



COVID-19 Frequently Asked Questions:

****Updated May 22, 2020****

Below are frequently asked questions about the City of Wilmington’s Order as well as the Governor’s state-wide Stay at Home Order.

Additional information about [City related information and closures](#).

Guidance to Drive-Thru and Curbside Operations by New Hanover County Health Department can be [found here](#). For Spanish, click [here](#).

COVID-19 Executive Orders from the Governor’s Office can be [found here](#).

FAQ’s compiled by the Governor’s Office for Phase 2 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 since that date*****

Click on the topics below to view frequently asked questions in each category.

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ARE THESE BUSINESSES ALLOWED TO STAY OPEN?

Q: Are museums allowed to be open? (Posted May 22, 2020)

A: Although the City originally interpreted the Governor's Executive Order No. 138 (EO 138) to allow museums to open in Phase 1, the Governor has since clarified that museums are still required to be closed under the Governor's Executive Order No. 141 (EO 141) throughout Phase 2. Any museum that opened up during Phase 1 is required to close immediately.

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 country clubs and social clubs allowed to be open? (Posted May 22, 2020)

A: Country clubs and social clubs are now allowed to be open under both the state and local orders, but they must continue to follow all other provisions of those orders, including mass gathering and social distancing requirements, sanitation/cleaning requirements, specific limitations on restaurants within the country club or social club, limitations on team sport facilities, and continued closure of stand-alone bars within the country club or social club.

Q: What is a "social club" and does it include bars? (Posted May 22, 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. 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 now allowed to be open with specific limitations, so any restaurant inside a social club must strictly adhere to the requirements of the Governor's Executive Order No. 141 (EO 141), including maximum occupancy limits, social distancing, sanitizing/cleaning requirements, and limitations on team sport facilities.

Q: Are tanning salons allowed to be open? (Posted May 22, 2020)

A: Yes. Tanning salons were specifically closed through Phase 1 of the Governor's re-opening plan, but they were re-opened in Phase 2, subject to limitations on maximum occupancy and social distancing, as well as sanitation/cleaning rules and other requirements.

Q: What is the status of hair and nail salons? (Posted May 22, 2020)

A: Hair and nail salons were both specifically ordered to close by the Governor's Executive Order No. 121 (EO 121) on March 25, 2020, but the Governor has decided to allow them to open, with limitations on maximum occupancy and social distancing, as well as sanitation/cleaning rules and other requirements, effective with the start of Phase 2, starting on May 22nd.

Q: What are the specific businesses that the Governor has ordered to remain closed during Phase 2? (Posted May 22, 2020)

A: Certain entertainment and fitness facilities were specifically ordered to close by the Governor's Executive Order No. 121 (EO 121) on March 25, 2020, and are still required to remain closed through Phase 2 of the Governor's re-opening plan. Those businesses include but are not limited to the following:

- Bingo Parlors, including bingo sites operated by charitable organizations
- Bowling Alleys
- Indoor Exercise Facilities (yoga & dance studios, martial arts facilities, indoor trampoline & rock climbing facilities)
- Gyms
- Indoor Fitness Facilities, including but not limited to indoor basketball courts, volleyball courts, racquetball courts, squash courts, and tennis courts
- Health Clubs and Fitness Centers
- Movie Theaters
- Skating Rinks
- Gaming and business establishments which allow gaming activities (video poker, gaming, sweepstakes, video games, arcade games, pinball machines or other computer, electronic, or mechanical devices played for amusement)
- Venues for Receptions or Parties
- Museums
- Amusement Parks
- Bars
- Night Clubs, Dance Halls, or Music Halls where patrons are not seated.

Q: Are real estate businesses allowed to stay open, including showing houses? (Posted May 8, 2020)

A: Yes, but all realtors are still encouraged to move their businesses to online platforms, to the fullest extent practicable, during Phase 1 of the Governor's re-opening plan. For instance, while in-person house showings are allowed, it would be more in line with social distancing requirements to employ virtual home tours and show clients pictures of properties instead of traveling out to a host of properties to see them in person.

