aimed at preventing the spread of COVID-19 through limitations on mass gatherings and social distancing recommendations at all times of the day and night.

Q: Why aren't protesters being charged with violation of the mass gathering and social distancing requirements from the Governor's COVID-19 Order? (Posted June 12, 2020)

A: Exercise of First Amendment rights is an exception to the mass gathering and social distancing requirements of the Governor's order, so there is no limit to the number of people who can gather for a peaceful protest event or rally. The City still encourages everyone attending a protest or rally to wear a mask and exercise social distancing to the fullest extent possible in order to prevent the spread of COVID-19.

RELIGIOUS INSTITUTIONS, WEDDINGS, AND FUNERALS

Q: Can wedding receptions be held at private homes, rental beach houses, and private farms? (Posted July 31, 2020)

A: Private homes, beach houses, and farms may host parties or wedding receptions, but they are still held to the same maximum occupancy requirements of 25 inside / 50 outside, per enclosed indoor or outdoor space.

Q: Is dancing allowed outside with a DJ? (Posted July 31, 2020)

A: Yes, dancing is allowed outside with a dance floor and DJ, as long as the 50 person outdoor limit is observed.

Q: Are churches allowed to be open? (Posted July 17, 2020)

A: Yes. Church services are an exception to the mass gathering rules, so they can be held with any number of people, inside or outside, but social distancing and the wearing of face coverings should still be observed to the fullest extent practicable.

Q: Can you clarify the rules for funerals and weddings? (Posted July 17, 2020)

A: Funeral SERVICES and wedding CEREMONIES are exceptions to the mass gathering rule, so they may be any size and be held either inside or outside, but social distancing should be observed to the fullest extent practicable. However, any RECEPTION or VISITATION, either before or after the wedding or funeral is subject to the mass gathering requirement of either 25 people inside or 50 people outside.

RESTAURANTS, BARS, CLUBS, BOTTLE SHOPS, AND OTHER FOOD & DRINK SERVICES

Q: Are restaurants allowed to host parties, receptions, or corporate events? (Posted October 2, 2020)

A: If a restaurant has a private meeting room or area, it must follow the rules for entertainment facilities and event spaced for that private space, including the following:

1. All guests must be seated except when they go to the restroom or get up for the purpose of obtaining food or drink (i.e. from a buffet station).
2. No standing receptions, cocktail hours, or time set aside to mingle while standing.
3. Tables must be separated by at least 6 feet.
4. Workers and guests must wear masks, unless an exception applies.
5. The capacity for guests for the private meeting room or area shall be the lesser of 1) 100 people, or 2) 30% of the stated fire capacity for that specific room or area, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity).
6. There must be 6 feet of spacing at all point of sale areas.

Q: Can the indoor areas of bars be open? (Posted October 2, 2020)

A: INDOOR areas of bars must remain closed, but patrons are allowed to go inside for the purpose of using the restroom or to place an order. Face coverings must be worn inside the facility. There cannot be any seating inside, and areas where patrons are placing an order must be marked and spaced so that patrons can remain at least 6 feet apart while placing their order. No food or drink may be consumed inside the bar, and none of the indoor amenities like pool tables or pinball machines may be used.

Q: What are the rules for the OUTDOOR areas at bars? (Posted October 2, 2020)

A: The OUTDOOR seating areas of bars, and any associated outdoor amenities, may be open under the following conditions:

1. All guests must be seated, but guests at a table at a bar do NOT have to be from the same household.
2. The capacity for outdoor seating areas at bars is the LESSER of 1) 100 people, or 2) 30% of the stated fire capacity specifically for the outdoor area, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity for the outdoor area).
3. Workers and entertainers do not count toward capacity limits.
4. Groups of guests must be spaced out by at least 6 feet, and any outdoor entertainers must be at least 6 feet from guests.
5. If not using waitstaff, any ordering areas must be designated and spaced at least 6 feet apart.
6. All guests and workers must wear face coverings, unless an exception applies.

Q: Are hookah lounges and cigar bars allowed to be open? (Posted October 2, 2020)

A: Yes, they are allowed to be open under the following conditions:

1. All guests must be seated and spaced out by at least 6 feet in all directions from other groups of guests
2. All workers and guests must wear face coverings, unless an exception applies.
3. Indoor seating may be open, but is limited to the 25 person indoor mass gathering requirement.
4. No alcoholic beverages may be sold for on-site consumption in any indoor area.
5. Outdoor seating areas may be open, with guests limited to the LESSER of 1) 100 people, or 2) 30% of the stated fire capacity specifically for the outdoor area, or 3) 7 people per 1,000 square feet of space (if there is no stated fire capacity for the outdoor area).
6. Alcoholic beverages may be sold for on-site consumption in outdoor seating areas, subject to all state and local regulations.

