

Last updated April 15, 2020

**MUNICIPALITY OF ANCHORAGE
EMERGENCY HUNKER DOWN ORDER
FREQUENTLY ASKED QUESTIONS**

What's new in the updated version of the Hunker Down order?

The order:

- Prohibits businesses from knowingly permitting symptomatic employees or others likely to be contagious with COVID-19 from working outside the home.
- Mandates that 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.
- Allows up to two people to be inside a non-critical business that is closed to the public for the purposes of 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. Non critical businesses may not operate via curbside or delivery service model at this time.
- Clarifies that critical business operations must “primarily consist” of one of the operations listed in section 6.
- Clarifies that farmer’s markets, food trucks, and landscapers are critical businesses.
- Clarifies that professional services, such as legal or accounting services, are considered critical when necessary to assist critical businesses, to assist clients in fulfilling urgent legal mandates or legal needs which cannot wait until the hunker down order is lifted, to prepare for and attend to court hearings and court deadlines, and to practice trust and estates law. Attorneys and other professional service providers are required to work remotely if possible.
- Allows sewing, quilting, and fabric stores to open for curbside pick-up and delivery.
- Updates the order to apply to everyone in Anchorage by mandating that everyone stay home as much as possible, and that home may include a residence, a temporary residence, or a shelter.
- Strongly encourages individuals to wear a cloth face-covering or mask whenever in public.
- Requires individuals who have recently travelled outside Alaska to self-quarantine for fourteen days, in accordance with State Health Mandate 10.1.

Why is the Municipality issuing an emergency order to hunker down?

The COVID-19 pandemic has generated a public health emergency that threatens to overwhelm our health system, endangering the lives and wellbeing of the people of Anchorage. We can take steps to slow and hopefully contain the threat, but those steps require immediate and coordinated community action.

How long is the order in effect?

The order is in effect until Tuesday, May 5th at 11:59 p.m.

Does the Hunker Down 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.

Can I go outside for a walk, ski, or bike ride or to walk my dog?

Yes. Practice social distancing of six feet or more with anyone outside your household, wash hands for at least 20 seconds with soap and water before and after, use hand sanitizer, and do not shake hands. Individuals are encouraged to wear a cloth face-covering or mask whenever in public.

Where does this apply?

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

How is this enforced?

Businesses violating the order will be subject to civil penalties.

What businesses will remain open?

For a business to remain open, it must primarily consist of one or more of the following:

- Healthcare operations, pharmacies, and first responders
- Businesses providing critical infrastructure including Port of Alaska, public works and housing construction, airport operations, roads and highways, and trucking and shipping
- Critical city government services including police stations, fire stations, hospitals/clinics and healthcare operations, garbage, utilities, People Mover
- Gas stations and auto-repair and supply stores
- Grocery stores, convenience stores, food banks, farmers' markets, food trucks, take-out and delivery restaurants
- Hardware stores, plumbers, electricians, and those who provide services to maintain the safety, sanitation and essential operation of residences, landscapers.
- Childcare facilities and home-based care for seniors, adults and children
- Hotels, residential facilities and shelters for seniors, adults and children
- Banks and related financial institutions
- Laundromats and laundry services
- Professional services, such as legal or accounting services, when necessary to assist critical businesses, to assist clients in fulfilling urgent legal mandates or legal needs which cannot wait to prepare for and attend to court hearings and court deadlines, and to practice trust and estates law. Attorneys and other professional service providers are required to work remotely, if possible.
- Sewing, quilting, and fabric stores may be open for curbside pick-up and delivery.

For a complete list of businesses that may remain open please see [Emergency Order EO-03-V2](#).

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.

What are some examples of businesses that will temporarily close?

- Hair salons and barber shops
- Nail salons
- Shoe stores
- Clothing stores
- Makeup stores
- Jewelry stores
- Car dealerships (Service and parts may remain open)
- Tattoo parlors
- Art studios
- Sporting goods stores
- Gaming stores

Can janitorial, maintenance and security services for my business continue even if I am closed?

Yes.

What businesses already closed as a result of EO-01?

- Gyms
- Movie theaters
- Indoor recreation centers
- Bowling alleys
- Nightclubs

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

These businesses may continue with urgent, health-care equivalent appointments only. All other appointments must be canceled or postponed.

What shouldn't I do?

- Don't physically congregate in group activities with others.
- Don't invite friends or family over to your home to visit.
- Don't eat or drink in bars, breweries, or restaurants.
- Don't go to a nail salon or have your haircut at a salon or barber shop.
- Don't invite personal trainers into your home.

Is there a curfew?

No.

Can I leave home to buy pet food or take my pet to the vet?

Yes.

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

How are church, synagogue, and mosque services and activities affected?

The State of Alaska announced that gatherings must be limited to 10 or fewer people, but has carved out a limited exception for parking lot drive-in services if individuals remain in their cars, park at least six feet apart (ten feet if there will be singing through open windows) and do not involve any physical contact. Services and activities cannot occur with congregations inside places of worship, but are encouraged to continue virtual outreach. Up to 10 people may be in the building to provide support for service streaming.

What if I live/work in a different city that is not under stay-at-home?

Travel to and from the Municipality of Anchorage is allowed for purposes of performing essential life functions. If you work outside of the Municipality in an area that is not under this order please 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 not shake hands while at work. Comply with this order while in Anchorage.

