



Office of the Mayor
Frequently Asked Questions
Stay-at-Home Order

When does the order take effect?

The order takes effect Saturday, April 4th at 10 p.m. CDT.

When does the Order end?

The order ends on April 30, 2020. This can be extended or ended early depending on conditions.

Where does the Order apply?

The order applies to the City of Mobile, Alabama and its police jurisdiction.

Is this mandatory?

Yes. This order is mandatory to protect the citizens of Mobile from spreading COVID19.

How will this order be enforced?

The Mobile Police Department will enforce this order by issuing tickets and fines for non-compliance.

Will the National Guard enforce this order?

No. The order will be enforced by Mobile Police.

What is an essential business?

An essential business is one that provides goods or services necessary to public health, safety, or sanitation during this public health emergency. This includes health care providers, grocery stores, and pharmacies, among others listed in the order.

What is an essential activity?

An essential activity as defined in the Stay-at-Home order is a task that is essential to maintain health and safety.

I work for an essential business. Will I be allowed to travel to and from work?

Yes. Essential businesses are listed in the order. To ensure you don't have a problem you may want your employer to write a letter validating your employment.

Will the grocery store/pharmacy be open?

Yes. Grocery stores and pharmacies are essential services.

Can I still order takeout/delivery from restaurants and bars?

Yes. Restaurants and bars can continue take out and curbside delivery but should remain CLOSED for dining inside.

Can I get my groceries delivered? Can I still get my online orders delivered?

Yes, you can still receive packages, get meals and groceries delivered.

How can I get medical care?

If you develop symptoms such as fever, cough and/or difficulty breathing, and have been in close contact with a person known to have COVID-19 or have recently traveled from an area with ongoing spread of COVID-19, stay home and call your healthcare provider.

If you suspect you have COVID-19, please call the healthcare provider in advance so that proper precautions can be taken to limit further transmission. Older patients and individuals who have severe underlying medical conditions should contact their healthcare provider early, even if their illness is mild.

If you have severe symptoms, such as persistent pain or pressure in the chest, new confusion or inability to arouse, or bluish lips or face, contact your healthcare provider or emergency room and seek care immediately, but please call in advance if possible. Your doctor will determine if you have signs and symptoms of COVID-19 and whether you should be tested.

Nonessential medical care such as eye exams and teeth-cleaning should be postponed. When possible, health care visits should be done remotely. Contact your health care provider to see what telehealth services they provide.

What is the guidance for individuals with intellectual and developmental disabilities?

State-operated developmental centers, intermediate care facilities for individuals with developmental disabilities and community integrated living arrangements will continue to provide care. All in-home direct care staff are considered essential staff and should continue to support individuals in the home setting.

If you have specific questions about your support and services, reach out to your provider or individual service coordination agency

What if I still have to go to work?

You should stay home unless your work is an essential function such as a healthcare provider, grocery store clerk or first responder. If you work in an essential business, you should continue to go to work and practice social distancing.

What if I think my business should be closed, but they are still asking me to report to work?

If you believe your business is nonessential but still are being asked to show up to work, you may discuss it with your employer.

A certain service is essential for me, but is not listed; what should I do?

Please explain the service and it will be considered.

Will public transportation, ridesharing and taxis continue?

No. Public transit will be limited to Mobility Assistance Programs.

Will roads in Mobile be closed?

No, the roads will remain open for essential travel purposes. You should only travel if it is for work, food, or medical necessity like pharmacies or healthcare.

Can I still take a plane out of Mobile?

Yes.

What if my home is not a safe environment?

If it is not safe for you to remain home, you are able and encouraged to find another safe place to stay during this order. For help with finding safe shelter, call 211. If you are in imminent danger, dial 911.

What about homeless people who cannot stay at home?

The administration wants to protect the health and safety of all Mobilians, regardless of where they live. State agencies are partnering with community organizations to ensure the homeless population has safe shelter.

Can I visit friends and family?

Yes, you may visit family members who need medical or other essential assistance, such as ensuring an adequate food supply. Otherwise, for your safety, as well as the safety of all Mobilians, you should remain at home to help fight the spread of COVID-19.

Can I walk my dog or go to the veterinarian?

Yes. You are allowed to walk your dog and seek medical care for your pet should they require it. Practice social distancing while out on walks, maintaining at least 6 feet from other neighbors and their pets.

Can I take my kids to the park?

Yes. Families will be able to go outside and take a walk, run or bike ride, but they should continue to practice social distancing by remaining 6 feet away from other people. Playgrounds are closed.

Can I attend a religious service?

Yes, in accordance with ADPH guidelines. Gatherings of ten or more are prohibited.

Can I leave my home to exercise?

Yes. Outdoor exercise such as running or taking a walk is acceptable. However, gyms, fitness centers and associated facilities will be closed to reduce the spread of the coronavirus. While exercising outside, you still should practice social distancing by running or walking at least 6 feet away from other people.

Can I go to the hair salon, nail salon, tattoo parlor or barber shop?

No, these businesses are ordered to be closed.

Can I leave my home to do laundry?

Yes, Laundromats, dry cleaning and laundry service providers are considered essential businesses.

Can I take my child to daycare?

If you are a healthcare worker or first responder, your child is allowed at a childcare facility.

Will the liquor store be opened?

Yes, subject to the ownership of the store and the ABC Board.

What can I do?

You can buy groceries, see the doctor, go to the bank, and get takeout from your favorite restaurant. We encourage you to find activities to do in your home. Outdoor physical activities like hiking and walking are also encouraged so long as social distancing policies are followed.

If I have a residence outside of the City, can I go to that residence?

Yes.

Can I still go fishing?

Yes, as long as you adhere to social distancing guidelines and go home before 10pm.

Can I buy a car?

Yes, as long as you adhere to guidelines of the Alabama Department of Public Health order.

Are Real Estate companies allowed to remain open?

Yes. Real Estate services are considered professional services for the purposes of this order. Social distancing is still required and teleworking is encouraged.