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MUNICIPALITY OF ANCHORAGE EMERGENCY ORDER EO-07, EASING UP FREQUENTLY ASKED QUESTIONS

Why is the Municipality easing restrictions?

Hunkering down has effectively slowed the spread of COVID-19, and has given health care providers time to increase their capacity. The Municipality's "Safe Anchorage: A Roadmap to Reopening the Municipality of Anchorage" outlines public health criteria that must be met in order to begin easing restrictions. As of the signing of this order, the criteria for easing restrictions have been met.

What activities does EO-07 allow for that were not permitted under the Hunker Down order?

EO-07 allows for:

- Certain non-critical businesses to open if they meet new safety criteria:
 - Dine-in service at restaurants
 - Retail
 - Non-critical, public facing operations
 - Non-critical, non-public facing businesses
 - Personal Care Services
 - Childcare for children of non-critical workers
 - Outdoor fitness
- Certain gatherings of up to 20 people (e.g. religious services, funerals)
- Sporting goods stores to operate as critical businesses
- Limited trips outside of the home for non-critical purposes

What restrictions remain in place?

- Indoor gyms, fitness studios, bars, theaters, bowling alleys, nightclubs, bingo halls, indoor recreation and entertainment centers will remain closed.
- Individuals must continue to:
 - Practice physical distancing with anyone outside of the household.
 - Wash hands frequently
- Individuals at higher risk from COVID-19 should take extra precautions by staying at home, working remotely, and not doing their own shopping if possible.
- Individuals likely to be contagious must reduce contact with others by isolating at home except to seek medical care.
- Individuals who have recently traveled outside Alaska are required to self-quarantine for 14 days
- Critical businesses should continue to minimize the risk of COVID-19 by allowing remote work when possible, practicing physical distancing, encouraging the use of face coverings, and frequently cleaning commonly touched surfaces.

How long is the order in effect?

The order will remain in effect during the health emergency until modified, or rescinded by the Mayor. The Assembly also has the power to end the order or terminate individual portions of it.

Where does this apply?

This applies to the entire Municipality of Anchorage including Anchorage, Eagle River, Chugiak, and Girdwood.

How is this enforced?

Anchorage primarily relies on voluntary cooperation from Anchorage residents to prevent the spread of COVID-19 because individual choices about how seriously to take physical distancing and hygiene will change the course of this virus in Anchorage. That said, the mandatory parts of these emergency orders (as opposed to the parts that are “recommended” or “encouraged”) have the force of law. Businesses violating the emergency order are subject to civil penalties. Individuals violating the order are subject to individual civil penalties, and violating an emergency order is also a class B misdemeanor subject to criminal penalties.

What businesses will be permitted to open under this order?/ What category does my business fall under?

Non-critical, public facing (includes, but not limited to)

- Appliance/floor/home product installation
- Art galleries
- Auction houses
- Auto detail
- Chimney sweeping
- Dog grooming (non-retail location)
- Dog walking
- Doggie Daycare
- Flower delivery
- Furniture delivery
- Glass repair
- House cleaning
- House painting (interior/exterior)
- Pawn Shops
- Pet-sitting
- Photography services
- Print shops
- Remodeling
- Repair shops (i.e. for snow blowers, chainsaws, and lawnmowers)
- Small-engine repair
- Storage facilities
- Tax prep
- Upholstery
- Window washing

Non-critical, non-public facing (includes, but not limited to)

- Accounting firms
- Consulting services

- Engineering firms
- Environmental consulting
- Law offices
- Marketing/public relations firms

Retail (includes, but not limited to)

- Art and craft stores
- Bookstores
- Car sales
- Clothing stores
- Furniture stores
- Flower stores
- Home improvement stores
- Jewelry stores
- Music stores
- Shoe stores
- Smoke shops

Food services (includes, but not limited to)

- Casual dining
- Coffee shops
- Diners
- Fast casual
- Fast food
- Food courts
- Hotel cafes/restaurants
- Restaurant bars

Personal care services: *Work requires direct physical contact with the customer*

(includes, but not limited to)

- Acupuncture
- Hair salons/styling
- Muscle relaxation/therapy/massage
- Nail salons
- Skin treatment/spas
- Tattoo parlors

Does the order place any requirements on critical businesses?