Can I use taxis, rideshare and People Mover?

Yes, but only for essential travel. 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?

No. We need to minimize contact with others in order to reduce the spread of COVID-19.

I don't have a washer/dryer in my home. Can I leave to do laundry?

Yes. You can go to a laundromat or other laundry service provider.

What happens if I have an appointment with the U.S. Citizenship and Immigration Services?

The USCIS offices are temporarily closed to the public, including the Anchorage Field Office. If you are working with an attorney, please contact them to find out more information.

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 possible, wash hands for at least 20 seconds with soap and water as frequently as possible, use hand sanitizer, and do not shake hands. 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, use hand sanitizer, and do not shake hands.

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

Many private businesses are not permitted to continue operating under this order. Critical businesses as defined in this order are allowed and encouraged to continue operating. If your employer is not a critical business you should not be asked to go to work. You will not be penalized for reporting to work.

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?

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. 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.

Can non-critical businesses remain open by switching to a delivery or curbside-pickup service model?

No. Non-critical businesses may not operate via curbside or delivery service model at this time. While we are encouraging critical businesses to switch to delivery or curbside-pickup as a means of implementing social distancing, that is not a substitution for closure for non-critical businesses. The hunker down order is designed to limit interactions between people, limit reasons for individuals to leave the house, and to protect employees as well as consumers.

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

Yes.

I operate a food bank. Can I still operate?

Yes.

My business sells a few items that can be used by people working from home. Can I still operate?

A business that only tangentially offers products and/or services that support essential activities or businesses cannot continue to operate.

I operate a web-based diagnostic company for coronary artery disease for hospitals. Can I stay open?

Yes. Healthcare operations are considered essential.

Are offices that provide outpatient occupational and speech therapy services allowed to stay open?

Yes. These offices should cancel or postpone non-urgent and non-emergency appointments. Any emergency and urgent procedures can continue.

Can financial operations that cannot be done remotely continue at the office?

Yes. Banks, mortgage companies, insurance companies, and related financial institutions can still operate while this order is in effect.

Can plumbing, electrical, and HVAC services remain open?

Yes. They may remain open to provide services.

Are bike shops allowed to stay open?

Yes, bike shops are allowed to stay open for repair and rental services.

Can rental car agencies operate?

Rental car agencies can operate to support essential businesses.

Can car dealerships stay open?

Car sales should close. Service and parts can remain open. If a customer's car is totaled and cannot be serviced to run again, selling a new vehicle is considered as a service. Limited openings are also permitted to supply vehicles to critical businesses.

Can auto detailing businesses stay open?

No.

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 not hold open houses and walk-throughs; instead, utilize virtual services to show properties whenever possible. All communication with clients, agents, etc shall be over the phone, via email, or video conference. No personal contact. Digital signing and payments links shall be used for all agreements and payments.

Can businesses that repair snow blowers, lawnmowers, and chainsaws stay open?

No.

Can businesses that repair laundry machines and other home appliances continue offering services?

Repair of shared or public laundry machines may continue. In-home services must cease unless it is an emergency.

Can trailer businesses stay open?

No.

Can security companies stay open?

Yes.

Can nurseries and flower shops remain open?

Nurseries that support food cultivation may remain open. Flower shops are closed.

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

No.

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

Yes.

Are phone and wireless stores allowed to stay open?

Yes.

Are tree removal services and lawn and landscaping services allowed to stay open?

Yes.

Are snow removal businesses allowed to continue working?

Yes.

Are smoke shops allowed to stay open?

No.

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

Yes, they can stay open for take-out, drive thru and delivery services.

Are furniture stores allowed to stay open?

No.

Are restaurant supply companies allowed to stay open?

Yes.

Are locksmith services allowed to stay open?

Yes.

My business provides materials for homeschooling and the transition to homeschooling.

Can I stay open?

Yes, only to continue providing these materials. All other aspects of your business that are not deemed critical must close.

Are pawn shops allowed to stay open?

No.

Are gyms allowed to provide streamed exercise classes?

Yes. Please follow the State of Alaska's guidelines that fewer than 10 people may gather. Only employees may be in the gym facility to provide the streamed class. Practice social distancing and clean surfaces regularly.

Can housekeepers and cleaning services continue working?

- If a housekeeper is a qualified personal care assistant or equivalent they may continue working. Otherwise, housekeepers and cleaning services for residences must close.
- Cleaning services for businesses may continue.

I own a business. What should I do?

If you do not own an essential business you must close your premises; you may work remotely.

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

Yes.

Are cannabis stores allowed to continue operations?

Yes. Stores that only sell paraphernalia may not continue.

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.

What about childcare?

Childcare facilities, subject to new recommendations for increased hygiene and social distancing can continue operating. Childcare facilities should be used only by those who need childcare to work at a critical job.

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.

Can storage facilities stay open?

Storage facilities can continue operating, however, the business office should be closed and all customers should be able to independently access their storage units. Maintenance, janitorial and security work may continue. Payments should be processed by phone or website whenever possible. Phone and internet payments should be used wherever possible. Where cash transactions are unavoidable use social distancing protocols such as a secured drop box. Assistance for lockouts is permitted to continue.

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 not shake hands. Some mental health professionals are offering sessions through telemedicine to keep everyone safer, which may be another option.

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.