Q: What are the rules for alcohol sales at restaurants, breweries, wineries, and distilleries? (Posted September 4, 2020)

A: Pursuant to the Governor's current executive orders, restaurants and other similar businesses which are currently allowed to be open and which sell alcoholic beverages **shall cease the sale and service of alcoholic beverages for onsite consumption from 11:00 pm until 7:00 am each day.** They also cannot provide off-site table service, catering service, or bartending services for the sale and consumption of alcohol during these hours.

Q: How many people are allowed to be in a restaurant at one time? (Posted September 4, 2020)

A: Restaurants must arrange their seating areas, both indoor and outdoor, so that customers sitting at a table are not within 6 feet of any customers sitting at another table. Additionally, customers sitting at a counter should be separated from other groups by 6 feet. Once the restaurant is arranged to ensure social distancing, the maximum number of customers allowed in both their indoor and outdoor spaces when added together, is 50% of the stated fire capacity for the indoor restaurant space.

Q: Is there a limit for how many people can be seated at a table in a restaurant? (Posted September 4, 2020)

A: There can be no more than 10 customers seated together at the same table, unless the individuals at the table are from the same household.

Q: What additional safety and sanitation rules apply to restaurants? (Posted September 4, 2020)

A: Restaurants are required to follow all of the core signage, screening, and sanitation requirements that are contained in the Governor's executive orders. Additionally, restaurants are ordered to mark 6 feet of spacing in lines at high traffic areas for customers, promote frequent use of hand-washing and sanitizer use by all staff members, and increase disinfection during peak times or high customer density times, including disinfection of all shared objects between each use.

Q: Do fast food workers and other restaurant workers have to stay 6 feet apart and wear a mask? (Posted July 31, 2020)

A: All restaurants must have workers wear face coverings when they are or may be within six (6) feet of another person, whether that person is a customer or co-worker. Restaurant workers are not required to stay six (6) feet apart from co-workers or customers, as long as they are wearing the face covering.

Q: What are the current rules for food trucks and their workers? (Posted July 31, 2020)

A: Food trucks are treated like restaurants, so on-premises consumption is allowed. Operators are encouraged to tell their customers to stand at least 6 feet apart while they wait for their food to be prepared, and food truck workers must wear masks if they are within 6 feet of another person.

Q: Do the rules on when restaurants have to stop selling and serving alcohol mean that they all have to close down at 11:00 pm? (Posted July 31, 2020)

A: No. Restaurants and other businesses covered by the executive order on when alcohol can be sold are allowed to continue to remain open after 11:00 pm, **so long as there is no sale or service of alcohol for onsite consumption after 11:00 pm.**

Q: Are grocery stores, convenience stores, and other similar businesses still allowed to sell alcohol for OFF-PREMISES consumption after 11:00 pm? (Posted July 31, 2020)

A: Yes. Grocery stores and anywhere else that was already allowed to be open for the retail sale of alcohol for off-premises consumption is still allowed to sell alcohol for off-premises consumption after 11:00 pm.

Q: What are the consequences for a restaurant or other business that does not stop selling or serving alcohol after 11:00 pm? (Posted July 31, 2020)

A: In addition to civil citations or misdemeanor charges that can be issued by WPD for non-compliance, ALE (NC Alcohol Law Enforcement) agents can issue violations and take enforcement action against the business that could result in sanctions up to and including revocation of their alcohol permits.

Q: Are country clubs and social clubs allowed to be open? (Posted June 25, 2020)

A: Country clubs and social clubs are allowed to be open, so long as they comply with all other applicable restrictions, including the closing of bars located at/in the clubs, unless the bar is operating as part of a restaurant that is allowed to be open under the Governor's Executive Orders. In that situation, the restaurant must comply with all requirements for restaurants under all applicable orders. Additionally, the mass gathering and social distancing requirements must be followed.

Q: What is a "social club" and does it include bars? (Posted June 25, 2020)

A: "Social clubs" are places where people who have a common interest, occupation, or activity typically gather to meet, but it does not include restaurants or bars. Social clubs are similar to country clubs and include locations like an Elk's Lodge, a yacht club, a hunting club, private neighborhood clubs, and locations for service organizations like Kiwanis clubs and the Garden Club. Indoor bars continue to be closed pursuant to the Governor's orders, so any bar inside any social club is still required to be closed, other than for delivery or takeout options. Additionally, restaurants are allowed to be open with specific limitations, so any restaurant inside a social club must strictly adhere to the requirements of all applicable orders, including maximum occupancy limits, social distancing, mask requirements, and sanitizing/cleaning requirements.

Q: What is the difference in a restaurant and a bar? (Posted May 29, 2020)

A: State law provides the legal definitions of eating establishments and restaurants in N.C.G.S. Sec. 18B-1000(2) and 18B-1000(6). "Bars" means establishments that are not eating establishments or restaurants as defined in those statutes, but that have a permit to sell alcoholic beverages for onsite consumption under N.C.G.S. Sec. 18B-1001, and that are principally engaged in the business of selling alcoholic beverages for onsite consumption.

