

SHELTER IN PLACE: Stay Home Stay Safe City of Dallas FAQs¹

I. ESSENTIAL ACTIVITIES. Individuals may leave their residence only to perform any of the following:

- To engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (for example, obtaining medical supplies or medication, visiting a health care professional, or obtaining supplies needed to work from home).
- To obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others (for example, food, pet supply, and any other household consumer products, and products necessary to maintain the safety, sanitation, and essential operation of residences).
- To engage in outdoor activity, provided the individuals comply with social distancing requirements of six feet (for example, walking, biking, hiking, running, golfing, and tennis).
- To perform work providing essential products and services at an Essential Business or to otherwise carry out activities specifically permitted in this Order.
- To care for a family member or pet in another household.
- To move to another residence either in or outside Dallas County.
- To engage in “Essential Travel,” which includes travel for any of the following purposes: (1) travel related to the provision of or access to Essential Activities, Essential Governmental Functions, Essential Businesses, Essential Critical Infrastructure, and Minimum Basic Operation; (2) travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons; (3) travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, and any other related services; (4) travel to return to a place of residence from outside the jurisdiction; (5) travel required by law enforcement or court order; (6) travel by church staff or clergy for the purpose of production of remote delivery of religious services and other ministries requiring travel; (7) travel related to attending a funeral service; or (8) travel required for non-residents to return to their place of residence outside the County.

II. ESSENTIAL BUSINESSES.

ESSENTIAL HEALTHCARE OPERATIONS. This exemption is meant to be viewed broadly to avoid any impacts to the delivery of healthcare.

- Hospitals, clinics, dentists, chiropractors, physical therapy, optometry offices, pharmacies, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare

¹ These FAQs are the City of Dallas’ Interpretation of the County Orders incorporated into the Third Amended Emergency Regulations, which are in effect throughout the City of Dallas.

suppliers, mental health providers, substance abuse service providers, blood banks, medical research, laboratory services, or any related and/or ancillary healthcare services.

- Home-based and residential-based care for seniors, adults, or children.
- Veterinary care is included under this exception, but not elective veterinary medical, surgical, and dental procedures.
- There is no requirement that essential healthcare operations be provided via telemedicine.
- Support therapy groups, such as Alcoholics Anonymous, are mental health and/or substance abuse services. Support therapy groups are encouraged to have virtual meetings. If in-person meetings are conducted, the DCHHS Social Distancing Recommendations should be followed.

ESSENTIAL GOVERNMENT FUNCTIONS.

- All services provided by local governments needed to ensure the continuing operation of the government agencies to provide for the health, safety, and welfare of the public.
- Vehicle towing from public rights-of-way.

INFRASTRUCTURE, TRADES, AND CONSTRUCTION.

ESSENTIAL CRITICAL INFRASTRUCTURE.

- Electricity, gas, water and wastewater, roads and highways, public transportation, solid waste and recycling collection and removal, oil refining, defense and national security-related operations, and manufacturing.
- Manufacturing operations supplying essential items to Essential Businesses, Essential Government Functions, and Critical Infrastructure.
- Wholesale warehouse companies that distribute and sell to residential home builders, commercial general contractors, home flippers, and other non-retail customers.

TRANSPORTATION.

- Operation, maintenance, and repair of airlines, taxis, and other private transportation providers (such as Uber and Lyft) that provide transportation services necessary for the performance of essential activities and essential travel.
- Airlines and airports.

GAS STATIONS AND BUSINESSES NEEDED FOR TRANSPORTATION.

- Gas stations, auto-supply stores, auto-repair, and bicycle repair.
- Auto-dealerships, for in-person mechanical services or to complete an online transaction on an appointment basis only.
- Vehicle towing in conjunction with auto repair.
- Gas stations and convenience stores are prohibited from selling self-service food items.

CRITICAL TRADES.

- Plumbers, electricians, exterminators, janitors, lawn care services, pool cleaners, maintenance, and security.

- Service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operations of residences, Essential Businesses, Essential Government Functions, and Critical Infrastructure.
- Union representatives and their staff, if they represent employees of an Essential Business, Essential Government Functions, or Critical Infrastructure.
- Critical Trade does not include discretionary maintenance or improvements.

CONSTRUCTION.