Q: Are martial arts studios, dance studios, and other similar facilities that normally provide after-school childcare, and now provide either part-time or full-time childcare, allowed to remain open to the public? (Posted May 8, 2020)

A: Childcare, whether from licensed centers, church providers, daycares, after-care providers, home-based care, or any other source, is allowed to operate to care for children of any parent who is working at a business that is now allowed to be open. As a result, a business that provides martial arts classes or other similar classes (dance, swimming, etc.) for children would be allowed to remain open for the purpose of providing care during the day and early evening for children. However, paid classes for adults or children are NOT allowed under the Governor's order (EO 138), and that part of the business must remain closed. Additionally, these businesses are required to comply with CDC and NCDHHS 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.

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), 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: Under both the state and local orders, 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.

Q: Are storage centers within the City of Wilmington allowed to remain open? (Posted April 2, 2020)

A: Yes, they are. These storage facilities are seen as an extension of the home for many apartment and condo residents, and others as well. All current state and local orders allow for businesses to remain open that support the basic need of shelter for citizens, so these storage facilities fit that requirement.

AUTOMOBILE QUESTIONS, INCLUDING SALE, REPAIR, INSPECTION, AND DETAILING

Q: Are auto dealerships allowed to stay open to the public? (Posted May 22, 2020)

A: Auto sales may remain open to the public, so long as they are able to comply with all requirements set forth in both the Governor's Executive Order No. 141, and the local order effective May 22, 2020. These orders cover maximum occupancy requirements, social distancing rules, required sanitizing practices, and much more, so dealerships are required to comply with all of these rules and regulations or they risk being cited and/or closed down.

Q: Are vehicle test drives allowed? (Posted May 22, 2020)

A: Test drives are highly discouraged as the vehicle itself can become a vector for the virus, and social distancing of six (6) feet between people simply makes traditional test drives impracticable. However, if a business can comply with the provisions set forth in Exhibit A of the May 22nd local order, a potential buyer can take a test drive in a vehicle with a salesperson who is wearing a face covering. Following the test drive, vehicles must be completely sanitized with COVID-19 approved products, with a card stating the time it was driven and when it was sanitized.

Q: Do I still have to have my car inspection performed, my driver's license and registration renewed, etc., by the expiration date if it expires in the near future? (Posted May 19, 2020)

A: Under a new state law, any "credentials" (driver's license, registration, handicap placard, CDL, license plate, etc.) that expire between March 1, 2020, and August 1, 2020, will be given a 6 month extension, such that the new expiration date is 6 months from the day of the original expiration date. Please contact DMV if you have any questions regarding the expiration date for any credentials.

Q: Are loaner vehicles still allowed while a vehicle is repaired? (Posted May 8, 2020)

A: Neither the Governor's order nor the local order specifically addresses loaner vehicles, so they are allowed. Thorough cleaning of any loaner vehicle after use is required.

Q: How is our local order allowed to be more restrictive than the Governor's Executive Order 121 relating to auto sales? (Posted April 13, 2020)

A: The Governor's order does not prohibit auto sales in any form, but local governments are authorized to supplement the Governor's order and may enact local restrictions that are more restrictive than the Governor's order. The City of Wilmington conferred with local public health officials and other local governments and developed a specific plan that would allow auto sales to continue while doing so in the safest manner possible.

Q: Auto sales relate to mobility. Why aren't they considered to be essential? (Posted April 3, 2020)

A: While auto sales do relate to mobility, the local order specifically extends additional restrictions to auto sales in order to help slow the virus, not because auto sales are or are not essential.

Q: Are towing companies allowed to continue business? (Posted March 31, 2020)

A: Towing services are considered an Essential Business under the Governor's Executive Order 121 and may therefore continue services subject to social distancing requirements.