Yes. Critical businesses should permit remote work where feasible, and comply with physical distancing guidelines as much as possible. Businesses must allow and should strongly encourage employees to wear cloth face-coverings or masks when around the public or in close proximity to other employees.

What are examples of critical businesses that will remain open (and/or expand allowed operations) under this order?

- Architectural field work
- Auto-repair/auto-parts
- Banks
- Bike/bike repair shops

- Carpet cleaning for vacant properties
- Cell phone providers/stores
- Childcare providers
- Cleaning services for businesses
- Cloth diaper delivery/pick-up service
- Crane inspection
- Dog boarding
- Drive-thru coffee huts
- Dust/parking lot/street cleaning
- Engineering field work
- Environmental consulting (looking for asbestos, health hazards)
- Equestrian facility for animal care only
- Farmer's markets
- Food banks
- Forklift service
- Funeral homes
- General medical/healthcare providers
- Greenhouses including retail side
- Gun shops
- Hardware stores
- HVAC Fabrication and Installation
- IT service providers
- Janitorial and maintenance of businesses
- Labor organization that supports critical business
- Liquor stores
- Locksmith
- Mailbox/shipping store
- Marine repair
- Mechanical
- Medical supply stores
- MLS lockboxes
- Moving companies
- New construction on homes/residential units (unoccupied)
- Nurseries
- Payday loan places
- Plumbing
- Real estate photography
- Refrigeration business
- Restaurant supply company
- Security companies
- Snow removal
- Storm/sewer/pipe cleaning business
- Transportation services: taxis, Uber, Lyft, etc.
- Tree removal company

- Vehicle rental/U-haul rentals
- Vehicle repair shops
- Waste removal/Poop picker-uppers
- Water service
- Wholesalers supplying Formica for tabletops, chemicals, flooring supplies
- Sewing/fabric stores (under new retail guidelines)
- Sporting goods stores that sell hunting and fishing supplies

Are sporting goods stores considered critical businesses under this order?

Yes.

What if I think my business should be considered a critical business, but it's not on the list?

Email covid-19-business@anchorageak.gov and request a designation from the Mayor's office.

In which stores am I required to wear a face covering?

Per CDC guidelines, you are encouraged to wear a face covering whenever you are in a community setting, especially in situations where you may be near people.

You are required to wear a face covering in non-critical businesses that are opening under this order (the stores that were not permitted to be open under the Hunker Down order). Several critical businesses are also choosing to require face coverings.

Is there a curfew?

No.

Can I exercise?

Yes. You can engage in many activities outdoors. Permissible activities include:

- Running alone, with household members, or with others at a distance
- Riding your bike alone, with household members, or with others at a distance
- Walking or hiking alone, with household members, or with others at a distance
- Stretching
- Swimming in your own pool/hot tub

Can I use taxis, rideshare and People Mover?

Yes. Practice social distancing of six feet or more, wash hands for at least 20 seconds with soap and water before and after rides, use hand sanitizer, and do not shake hands.

Can I leave home to care for my elderly or disabled parents or friends who require assistance to care for themselves?

Yes. Be sure to protect them and yourself and practice social distancing of six feet or more when possible, wash hands for at least 20 seconds with soap and water before and after rides, use hand sanitizer, and do not shake hands.

Can I visit loved ones in the hospital, nursing home, skilled nursing facility, or other residential care facility?

It is strongly recommended that you do not go to a hospital unless you or a dependent is seeking emergency medical attention. Please use alternative ways to communicate with loved ones at residential care facilities such as calling, texting, and video calling. Residents at these locations are the most vulnerable. Contact the facility you would like to visit for further information.

Can I leave home to visit friends or family members if there is no urgent need?

Meeting up with people outside your household is permitted under the Easing Up order as long as you practice physical distancing. Just because this is allowed does not mean it is recommended, especially for people who are at high risk of serious complications from COVID-19 or have household members at high risk. We urge residents to minimize contact with others in order to reduce the spread of COVID-19.

Do I have to report to jury duty?

The courts are under the jurisdiction of the State of Alaska. Please call the number on your jury service form for further instructions. If you must go practice social distancing of six feet or more when possible, wash hands for at least 20 seconds with soap and water as frequently as possible, use hand sanitizer, and do not shake hands.

Can my family go camping during the order?

