

# Frequently Asked Questions

## CITY OF JACKSON COVID-19 RESPONSE

### **Is this a lockdown/shelter in place?**

No. We are asking that you stay at home unless you are engaged in essential activities as outlined in the order. If out, you need to practice social distancing and be in groups of less than 10 people.

### **I'm a retailer. Are you saying I can't operate at all?**

By the executive order issued March 25, non-essential retail businesses that can continue to offer services through pick up, drive thru, curbside or delivery may continue to do so. Our goal is to stop the in-person shopping aspect of non-essential retail similar to what we did with in person dining at restaurants.

Businesses that were specifically ordered to close (cafeterias, the dine in portion of restaurants, food courts, movie theaters, gyms, country clubs, concert venues, nightclubs, bars, indoor malls, hair salons, nail salons, massage parlors, tanning salons and tattoo parlors) will remain closed.

### **What about (insert any large event/social gathering here)?**

On executive order #3 all public and private gatherings of more than ten people occurring outside a single household or living unit are prohibited, except for the limited purposes as expressly permitted by this Order. Nothing in this Order prohibits the gathering of members of a household or living unit.

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### **Why are package stores still open?**

If we close the package stores, alcoholics will go into detox and flood the ER. This is the opposite of what we are trying to achieve.

### **My (insert business here i.e. dental office) is on the list of things that are open, but they emailed me saying they are closed. What's happening?**

Private businesses that we have not ordered to close, have the right to close if they feel like it is in the best interest of their staff and customers.

### **Why are the grocery stores open? They are so crowded.**

We are working with the grocery stores to try to implement social distancing, but ultimately, I need the individuals to take it upon themselves to practice social distancing. I refuse to restrict someone's food supply and make this situation any more difficult. Please have patience and appreciation for our residents who are working in the grocery stores.

### **My business is non-essential, but I can work from home. Is this an executive order against that?**

No. If you can work from home and your employer wants you to- do it.

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### **My employer still wants me to come to work. My business hasn't been identified as "closed." How do I "stay home" and still comply with my employer?**

Until the federal government, state government or city government issues an executive order for your business to close- your employer has the right to make that call. We encourage employers to make every effort to use social distancing and disinfect when possible. Outside of working, I encourage you to stay home.

### **Why isn't everything closed?**

This virus will make a significant impact on residents in this community. Whether it's your own health, your family's health or your neighbors- you will have a personal story soon. I'm also extremely aware that this will have a financial impact on every single person. Shutting down essential businesses may take more lives than the virus itself.

### **We only have a small number of cases- what's the big deal?**

Testing. The federal government has only supplied a limited number of tests and we are fighting to get as many as we can. The issue seems to be a lack of tubes to transport the swabs. To be tested locally (not by a private lab), you have to meet very specific criteria. This means that our confirmed numbers are not a comprehensive list. Please assume that you or people around you may have it whether or not you are showing symptoms. With this- disinfect, wash your hands, socially distance, stay home if you can and isolate if you have symptoms.

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### **I'm out of work. What do I do?**

The governor has made modifications to unemployment benefits that can be found on [tn.gov](http://tn.gov). Grocery stores are hiring.

### **This is hurting my small business. What do I do?**

For information about small business disaster relief including loans resources visit [sba.gov](http://sba.gov). The federal government is actively trying to pass measures. I can assure you that I am thinking about you every minute of the day. I know what it's like to not be able to make ends meet. I want to do everything possible to help you, but it would be irresponsible to not take measures to save lives.

### **What about the county? What about people who work in other counties?**

I do not have authority in those counties. Decisions come from their mayors, the governor or the federal government.

### **What about schools?**

Superintendent Washington is having a meeting to look at that this week.

### **I have more questions. I'm confused. I don't know what to do.**

Do what you can control. Wash your hands. Stay home if you are sick. Check on your neighbors. Get groceries for your grandparents. Let's flatten the curve together.