BOATING, GOLF, TENNIS, AND OTHER RECREATIONAL ACTIVITIES

Q: Are escape/panic rooms allowed to be open under Phase 2? (Posted May 22, 2020)

A: Under the Governor's order for Phase 2 of re-opening, an escape room or panic room would be classified as an entertainment facility, just like movie theaters, bingo parlors, bowling alleys, skating rinks, video arcades, amusement parks, and museums. All of those facilities continue to remain closed under the Governor's order for the remainder of Phase 2, which is currently scheduled to last until June 26, 2020, so escape rooms and panic rooms will be required to stay closed as well.

Q: How are the restrictions different from indoor and outdoor sports with relation to "team sports facilities" and who can be open? (Posted May 22, 2020)

A: The City prohibition currently applies to team sports facilities, which are defined as "any facility, INDOOR OR OUTDOOR, that facilitates athletic activity by the use of a ball or object that is handled by more than a single individual during the course of play," but the City order specifically allows OUTDOOR team sports facilities to "be open for use by teams of five (5) players or less, so long as the total number of players and spectators together is no more than twenty-five people, and social distancing is used to the fullest extent practicable." If the individuals playing the sport in a team of 5 or less are able to comply with all of these restrictions and requirements, then the OUTDOOR sport would be allowed. However, if the participants cannot meet all of these requirements, then it will not be allowed, and INDOOR team sports facilities are still required to be closed.

Q: Are bocce ball courts allowed to be open? (Posted May 22, 2020)

A: The City prohibition currently applies to team sports facilities, which are defined as "any facility, indoor or outdoor, that facilitates athletic activity by the use of a ball or object that is handled by more than a single individual during the course of play," but the City order specifically allows OUTDOOR team sports facilities to "be open for use by teams of five (5) players or less, so long as the total number of players and spectators

together is no more than twenty-five people, and social distancing is used to the fullest extent practicable.” If the individuals playing the sport in a team of 5 or less are able to comply with all of these restrictions and requirements, then the OUTDOOR sport would be allowed. However, if the participants cannot meet all of these requirements, then it will not be allowed, and INDOOR team sports facilities are still required to be closed.

Q: Are basketball courts allowed to be open? (Posted May 22, 2020)

A: The City prohibition currently applies to team sports facilities, which are defined as “any facility, indoor or outdoor, that facilitates athletic activity by the use of a ball or object that is handled by more than a single individual during the course of play,” but the City order specifically allows OUTDOOR team sports facilities to “be open for use by teams of five (5) players or less, so long as the total number of players and spectators together is no more than twenty-five people, and social distancing is used to the fullest extent practicable.” If the individuals playing the sport in a team of 5 or less are able to comply with all of these restrictions and requirements, then the OUTDOOR sport would be allowed. However, if the participants cannot meet all of these requirements, then it will not be allowed, and INDOOR team sports facilities are still required to be closed.

Q: Are all City parks closed? (Posted May 22, 2020)

A: No. Neither the state nor local orders close the parks themselves. Playground equipment and exercise stations are close, and team sports facilities are only open for uses that can comply with the local order, effective May 22, 2020. Public restrooms in parks also remain closed. *However, trails and other open public spaces in all parks will remain open.*

Q: Are country clubs and social clubs allowed to remain open? (Posted May 22, 2020)

A: Country clubs and social clubs are now allowed to be open under both the state and local orders, 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 Order No. 141 (EO 141). In that situation, the restaurant must comply with all requirements for restaurants under EO 141. Additionally, the mass gathering and social distancing requirements must be followed, and the local restrictions on team sports facilities, both indoor and outdoor, still apply.

Q: What is the status of indoor and outdoor exercise facilities? (Posted May 22, 2020)

A: Health clubs, spas, and other indoor exercise facilities (including gyms, yoga studios, martial arts facilities, and indoor trampoline and rock climbing facilities) were all specifically ordered to close by the Governor’s Executive Order No. 121 (EO 121) on March 25, 2020. Beginning in Phase 2, swimming pools are allowed to open, with restrictions, but all of the other indoor and outdoor fitness facilities still listed in EO 141 continue to remain closed, and the City is required to obey and enforce the Governor’s order until it is amended or lifted.

