

FAQ

How is this order different from the previous order?

This order reopens all businesses and increases the capacity limitations for many businesses from 10% or 25% to 50%. For personal care facilities it increases the capacity to 25 individuals or 50% capacity, whichever is less. It increases child care and day camp group sizes to 25 children.

When does this order take effect?

This order is in effect beginning at 12:00 a.m. on Tuesday, May 26, 2020.

What order do I follow, the state order or the local order?

You follow whichever order is most restrictive. There are some places where the statewide order is more restrictive. In these cases, the statewide order must be followed. The statewide order is more restrictive on retail businesses, limiting their capacity to 10% or 25% depending on the size of the facility. The statewide order also states that people shall not visit nursing homes, long-term care facilities, retirement homes, or assisted living facilities unless to provide critical assistance or in end-of-life circumstances.

The statewide order is in place until the end of May unless extended. If the statewide order is not extended, the capacity restriction for retail businesses will increase to 50% in accordance with the local order. Additionally, long-term care facilities will follow guidelines from the Centers for Medicaid and Medicare Services related to reopening.

Will churches and religious services be allowed?

Churches, religious services and other spiritual practices can continue to take place, provided social distancing requirements are maintained and that occupancy limits are followed. Under this order, churches can operate at 50% capacity.

Will in-seat dining be allowed under this order?

Yes. Restaurants can operate at 50% seating capacity, given that they follow social distancing requirements.

Employees at the facility are not included in this calculation and do not count toward seating capacity limitations.

Bar seating will be closed under this order.

What about personal care services such as barber shops, hair salons, massage therapists, etc.?

All businesses providing personal care services shall require employees to wear a mask or cloth face covering while providing services for which physical distancing is not possible and shall require customers, to the extent possible while receiving the service, to wear a mask or cloth face covering.

These services may only be performed with 25 or fewer people in a single location or 50% capacity, whichever is less, including both employees and customers, with at least six feet distance between each customer receiving services.

Why are personal care services facilities only being allowed 25 people or less, when other retail businesses can have 50%?

Due to the nature of these businesses, social distancing during service delivery is not possible, and it is not always possible to wear masks or cloth face coverings. The limit of 25 people or less is designed to improve the odds of successful contact tracing should a COVID-19 case be identified in an employee or customer of these businesses, and to allow more opportunities to clean and disinfect between customers.

Will swimming pools be allowed to open?

Swimming pools will be allowed to open under certain conditions. All pools must provide a plan for disinfection and monitoring to PHHS prior to their opening inspection.

Swimming pools monitored by an attendant will be required to maintain social distance by staying at least six feet away from each other at all times. It is the attendant's responsibility to ensure social distancing is maintained.

Pools that are not monitored by an attendant cannot have more than 25 people at the pool at any one time.

Which businesses must remain closed?

No businesses are closed under this order.

Can I gather with family and friends outside of my home?

This order limits both public and private gatherings to 50 people. However, you should avoid socializing in groups that do not readily allow for appropriate social distancing. When visiting with anyone outside of your household, individuals should maximize social distance from others. Vulnerable individuals are encouraged to limit visitors and maintain social distancing to the greatest extent possible.

What if a business is not doing what they should to keep employees and customers safe?

To report noncompliance with the public health order, call 573.874.CITY (2489) or email City@CoMo.gov.

How will this order be enforced?

Enforcement will be based on findings of routine inspections and following up on complaints. Failure to comply with this order is punishable by fine, imprisonment, or both.

When will this order expire?

This order will expire on June 22, 2020 unless extended, rescinded or modified prior to such expiration.

If I'm currently working from home, should I continue doing so?

Employees who are able to work from home, should continue to work from home. Special considerations should be given to employees who fall in the high risk category.

What does this mean for graduation ceremonies?

At this time, graduation ceremonies and all intentional gatherings or gathering places not specified in the order are limited to 50 people. This includes both public and private gatherings.

Why can certain businesses have over 50 people under their occupancy regulations, but gatherings are limited to 50 people or less?

Public and private gatherings pose a greater risk because people at these gatherings tend to interact with one another for longer periods of time. Whereas, at restaurants and other establishments people tend to stay at their table interacting with very few people. Stores have higher occupancy limitations because passing an individual in a store does not pose the same risk as spending a period of time with people at a gathering.

With businesses reopening, will we still need to maintain physical/social distance?

Yes. Social distancing is still a requirement. Businesses will be provided guidance on how to facilitate social distancing in their facilities and operations ([See The Road to Reopening: Guidance for businesses during the COVID-19 pandemic](#)).

What can I do as the customer to stay safe when visiting a business?

The best way to keep yourself and others safe is to stay at home as much as possible. This will limit your potential exposure to others and the virus that causes COVID-19. Order and pay online or over the phone when possible. Utilize contact-free delivery or curbside pickup when possible. If you visit physical locations, the CDC currently recommends the use of a cloth mask when social distancing is not possible. Remember to wash your hands after touching surfaces, especially before touching your face.

I have a question that isn't covered by this FAQ. How can I get an answer?

We encourage everyone to review the Order in its entirety. If that does not resolve your question, please email Coronavirus@CoMo.gov for general questions. If you are a business with questions about operating requirements, please email BusinessGuidance@CoMo.gov.