



Frequently Asked Questions About COVID-19 Closures

Updated: March 24, 2020

The City of Claremore approved an amended Emergency Management Ordinance in response to the COVID-19 virus and subsequently issued an Emergency Management Order closing or restricting services to reduce community spread and transmission of the COVID-19 virus.

What is closed?

Commercial establishments and places of public accommodation that offer recreational and entertainment services will close. These include:

- Bars, taverns, brew pubs, breweries, microbreweries, distilleries, wineries, tasting rooms, clubs open to the public, and other places of public accommodation offering alcoholic beverages for on-premises consumption.
- Theaters, cinemas, indoor and outdoor performance venues, and museums.
- Gymnasiums, fitness centers, recreation centers, indoor sports facilities, indoor exercise facilities, exercise studios, and similar facilities. Personal training appointments are restricted as noted below.
- Amusement parks, arcades, bingo halls, bowling alleys, indoor climbing facilities, skating rinks, trampoline parks, and other similar recreational or entertainment facilities.

Are restaurants open?

Places offering food and beverage for on-site public consumption, such as restaurants, food courts, coffeehouses, are restricted to curbside, drive-thru, take-out and delivery services.

What other services are restricted?

Tattoo shops, massage therapist, barber shops, haircut and styling shops, personal training appointments, spas and nail salons may operate only under the following conditions: by-appointment-only with no walk-in customers; appointments may not be scheduled and held within 15 minutes of the preceding appointment; clients may not bring any other person, including children, into the facility during an appointment; and workstations must have a minimum of six feet of space from adjoining workstations to promote social distancing. Gymnasiums, fitness centers and similar facilities should remain closed to the public and scheduled appointments shall not exceed a 10-person occupancy.



What is open?

Places of public accommodation, such as grocery stores, convenience stores, pharmacies, health care facilities, dispensaries and food pantries shall remain open. Civic organizations with members-only access such as the American Legion and Elks are not subject to the order, but are encouraged to practice CDC guidelines for social distancing and limiting gatherings of more than 10 people. Additionally, employees, contractors, vendors and suppliers are not prohibited from entering, exiting, using or occupying the commercial establishment or public accommodation in their professional capacity.

What if a business or industry isn't referenced in the order?

The public and commercial establishments not directly stated in the Emergency Management Order should follow the Centers for Disease Control, White House and Oklahoma State Department of Health guidelines for social distancing and limiting gatherings of more than 10 people. The latest guidelines and additional resources are available at <https://coronavirus.health.ok.gov>

Do retail stores need to close?

No. Unless your establishment has fixed seating and other areas designed for people to congregate, you can remain open.

Do places of worship need to close?

Worship organizations are tasked to do what is best for their congregation. The City defers to the recommendations provided by the CDC.

Are catered events allowed?

No. The goal is to prevent group activities that facilitate rapid virus transmission.

Are casinos being asked to close?

The City does not have jurisdiction to regulate casinos, though many local tribes have closed operations.

How long is the order in effect?

This order is effective March 24, 2020 at 9 p.m. and will remain in effect until 8 a.m. on April 17, 2020.



Where should potential violations be reported?

If you notice a business or commercial establishment is in violation of this Emergency Management Order, contact the Claremore Fire Department at (918) 341-1477 ext. 161 or sdouglas@claremorecity.com.

What is the City of Claremore doing to protect its employees?

All City departments are taking additional precautions to keep their areas disinfected and sanitized, and we are encouraging proper hygiene and frequent hand washing. We have masks available and gloves for employees who need them. Additionally, we have cancelled all group trainings, large meetings and moved to a teleconference or videoconference format where possible.

Employees who exhibit symptoms of COVID-19 are asked to stay home and self-quarantine. We are ensuring our employees have the available paid sick leave per the Families First Coronavirus Act signed by President Trump on March 18, 2020 to be enacted on April 2, 2020.

What if I can't afford to pay my utilities?

The City of Claremore temporarily suspended shut-off orders for nonpayment of utilities. The City will re-evaluate this suspension in 30 days. Utility customers should continue to pay their bills, as customers will be responsible for any charges accrued during the moratorium.

What if I can't afford to pay my mortgage?

There are hardship programs to help homeowners who have been directly or indirectly affected by COVID-19. More information is available at www.okcommerce.gov/assistance-options-for-homeowners-impacted-by-covid-19/

What resources are available for affected small businesses?

We recognize and regret the impact to small business and we encourage citizens to continue to shop local. Businesses affected by closures may seek relief through the Small Business Administration: <https://www.sba.gov/disaster-assistance/coronavirus-covid-19>

Where can I find more information?

Please visit the City of Claremore COVID-19 updates page at <https://www.claremorecity.com/584/COVID-19-Updates> to find a timeline of events and to review the full Emergency Management ordinance and order.