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.

Q: Are dog parks open? (Posted April 23, 2020)

A: All three (3) dog parks in the City and in the County are open, effective Thursday, April 23, 2020. Signs will be posted regarding social distancing and other recommendations for use, similar to what the City has allowed for its skate park.

Q: Are City boat ramps and kayak launches open? (Posted April 13, 2020)

A: Yes. All City boat ramps, and kayak launches are open.

Q: Is the City's skate park open? (Posted April 1, 2020)

A: Yes, but there must be less than 15 people present within the enclosed area of the park at all times. City staff will monitor to ensure that capacity is not exceeded, and social distancing is observed. If the rules are not followed and social distancing practices are not honored, the skate park will close.

Q: Are alcohol sales still allowed at the City's Municipal Golf Course? (Posted March 31, 2020)

A: Yes, Alcohol sales are allowed at the Muni if they meet the following guidelines:

- They are purchased in closed containers; and
- They are consumed outside of the club house; and
- They are consumed while practicing the social distancing guidelines.

ENFORCEMENT AND COMPLIANCE QUESTIONS

Q: For mass gatherings, what is defined as a "confined outdoor space"? (Posted May 22, 2020)

A: The Governor's Executive Order No. 141 (EO 141) defines "mass gatherings" as events or convenings that bring together 1) more than ten (10) 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 twenty-five (25) persons at the same time in a single indoor 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. If there is a question about whether an event would be considered in violation of either the state or local orders, please contact the WPD's Community Compliance Unit or the City Attorney's Office for additional guidance.

Q: How do I report a business or individual who I think is violating an order? (Posted April 29, 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.

Q: How is the City of Wilmington enforcing the current state and local orders? (Posted April 1, 2020)

A: WPD is enforcing the order within the City. There will be no roadblocks or checkpoints for vehicles, and individuals are not going to be required to present any form of documentation. The emphasis by the WPD is going to be on voluntary compliance and not on issuing citations for criminal offenses, but those who are not compliant will be subjecting themselves to citation and prosecution for violation of an emergency order.

Q: Will the Wilmington Police Department be pulling people over to check where they are going? (Posted March 31, 2020)

A: No, the Wilmington Police Department (WPD) will not be setting up roadblocks or check points to determine whether people are following the stay at home order. No “papers” are required to prove that you are an essential employee and the purpose of all current restrictions is to get compliance and protect the public, so the WPD will be focused on education and not arrests.

HUMAN SERVICES AND HEALTH FACILITIES

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.

LODGING AND TOURISM

Q: What are the new rules for hotels and motels, and is the City taking measures to prevent tourists from traveling to our area? (Posted May 22, 2020)

A: In the current local order, hotels and motels are allowed to rent rooms to anyone who is displaced or needing somewhere to stay as a result of the coronavirus, or who is supporting an essential function (i.e. healthcare workers, truckers with supplies, construction contractors, people who cannot go home because family members are quarantined, people in town taking care of sick relatives, etc.). Additionally, 50% of their total room capacity can also be rented to anyone traveling for any other reason. Extended stay hotels are allowed to keep operating for stays of 28 days or more. Short-term lodging is allowed within the City limits.

Q: What measures will be enacted for individuals and families who are otherwise homeless or displaced, and therefore living in places like hotels, motels, and short-term residences? (Posted April 1, 2020)

A: None of the social distancing requirements are applicable to the homeless population. There is an exception in the City’s order that allows for extended stay hotels to remain open for business of 28 days or more. There are also exceptions for hotels and motels to rent to individuals who are working to ease the COVID-19 pandemic and those who are otherwise impacted by it. This would include those who have lost their home as a result of losing a job due to COVID-19, etc., but the hotels may require some information or documentation to verify that

the need for the rental is related to the pandemic. Please feel free to call New Hanover County's Coronavirus call center at 910-798-6800 or [visit their webpage](#) for resource assistance.

