

#STAYATHOME

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Frequently Asked Questions About COVID-19 Closures

Updated: April 9, 2020

On April 6, 2020, the City of Claremore issued a Stay-at-Home order for all residents, regardless of age

What does the Stay-at-Home order require?

The Stay-at-Home order prohibits all public events, private events and social gatherings outside of a family or living unit.

- Non-essential businesses remain closed
- Restaurants are restricted to drive-thru, curbside pickup and delivery.

How long is the order in effect?

This order is in effect through April 30, 2020.

What activity is approved?

Under the Claremore Stay-at-Home Order, residents can:

- Go to the grocery, convenience store or warehouse store. Residents and businesses are asked to follow social distancing guidelines.
- Go to the pharmacy to pick up medications and other healthcare necessities.
- Go to medical appointments (check with your doctor or provider first).
- Go to a restaurant for take-out, delivery or drive-thru.
- Take a walk, ride your bike, hike, jog and be in nature for exercise — just keep at least six feet between you and others in the community.
- Walk your pets and take them to the veterinarian, if necessary.
- Care or support for a friend or family member and help them get necessary supplies.
- Work under the essential guidelines provided by the State of Oklahoma.
- Residents can continue working from home in a job defined by the state as non-essential, but business must be conducted virtually.

Here is a [graphic](#) that may be used as a guideline for activity.

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What areas does this order apply to?

This order applies to areas within the city limits of the City of Claremore.

Why is this order in place?

Scientific evidence shows that it is essential to slow virus transmission as much as possible to protect the most vulnerable and to prevent the healthcare system from being overwhelmed. One proven way to slow the transmission is to limit interactions among

people to the greatest extent practicable. By reducing the spread of the COVID-19, this order helps protect all residents.

What is determined as an essential business?

Non-essential businesses in Claremore and throughout Rogers County are required to temporarily suspend services through April 30, 2020. Please refer to the [Oklahoma Essential Industries List](#) and a [FAQ](#) developed by the Oklahoma Department of Commerce to learn about essential businesses.

Does my business qualify as an essential business under the Governor's Executive Order?

Businesses may fill out this [form](#) to request an exemption or clarification.

Are restaurants open?

Restaurants may provide drive-thru, curbside pick-up and delivery services.

Should I stock up on necessities such as food and medicines?

No. You will continue to be able to purchase these items whenever you need them, as stores selling necessary items like grocery stores, pharmacies and hardware stores will remain open. Please continue to buy normal quantities of these items. This will ensure that there is enough for everyone.

Can I still order the things I need online and have them delivered to my residence?

Yes, essential businesses may continue to operate and make deliveries to residences.

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Can golf courses stay open?

Golf courses must be closed to patrons, and residents may not leave their residence to play golf. As an essential business under the Governor's Executive Memo, workers may continue maintenance, payroll and other essential functions.

What if I need routine medical care?

Call 911 for emergencies. Please check with your doctor or provider first before going to a medical appointment. Statewide elective surgeries, minor medical procedures and non-emergency dental procedures are suspended until April 30, 2020 to preserve medical supplies and PPE for COVID-19 response. Temporary regulations also restrict visitors to nursing homes, retirement or long-term care facilities.

What do I do if I get sick?

Please follow the Oklahoma State Department of Health [guidelines](#)

Is drive-thru testing available?

Testing is available at the Rogers County Health Department by appointment only. Please call (918) 341-3166

The Oklahoma State Department of Health publishes a list of [drive-thru](#) clinics.

Do places of worship need to close?

Faith-based services that are provided through streaming or other technology have been declared essential by Gov. Stitt's Amended Executive Memorandum 2020-01 and may continue to hold services in that format. Some churches are also planning Easter drive-in services in their parking lots. The City of Claremore will not interfere with religious practices, but individuals should stay in their vehicles and churches should follow the physical distancing guidelines to protect themselves and others.

What should I do with recycling? How long will it be closed?

The City of Claremore partners with the Metropolitan Environmental Trust (M.e.t.) for recycling services. The M.e.t. is a regional group operating out of Tulsa. Due to the COVID-19 pandemic, the City of Tulsa has temporarily suspended its operation. They are unable to haul off or process the recycled material at our site. We recommend holding on to the recycled material (if safe) until the M.e.t reopens, utilize your normal trash service, or check other recycling services that may still be in operation. A directory can be found at www.metrecycle.com. We anticipate re-opening the center as soon as the current health crisis ends, or governmental restrictions are lifted.

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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, which was enacted on April 2, 2020.

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

On March 17, 2020, 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 [here](#).

What resources are available for affected small businesses?

We recognize and regret the impact to small business and we encourage residents to continue to shop local online. Businesses affected by closures may seek relief through the [Small Business Administration](#).

Where can I find more information?

Please visit the [City of Claremore COVID-19 updates](#) page to find a timeline of events and to review the full Emergency Management ordinance and order. Visit the [Oklahoma Department of Health](#) for daily statewide updates on COVID-19.