Yes. If you go practice social distancing of six feet or more when you encounter those outside of your household, wash hands for at least 20 seconds with soap and water as frequently as possible, and use hand sanitizer. Be sure to bring medical supplies and return home and seek medical care if you feel sick.

Can I fish or hunt?

Yes. Maintain social distance of at least six feet, wash hands for at least 20 seconds with soap and water as frequently as possible, and use hand sanitizer.

What should I do if my employer requires me to go to work when I feel sick?

Do not go to work when you are sick. Business owners are prohibited from knowingly permitting symptomatic employees or others likely to be contagious with COVID-19 from working outside the home.

I'm a business owner. Do my employees have to wear a mask?

Employees at most non-critical businesses that are opening are required to wear face coverings when interacting with the public.

Critical businesses must allow and shall strongly encourage employees to wear cloth face-coverings or masks when around the public or in close proximity to other employees.

Does the order prevent people over the age of 65 from working?

No, employees over the age of 65 are not prohibited from working if they are performing essential activities. However, people in high-risk categories for COVID-19 are encouraged to stay in their residence to the extent possible.

I own a non-critical business that is not permitted to open under this order. Can I go into my business premises to take care of basic upkeep, such as receiving mail?

Yes, up to two people may enter the otherwise closed business to engage in essential upkeep including, but not limited to: essential upkeep, site maintenance, performing payroll, or facilitating remote business operations or online order fulfillment through email or physical mail, assuming proper physical distancing measures can be accomplished.

I operate a store that sells food, alcohol, etc. Can I stay open?

Yes.

Can plumbing, electrical, and HVAC services remain open?

Yes. They may remain open to provide services.

Can rental car agencies operate?

Yes, Rental car agencies can operate to support essential businesses.

Can car dealerships open?

Yes. They must follow the guidelines for retail businesses.

How does the order apply to real estate businesses and transactions?

In general, real estate business and transactions may continue. Real estate appraisals and inspections may occur for both unoccupied homes in which no one lives and occupied homes provided nobody other than the inspector is present at the time of inspection.

Note: because homes are a safe-haven for self-quarantine in this pandemic, a tenant residing in the home may not be forced to vacate the home for the purpose of facilitating a sale and is not required to allow inspectors or buyers into the home. Please be aware that courts are not hearing eviction proceedings at this time and that the State of Alaska has put a moratorium on most kinds of evictions through June 30, 2020.

Exterior inspections for occupied homes should be the first choice, especially now that federal funders such as Fannie Mae, Freddie Mac, VA, and others are accepting exterior-only inspections. Realtors should utilize virtual services to show properties whenever possible. Communication with clients, agents, etc shall be over the phone, via email, or video conference when possible. Minimize personal contact. Digital signing and payments links shall be used for all agreements and payments when possible.

Is a dog grooming or dog day care business allowed to open?

Yes, under the criteria of non-critical, public facing businesses.

Are pet boarding businesses while owners are traveling allowed to stay open?

Yes. Pet boarding businesses are considered critical businesses.

Are coffee shops and drive-thru coffee shops allowed to stay open?

Yes, they can continue to offer take-out, drive thru and delivery services. They can offer limited dine-in service, as outlined in the [food services criteria](#).

What about physical therapy, chiropractic care, and massage therapy?

Physical therapy and chiropractic care practitioners must follow the regulations set out in State Health Mandate 15. Massage therapy practitioners must follow the guidance established in the order pertaining to personal care services.

Are gyms allowed to provide streamed exercise classes?

Yes. Only employees may be in the gym facility to provide the streamed class. Practice social distancing and clean surfaces regularly.

I am a taxi, Uber or Lyft driver. Can I continue working?

Yes.

A building is under construction. Can construction continue?

Yes. Any construction relating to housing, health care or essential businesses may continue or begin. Architects and engineers may continue working and conduct field work related to public works and housing construction.

Can construction of a sewer or water line continue?

Yes, this is critical infrastructure. Practice social distancing of at least six feet from any person outside their household whenever possible, wash hands for at least 20 seconds with soap and water as frequently as possible, use hand sanitizer, and do not shake hands.

Can babysitters and nannies keep working? Am I allowed to hire one?

Yes, in-home childcare is allowed to continue.

I work or run a mail delivery service. Can I stay open?

Yes. Practice social distancing of at least six feet from any person whenever possible, wash hands for at least 20 seconds with soap and water as frequently as possible, use hand sanitizer, and do not shake hands.