RELIGIOUS INSTITUTIONS, SCHOOLS, AND VOLUNTEERING

Q: Can you clarify the rules for funerals and weddings? (Posted May 22, 2020)

A: Under the Governor's Executive Order No. 141 (EO 141) funeral services and weddings are exceptions to the mass gathering rule, so funeral services and weddings of any size are allowed, both inside and outside, but social distancing should be observed to the fullest extent practicable. Visitation services and receptions, both before or after funerals or weddings are still subject to the mass gathering requirements of ten (10) people inside or twenty-five (25) people outside.

Q: Can schools have drive-in or drive-through graduations where students get out of their vehicle to get their diploma? (Posted May 22, 2020)

A: Phase 2 lifts the Stay at Home order but strongly encourages individuals to maintain at least six feet social distancing from other individuals. Phase 2 also limits an event that brings together more than ten people indoors and twenty-five people outdoors. Educational institutions are exempt from these mass gathering requirements. The intent of this exemption was to allow educational institutions the ability to gather more individuals together on their premises if necessary to support planning for summer learning and for the 2020 – 2021 school year. Based upon guidance from the Governor's office, this exemption was not intended to allow for large, in-person events, such as graduation ceremonies. Accordingly, the Governor's Office and NC Department of Health and Human Services strongly recommend that local school leaders continue to follow the "COVID-19: Guidance on High School Graduation Ceremonies" originally issued on May 1, 2020, and the "Recommendations to Promote Social Distancing and to Reduce Transmission" outlined in Executive Order No. 141. These continued efforts will support local education leaders as they mitigate the spread of COVID-19 when considering how to safely and responsibly honor graduating students. Specifically with regard to drive-in ceremonies, the NC DHHS guidance recommends drive-in activities and events (i.e. graduations, movies, etc.) in the following ways:

1. Drive-In: Families may arrive and remain seated in cars, which allows for minimal physical engagement. This can be done at movie drive-ins, large parking lots (like malls), or at other similar venues. Safe walking pathways should be outlined for graduates to exit their vehicles and safely collect their diplomas.
2. Drive-through: Similar to above, families may arrive and remain seated in cars, which allows for minimal physical engagement. A pre-recorded or live ceremony could be broadcast. At the conclusion of the ceremony, cars would proceed through a pre-determined course that allows the graduate to drive-through and collect the diploma. Students could either remain in the vehicle or exit the vehicle and follow an outlined path to safely collect their diplomas.

Q: Are churches and volunteer organizations allowed to set up in areas like parking lots to serve FREE food to people? (Posted April 17, 2020)

A: Serving food for FREE from a private parking lot or other private space is allowed, so long as you have permission from the property owner. Under both the state and local orders, all forms of food distribution are essential as long as they are done by online orders, curbside or in-person pick-up, or delivery. No on-site consumption is permitted, and customers and volunteers/employees should adhere to all social distancing requirements.

Q: Are churches or any other groups or organizations allowed to set up in areas like parking lots to SELL food to people? (Posted April 17, 2020).

A: With regard to the SALE of food, any individual or organization, whether charitable or for-profit, must first make sure that it has the appropriate permits to sell food. Please contact the City's Zoning Department at 910-254-0900, and the New Hanover County Health Department, to determine what permits, if any, may be required. IF all appropriate permits and permissions are obtained, under both the state and local orders, all forms of food sales are allowed as essential, as long as they are done by online orders, curbside or in-person pick-up, or delivery. Customers are not allowed inside any premises where food is prepared, and no on-site consumption is permitted. Customers and volunteers/employees should adhere to all social distancing requirements.