Q: What about breweries, wineries, and distilleries? (Posted May 29, 2020)

A: An establishment is not be considered to be a "bar" which is "principally engaged in the business of selling alcoholic beverages for onsite consumption" if it 1) produces alcoholic beverages for commercial sale; 2) is permitted by the ABC Commission under N.C. Gen. Stat. §§ 18B-1101 to 18B-1105; and 3) is authorized to sell at retail for on-premises consumption. As a result, breweries, wineries, and distilleries that are permitted under N.C. Gen. Stat. § 18B-1100 et. seq., and which therefore meet the above test, are allowed to open.

Q: Do bottle shops and wine shops fall under the same requirements as "bars"? (Posted May 29, 2020)

A: If a business can show that its primary business is the retail sale of alcoholic beverages for consumption OFF premises (whether it calls itself a "bottle shop," or a "wine shop" or something similar), then that business is allowed to have some ON premises consumption, which would be based on their max occupancy requirements, just like restaurants, as long as they follow all of the restaurant rules in the Governor's executive orders. This means that wine shops could have on-site tastings, or "bottle shops" that do not make most of their revenue from on-site consumption could have on-site consumption (either inside or outside) equal to 50% of their indoor fire capacity. **For an official determination as to whether one of these types of businesses is allowed to be open, the business owner should call the NC ABC Commission in Raleigh, and they will review the businesses ABC permit status and provide guidance.**

RETAIL STORES AND OTHER SALES ACTIVITIES

Q: What qualifies as a "retail business"? (Posted September 4, 2020)

A: Any business where customers go to purchase good or services is considered a retail business, including grocery stores, convenience stores, pharmacies, banks, ABC stores, clothing stores, and large-format retail stores.

Q: How many people can be inside a retail business at one time? (Posted September 4, 2020)

A: Retail business must limit the number of customers inside the store to 50% of their stated fire capacity.

Q: What other requirements are there for retail stores? (Posted September 4, 2020)

A: Retail businesses must mark 6 feet of spacing at check-out lines and in other high-traffic areas for customers, such as at deli counters and near high-demand products. They must also follow all of the core signage, screening, and sanitation/safety requirements as defined in the Governor's executive orders.

Q: Is it legal for companies to be conducting door to door sales while we are under a stay at home order? (Posted May 22, 2020)

A: All retail sales and service providers/industries which are not specifically closed or restricted by either the state or local orders are allowed to operate at this time, as long as all of the requirements of the Governor's Executive Order #141 (EO 141) are followed, including social distancing.

Q: Are yard sales allowed? (Posted May 1, 2020)

A: Similar to pawn shops, because people often go to yard sales to obtain essential items (i.e. used appliances, clothing, etc.) yard sales are allowed as long as mass gathering (no more than 25 people there at a time), face covering, and social distancing requirements (at least 6 feet apart) are followed. Frequent sanitation is highly encouraged due to the number of people placing their hands-on different items prior to buying them.

Q: Can an employer at a business that remains closed to the public require employees to report to work to perform tasks like cleaning and inventory in the store? (Posted April 21, 2020)

A: Employees are allowed to continue working at any business performing the operations necessary to maintain the business, such as cleaning and taking inventory. In fact, it is both legal and encouraged for employers to do what they can to keep their employees working in some capacity during this time when so many businesses are having to lay off workers.

Q: Are house cleaning services allowed to operate, including in homes? (Posted April 14, 2020)

A: Cleaning services are allowed under both the state and local orders. Employees are encouraged to maintain social distancing between themselves and with customers while in a home or at a business. If they are not able to maintain social distancing while they are working, then they are encouraged to wear personal protective items like gloves and cloth masks while they are working.

SCHOOLS

Q: Are private schools and charter schools required to abide by the Governor's orders relating to school openings? (Posted July 17, 2020)

A: The Governor's orders relating to school openings apply to all public schools in the state of North Carolina. If a charter school is a public school, then the requirements apply. If a school is truly private and not a public school or public charter school, then the school is free to determine its own schedule, but is also encouraged to use the Governor's plan as guidance for re-opening.

TRAVEL AND MOBILITY

Q: Can traveling sports teams from the City be prevented from traveling to other states to play in tournaments? (Posted July 14, 2020)

A: No. All travel restrictions in the state have been lifted, so, unless the Governor reinstates the "Stay at Home" order, we do not have any way to restrict travel.

Q: Why is the City not closing public transportation? (Posted April 6, 2020)

A: All forms of transportation are essential in order to support workers who are going to and from essential jobs and members of the public who are traveling to obtain essential products and services like groceries and medicine. Unfortunately, having a personal vehicle is not an option for many people, so public transportation must remain operational in order to meet the needs of those individuals.