- Construction for public works, residential, commercial, and schools.
- Elective additions and maintenance are prohibited. New projects for additions or remodels are not allowed. Projects already in progress may be completed.
- Landscaping companies are essential to the construction of residential, commercial, and school properties.
- Tile manufacturing is a necessary operation for residential, commercial, and school construction.
- Sign installation at Essential Businesses only.
- All construction sites must follow the COVID-19 Safety Recommendations issued by the Construction Industry Safety Coalition, including, but not limited to, the following:
 - All workers and contractors (hereafter referred to as “workers”) must take their temperature at their residence. A worker who has a temperature above 99.6 degrees Fahrenheit is prohibited from going to work and must remain at the worker’s residence;
 - To the greatest extent possible, implement a system whereby supervisors must check the temperature of all workers with a forehead thermometer before the worker begins work. If a worker has a temperature above 99.6 degrees Fahrenheit, then the worker must be sent home immediately;
 - Shift work must be implemented such that each shift shall have no more than 50 percent of the workers who were on shift on March 16, 2020. Once assigned to a shift, workers shall not change from one shift to another;
 - To the greatest extent possible, limit crossover of subcontractors;
 - Gatherings during meals or breaks are prohibited;
 - Workers must keep a six-foot distance between people at all times, unless the work being performed requires multiple individuals for the safety of the workers;
 - Workers must not use a common water cooler. Employers shall provide individual water bottles or instruct workers to bring their own;
 - Employers must allow non-essential personnel to work from home when possible;
 - Employers must provide soap and water and hand sanitizer in the workplace, including all restrooms. Ensure that adequate supplies are maintained;
 - If running water is available at the site, workers must wash their hands for at least 20 seconds before beginning work, when they remove gloves, and before and after the use of shared items such as tools or multi-user devices, before and after any meal or restroom breaks, and when their shift or work time ends.
 - A minimum 15-minute rest break must be provided for every four hours worked so workers may follow hygiene guidelines;
 - Employers must provide one working flushing toilet for every 15 workers on site or one outdoor portable toilet for every 10 workers on site;

- There shall be no adverse action taken against an employee who has been quarantined, or advised to self-quarantine, due to possible exposure to coronavirus; and
- Employers must designate a COVID-19 safety monitor on each site who has the authority to enforce these rules; Failure to strictly comply with the Order can result in a fine not to exceed \$1,000 and/or up to 180 days in jail. Additionally, the general contractor and non-compliant subcontractor can be removed from the essential business list.

PROFESSIONAL, FINANCIAL, AND TECHNICAL SERVICES.

PROFESSIONAL SERVICES.

- Attorneys, together with their clients, shall determine what legal services are necessary to comply with legally mandated activities.
- Accounting professionals, together with their clients, shall determine what accounting services are necessary to comply with legally mandated activities.
- Real estate and inspection services (including appraisers), but only for the purpose of title work and closing; in-person open houses and showings are prohibited.

FINANCIAL INSTITUTIONS.

- Banks and related depository financial institutions, credit unions, insurance companies, title companies, and payroll and accounting services.
- Non-depository institutions (such as payday lenders) are prohibited.

INFORMATION TECHNOLOGY SERVICES/TELECOMMUNICATIONS SERVICES.

- IT and IT services and their essential service vendors, including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, and web-based services, and critical manufacturing.
- Telecommunications services, internet access and broadband/communications services.

STORES AND RESTAURANTS.

STORES THAT SELL GROCERIES AND OTHER ESSENTIAL SUPPLIES.

- Grocery stores, supermarkets, warehouse stores, big-box stores, bodegas, liquor stores, convenience stores, and farmers' markets that sell food products and household consumer products (such as cleaning and personal care products).
- The sale of self-service food items is prohibited.
- To the greatest extent possible, essential retail establishments shall follow the guidelines below:
 - Designate shopping times for at risk populations (seniors, pregnant people, and people with underlying health conditions);
 - Limit the amount of people in a store at once so that social distancing is possible;

- Implement an organized line system where people are spaced at least a few feet apart (ideally six feet);
- Implement purchase limits on high-demand items (toilet paper, soap, hand sanitizer);
- Offer pick up or deliveries of grocery items

DELIVERY OF GROCERIES AND ESSENTIAL SUPPLIES.

- Businesses that ship or deliver groceries, food, hygiene products, and essential supplies directly to residences or essential businesses.

RESTAURANTS.

- Restaurants with or without drive-in or drive-through services and microbreweries, micro-distilleries, or wineries may only provide take out, delivery, or drive-through services.
- Customers may order and pay inside but are prohibited from waiting inside the restaurant for their food. All food must be brought outside to customers.
- Customers are permitted to walk through a drive-through.
- All restaurant dining rooms are closed.