Q: Are church members allowed to leave home to do volunteer work, including caring for and maintaining church property, under the current orders? (Posted April 2, 2020)

A: Under both the state and local orders, citizens are allowed to leave their homes for the purpose of volunteer and religious activities, as long as there are no more than 10 people present (including church or organizational staff) and as long as social distancing requirements are met.

RESTAURANTS AND OTHER FOOD SERVICES

Q: For the purpose of re-opening in Phase 2, what is the difference in a restaurant and a bar? (Posted May 22, 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. Bars are still ordered to remain closed. In order to be a "restaurant" that is allowed to re-open under Phase 2 of the Governor's order, an establishment's gross receipts from food and nonalcoholic beverages must be at least 30% of the total gross receipts from food, nonalcoholic beverages, and alcoholic beverages.

Q: What about breweries and distilleries? (Posted May 22, 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-premise consumption. As a result, breweries, wineries, and distilleries that are permitted under N.C. Gen. Stat. § 18B-1100 et. seq., and which therefor meet the above test, are allowed to open under Section 8(A) of Executive Order 141.

Q: Can small cafés, either stand-alone or inside other retail stores, remain open? (Posted May 22, 2020)

A: Yes, as long as the café complies with all aspects of the Governor's Executive Order No. 141 relating to the limitations on restaurants, they are allowed to be open. This specifically includes but is not limited to maximum occupancy requirements, sanitation/cleaning regulations, and social distancing rules. All businesses need to review the orders carefully to make sure they are in full compliance before they open/re-open their stores. Delivery and curb-side food service continues to be allowed and encouraged.

Q: What restrictions are specialty food shops, like ice cream parlors, under now? (Posted May 22, 2020)

A: Specialty food shops must comply with all aspects of the Governor's Executive Order No. 141 relating to the limitations on restaurants, they are allowed to be open. This specifically includes but is not limited to maximum occupancy requirements, sanitation/cleaning regulations, and social distancing rules. All businesses need to

review the orders carefully to make sure they are in full compliance before they open/re-open their stores. Delivery and curbside food service continues to be allowed and encouraged.

Q: Are food trucks allowed continue operation, including visits to neighborhoods and multi-family complexes, under the current orders? (Posted May 22, 2020)

A: Food trucks are allowed under both the state and local orders. Food trucks are treated like restaurants, so on-premises consumption is allowed, effective in Phase 2 of the Governor's re-opening plan. Operators are encouraged to tell their customers to stand at least 6 feet apart while they wait for their food to be prepared.

Q: Are companies that produce food allowed to sell their products to customers out the back of large refrigerated trucks? (Posted April 3, 2020)

A: Under both the state and local orders, all forms of food sales are allowed as long as they are not done inside a restaurant and are by online orders, curbside pick-up, and delivery. As a result, food trucks, farmer's markets, roadside food stands, and even sales out of the back of refrigerated trucks are allowable, as long as they follow the distribution method restrictions and urge their customers and employees to practice social distancing while at the business.

RETAIL STORES

Q: Can a Hallmark/Gift shop be open at this time under COVID-19 restrictions? (Posted May 22, 2020)

A: Gift shops, along with any other retail store that is not specifically closed by any applicable state or local order, are allowed to be open if they can comply with all aspects of the Governor's Executive Order #141. This specifically includes but is not limited to maximum occupancy, social distancing, and sanitation requirements. All retailers need to review the orders carefully to make sure they are in full compliance before they open/re-open their stores.

Q: Are furniture stores allowed to be open? (Posted May 22, 2020)

A: Furniture stores, along with any other retail store that is not specifically closed by any applicable state or local order, are allowed to be open if they can comply with all aspects of the Governor's Executive Order #141. This specifically includes but is not limited to maximum occupancy, social distancing, and sanitation requirements. For any furniture store selling mattresses, the City continues to encourage store owners to prohibit anyone from laying down on the mattresses, based upon concerns from health department officials relating to the possible transmission of the virus. All retailers need to review the orders carefully to make sure they are in full compliance before they open/re-open their stores.