Can food delivery continue?

Yes. Here is some additional guidance to food delivery and take-out operations.

- All workers must practice social distancing of at least six feet from any person whenever possible, wash hands for at least 20 seconds with soap and water between each delivery, use hand sanitizer, and do not shake hands.
- Containers and surfaces used in delivery need to be wiped down with disinfectant between each delivery

- Delivery must be conducted without person-to-person contact. Maintain distance of six feet or more.
- All prepared food items should be delivered in sealed and stapled bags or similar containers. Drinks should be delivered in unopened bottles or cartons or cups with secure lids.
- Products should be placed in a sanitized bin in the delivery vehicle
- Payment for delivery should be done virtually to the greatest extent possible. If the use of cash is unavoidable, the exchange of cash should be done while maintaining social distance of six feet between individuals.

Will the grocery stores stay open and stocked?

- Yes, the Port of Alaska is operating a regular [shipping schedule](#). Grocery stores will be regularly stocked. There is no need to buy more than you need, and doing so might temporarily deprive your neighbor and force them to make additional trips outside the home.
- Some grocery stores now have seniors-only hours:
 - Carrs: Tuesdays & Thursdays 7am-9am
 - Costco: Tuesdays-Thursdays 8am-9am
 - Walmart: Tuesday 6am-7am
 - Fred Meyer: Monday-Thursday 8am-9am
 - Three Bears: Monday-Friday 7am-9am
 - Target: 8am-9am

What should I do if I can't or don't want to leave my house to get groceries?

- Please contact family, friends and others who you know can provide support. They are permitted to pick things up for you.
- Some grocery stores have programs to shop for you. You can pick your grocery orders up at the curb or have it delivered to your home. Other services such as Instacart will shop for you and deliver groceries to your home.

What should I do if I'm sick and need to go to the hospital or a medical provider?

Call ahead to your medical provider to determine if you should seek in-person medical attention. If possible walk or drive yourself to the health care to avoid exposing others.

What if I am scheduled for a regular medical check-up or if I need non-emergency medical services?

Contact your medical provider to find out if they are still providing regular services. Some services, especially elective procedures may be canceled or postponed.

If you are feeling sick please call your doctor, a nurse hotline, urgent care center or 2-1-1 for medical advice.

Do not go to the emergency room unless you are having an actual medical emergency.

Can I pick up my prescriptions?

Yes. You may also be able to get them delivered to you.

I recently traveled Outside. What do I do?

Individuals who have recently traveled outside Alaska must self-quarantine for fourteen days, in accordance with [State Health Mandate 10.1](#)

I receive mental health treatment. Can I still go to my appointments?

Yes, if your provider decides to continue to offer in-person appointments, you may leave home to take care of your mental health. Do practice social distancing of six feet or more, wash hands for at least 20 seconds with soap and water as frequently as possible, use hand sanitizer, and do not shake hands. Some mental health professionals are offering sessions through telemedicine to keep everyone safer, which may be another option.

Where can I find a mask or cloth face covering?

There are simple, no-sewing-required, ways to use materials you already have as face coverings. You can find instructions on the State [website](#) and CDC [website](#).

What if I am a business owner and I cannot locate hand sanitizer or other needed supplies?

You need to delay opening until you are able to locate the products you need to open safely. There are some alternatives to store-bought hand sanitizer, including providing customers with a way to wash hands with soap and homemade hand sanitizer.

My business donated all our PPE to healthcare operations. Can we get it back?

No. As supply lines for PPE remain constrained, the emergency operations center will continue to prioritize getting PPE to health care workers.

Am I allowed to host a garage sale?

Individual garage sales are allowed. However, the host and attendees should follow the guidelines for retail services to the maximum extent possible, including physical distancing guidelines, wearing cloth masks or face coverings, and washing hands frequently. Cash sales should be avoided whenever possible. Neighborhood or joint garage sales are not permitted at this time.

Who do I contact if I have questions?

If you believe your business should be considered a “critical business” but is not listed in the emergency order, email covid-19-business@anchorageak.gov and request a designation from the Mayor’s office.

Please email covid-19@anchorageak.gov or leave a voicemail at (907) 343-4019 for other questions and concerns.

If you are sick or have personal health concerns please contact your doctor. If you do not have a regular doctor please call 2-1-1 to be connected with a health care provider.