FOOD CULTIVATION.

- Food cultivation, including farming, fishing, and livestock.

DELIVERY OF GROCERIES AND ESSENTIAL SUPPLIES.

- Businesses that ship or deliver groceries, food, hygiene products, and essential supplies directly to residences or essential businesses

ESSENTIAL RETAIL.

- Laundromats, dry cleaners, and laundry service providers, and related facilities.
- Firearm and ammunition suppliers and retailers for purposes of safety and security.
- Hardware stores and business that sell electrical, plumbing, and other materials necessary to support Essential Businesses, Essential Government Functions, and Critical Infrastructure.
- Pet food and pet supply stores.
- The following retail stores that sell *food products and/or household staples* are included as essential:
 - Department stores.
 - Neighborhood markets.
 - Retail stores located within a hotel.
- Pawn shops are included as essential retail that sells firearms and products needed for people to work from home.
- Car washes are essential to the extent they provide services that are necessary to the safety, sanitation, and essential operations of residents and essential businesses.

- Plant nurseries are essential businesses that supply other Essential Businesses with the support of supplies needed to operate.
- To the greatest extent possible, essential retail establishments shall follow the guidelines below:
 - Designate shopping times for at risk populations (seniors, pregnant people, and people with underlying health conditions);
 - Limit the amount of people in a store at once so that social distancing is possible; and
 - Implement an organized line system where people are spaced at least a few feet apart (ideally six feet).

SUPPLIES TO WORK FROM HOME. Businesses that supply products needed for people to work from home (i.e. office supply stores, cellular device retail stores).

EDUCATION, CHILD CARE, AND ANIMAL CARE.

PUBLIC AND PRIVATE EDUCATION.

- Public and private educational institutions, only for the purposes of facilitating distance learning or performing essential functions, provided compliance with the Social Distancing Rules is maintained.
- Schools and other entities that typically provide free services to students or members of the public on a pick-up and take-away basis only. In addition, obtaining necessary supplies for family or household members is an essential activity.

CHILD CARE SERVICES.

- Child care facilities providing services or community service providers offering child care services that enable essential employees to go to work may operate under the following mandatory conditions:
 - Child care must be carried out in stable groups of 12 or fewer (“stable” means that the same 12 or fewer children are in the same group each day).
 - Children shall not change from one group to another.
 - If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
 - Child care providers shall remain solely with one group of children.

ANIMAL CARE SERVICES.

- Animal shelters, veterinary care, and pet food and supply stores.
- Grooming, if necessary for the health and wellbeing of the animal. Pet daycare, but only for employees of Essential Businesses.

HOTELS AND MOTELS.

- Hotels and motels, to the extent used for lodging or delivery or carry-out food services.

- Short-term rentals (i.e. AirBnB, VRBO, etc.) are considered hotels and motels for lodging purposes.
- Social gatherings in hotels, motels, and short-term rentals are prohibited.

PROVIDERS OF BASIC NECESSITIES TO ECONOMICALLY DISADVANTAGED POPULATIONS.

- Businesses and organizations that provide food, shelter, social services, and other necessities of life for economically disadvantaged or otherwise needy individuals.
- Food pantries.
- Resale stores that receive clothing and household item donations for shelters.
- Transportation for the economically disadvantaged (i.e. transportation to a domestic violence shelter).

ESSENTIAL SERVICES NECESSARY TO MAINTAIN ESSENTIAL OPERATIONS OF RESIDENCES OR OTHER ESSENTIAL BUSINESSES.

- Mail, shipping and delivery services, warehouse/distribution and fulfillment, storage moving services, janitorial services, laundry services, computer, audio or video electronics, sanitary equipment, and medical equipment.
- Cleaning services necessary to maintain essential operations of residences or other Essential Businesses.
- Print shops that provide services to Essential Businesses.
- Apartment leasing offices are essential to manage the operations of residences.
- Pool service companies are essential to the operation of residences.
- Management companies for public improvement districts are essential for the operation of residences and other Essential Businesses.
- The towing of illegally parked vehicle from residences and Essential Business is necessary to obtain essential operations.
- Computer and cell phone repair businesses supply other Essential Businesses with the support of supplies needed to operate.

NEWS MEDIA.

- Newspapers, television, radio, and other media services.