Q: Are "bike shops" and sporting goods stores allowed to be open? (Posted May 22, 2020)

A: "Bike shops" and sporting goods stores, along with any other retail store that is not specifically closed by any applicable state or local order, are allowed to be open if they can comply with all aspects of the Governor's Executive Order #141. This specifically includes but is not limited to maximum occupancy, social distancing, and sanitation requirements. Additionally, any sporting goods store or bike shop that has a dressing room for trying on clothing must adhere to the requirements of the local order issued on May 22, 2020. All retailers need to review the orders carefully to make sure they are in full compliance before they open/re-open their stores.

Q: Are vape shops allowed to stay open? (Posted May 22, 2020)

A: Vape shops, just like cigar and tobacco shops and any other retail store that is not specifically closed by any applicable state or local order, are allowed to be open if they can comply with all aspects of the Governor's Executive Order #141. This specifically includes but is not limited to maximum occupancy, social distancing, and sanitation requirements. All retailers need to review the orders carefully to make sure they are in full compliance before they open/re-open their stores.

Q: Do retail stores have to provide their employees with personal protective equipment (PPE) to remain open? (Posted May 22, 2020)

A: All retail stores that are allowed to remain open are now subject to the regulations and recommendations of the Governor's Executive Order #141 regarding maximum occupancy, social distancing, sanitation, and other steps to ensure the safety and health of both employees and customers. The Governor's Order does not require that employers provide employees with personal protective equipment, but it does encourage employers to provide employees with cloth masks, if the employees are in positions where it is not possible to maintain social distancing requirements, either with other employees or with customers.

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.

SOCIAL DISTANCING AND SAFETY REQUIREMENTS IN ESSENTIAL BUSINESSES

Q: What are the rules about face masks? Is everyone required to wear them in public now? If not, should we be? (Posted April 21, 2020)

A: Currently, neither the state orders nor the local emergency declaration require all members of the public to wear face masks at all times when they are outside. The local declaration does not mention face masks at all. The Governor's orders strongly recommend the use of cloth masks in multiple situations, including use by the public when visiting businesses or other public places where social distancing is difficult, and by workers in businesses where social distancing is difficult, but use of cloth masks is not required. City and County leaders are in constant communication with local health officials, and if such a recommendation is made by the health officials, then the local declaration can be changed at any time to address such a recommendation.

Q. Do fast food workers have to stay 6 feet apart and wear gloves? (Posted April 13, 2020)

A: There is currently no requirement for restaurant workers to wear gloves or other personal protective equipment other than what is required by standard food safety regulations, but these businesses are now subject to the Governor's Executive Order #131, which encourages employers to provide employees with cloth masks, if the employees are in positions where it is not possible to maintain social distancing requirements, either with other employees or with customers.

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.

TRAVEL AND MOBILITY

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.

Q: Why are NYC planes still coming into Wilmington? (Posted April 3, 2020)

A: The City cannot legally limit incoming air traffic to only Wilmington or North Carolina residents, or exclude travelers from any particular area. The state or federal government would need to make that decision, and there has been no discussion of that to date. The airport does have screening measures in place, and you can contact the [Wilmington International Airport](#) at 910-341-4125 or the [Airport Authority](#) directly if you have questions or concerns about what those screening measures are.

Q: Can we leave our house to help elderly neighbors? (Posted April 1, 2020)

A: Yes, it is perfectly fine and encouraged to help your neighbors with groceries and other needs, as long as you maintain the proper social distancing.

Q: What should City of Wilmington residents, who are returning home from another county, state, or country do upon arrival back in our area? (Posted March 31, 2020)

A: Those residents should be advised to contact the New Hanover County Coronavirus Call Center at 910-798-6800, 7 days a week from 7:30am to 6pm, upon arriving back in Wilmington so that health professionals can determine what steps are appropriate given each particular situation.