RELIGIOUS AND WORSHIP SERVICES.

- May only be provided by audio, video, and teleconference.
- Religious institutions must limit in-person staff to 10 people or less at one time, and 25 people total per day, when preparing for or conducting video or teleconference services.
- All individuals must follow the Social Distancing Rules including the six feet social distancing.

FUNERAL SERVICES. Funeral, mortuary, cremation, burial, cemetery, and related services may continue as long as social distancing guidelines are followed.

III. NON-ESSENTIAL BUSINESSES.

- Employees of non-essential businesses may conduct the following minimum basic operations at their workplaces:
 - The minimum necessary activities to maintain the value of the business's inventory, ensure security, process payroll and employee benefits, or for related functions.
 - The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.
- The following is a non-exclusive list of non-essential businesses:
 - Estate sales/garage sales.
 - Commercial amusement.
 - Country clubs, except that golf and tennis may be offered as an outdoor activity.
 - Florists.
 - Weight loss centers.
 - Real estate open houses and showings.
 - Gyms, personal training, gymnastics studios, and similar facilities.
 - Door-to-door sales.
 - Vape shops and CBD oil shops.
 - Hair salons.
 - Nail salons.
 - Spas.
 - Tattoo and piercing studios.

IV. OTHER IMPORTANT FACTS.

All employees, including employees of Essential Businesses, are instructed to remain home if sick.

In addition, if someone in a household has tested positive for coronavirus, the household is ordered to isolate at home. Members of the household cannot go to work, school, or any other community function, except for workers included in Essential Healthcare Operations who may continue to work in accordance with CDC guidance.

To the greatest extent possible, all Essential Activities and work at Essential Businesses must be performed in compliance with the DCHHS Social Distancing Recommendations, including maintaining six feet social distancing for both employees and the general public.

The Order does not require that Essential Businesses keep their employees below a specified maximum number.

Non-essential businesses may continue operations consisting exclusively of employees or contractors performing activities at their own residences (i.e. working from home). Individuals may return to a non-essential business to pick up mail.

Hotels are a “place of residence” under the Order and are considered an Essential Business. The Order applies only to individuals currently living within Dallas County; any individual “living” in a hotel must shelter in place at the hotel and abide with the order for the duration of the order. As to those individuals not currently living in Dallas County i.e., out of town visitors, these individuals are not subject to the order.

Because the order specifically applies to all individuals currently living within Dallas County, an individual must shelter in place unless an exemption applies. This includes all individuals who live within Dallas County but work in another county.

Any manufacturer who retools so that a substantial part of its business is for the purpose of manufacturing and producing ventilators, masks, personal protective equipment, or any supply necessary for Essential Healthcare Operations may apply for an “essential business” exemption under this Order. Submit requests for an exemption to BusinessCOVID19@dallascounty.org.

All delivery hour restrictions for transport to or from any entity involved in the selling or distribution of food products, medicine, or medical supplies are suspended in Dallas County for the next 60 days.

All sales of bath or toilet tissue occurring in Dallas County are limited to the greater of: (a) 12 rolls per purchase; or (b) one package per purchase.

Nursing homes, retirement, and long-term care facilities are prohibited from allowing non-essential visitors to access their facilities unless to provide critical assistance or for end-of-life visitation.

Eviction hearings and writs of possession are suspended for at least the next 60 days to prevent renters from being displaced.

The order does not require individuals to carry documentation as proof that they are employed by an essential business.

Other than workers at construction sites, the order does not require Essential Businesses to take the temperature of employees that report to work.

Social gatherings of any number of people are not permitted under the order unless it is to care for a family member or pet in another household.

For purposes of determining a person’s right to possession of and access to a child under a court-ordered possession schedule, the existing trial court order shall control in all instances. Possession of and access to a child shall not be affected by any shelter-in place order or other order restricting movement issued by a governmental entity that arises from the COVID-19 pandemic (pursuant to Supreme Court of Texas order dated March 24, 2020).

For further inquiries or to report possible violations in the City of Dallas please call **3-1-1**.

For other city information related to the COVID-19: <https://dallascityhall.com/Pages/Corona-Virus.aspx>

For more information from the County, please visit: <https://www.dallascounty.org/government/comcrt/jenkins/covid-19.php>

For further inquiries or to report possible violations of the County Shelter in Place Order, please call **2-1-1**.

Physicians may call the DCHHS 24/7 answering service at **1-877-605-2660** for consultation.