



Stay Home-Stay Safe Order FAQ

Q: Can I walk my pet or exercise?

A: Yes. Individuals may go on a walk, get exercise, or take a pet outside to go to the bathroom, as long as at least six feet of social distancing is maintained. City of Austin parks will continue to operate.

Q: Can I go to my place of worship?

A: No. All public and private gatherings of any number of people occurring outside a single household or dwelling unit is prohibited, with exception to essential activities and essential work.

Q: Can I go to the laundromat?

A: Yes. Laundromats, dry cleaners, and laundry service providers are considered essential businesses. However, you should still maintain social distancing from others as best as possible and wash your hands.

Q: Will mail and delivery services continue to operate?

A: Yes, these are essential businesses and will continue to operate, unless discontinued by the company or the federal

Q: Am I allowed to travel?

A: Travel including on-foot, bicycle, scooter, motorcycle, automobile, or public transit, is solely authorized for purposes of performing essential activities or going to work in an essential business, government service, or critical infrastructure and essential travel needs.

Essential travel includes traveling to work for an essential business, engaging in an essential activity, moving out of an educational institution, court-ordered travel, such as to comply with a child visitation order, and clergy and their staff traveling to set up and remotely officiate a religious service.

University students can and should continue moveout process while maintaining social distancing.

Public transit riders and employees must comply with social distancing requirements. CapMetro services will continue to operate.

- Visit [CapMetro](#) for updates and changes on schedules and other information.



- Visit [Austin-Bergstrom International Airport](#) for latest information regarding changes to flights and airport operations.

Q: What mental health resources are available for people in distress?

A: Your emotional needs are important and if you are worried or upset, there is help. You may be feeling anxiety and worry, sleeping troubles, over or under eating, or sadness and depressed mood. If you have any of these symptoms, please reach out to:

- Integral Care 24-Hour Crisis Hotline: 512-472-HELP (4357)
- National Alliance for Mental Illness Helpline: 1-800-950-NAMI (6264) or text NAMI to 741741
 - Monday-Friday 10:00 a.m.-6:00 p.m. ET
- [National Suicide Prevention Lifeline](#): 1-800-273-8255

Q: What if my home isn't a safe environment?

A: If it is not safe for you to remain home, you are urged to find another safe place to stay during this order. Please reach out to:

- [SAFE](#): 512-267-7233
- [Hope Alliance](#): 800-460-7233
- [The National Domestic Violence Hotline](#): 1-877-863-6338

Q: How does the Order impact people experiencing homelessness?

A: Homeless individuals are not subject to the shelter in place order but are encouraged to seek shelter. The City will continue to work with state and local partners, to maximize available resources for the homeless population.

FAQ Re: Enforcement

Q: How will the Order be enforced?

A: The best way to enforce this Order is through personal responsibility and reducing non-essential person-to-person interaction as much as possible. Efforts will be made to first educate and assist you with compliance with this Order. However, if necessary, this order may be enforced by peace officers, City of Austin Code Department inspectors, and the Office of the Austin Fire Marshal. Violations of these orders are a misdemeanor punishable by a fine not to exceed \$1,000 or confinement in jail for a term not to exceed 180 days.



Q. Is Code involved in enforcing the Stay Home/Work Safe Order?

A. Yes. Austin Code Department is working with Austin Police and Austin Fire Departments to facilitate implementation and enforce the Order.

Q. My neighbors are having a party. What can do?

A. If you see groups of people gathering, please call 3-1-1 to report it. Remember to provide an address so that our teams can come out to verify the complaint and work with the community to come into compliance with the Order.

Q. What happens after I call 3-1-1 to report people not following the Order?

A. The call is logged into the system. We have inspectors in the field following up on complaints from the hours of 7am –11pm. COVID-19 related calls are a priority and an inspector will be at the address provided as soon as possible.

Q. The Order says that people may face fines or jail time. How many people have been fined or arrested?

A. Currently, we are focused on educating and informing the community about the Order. We have had overwhelming voluntarily compliance.

Q. My neighbor's weeds are taller than 12 inches. Will the City do anything about that while the Orders are in place?

A. Yes. Austin Code Department is still completing most inspections that are not COVID-19 related. However, given the increased demand of our inspectors, it may take a little longer for an inspector to get out to verify non-COVID-19 complaint. These cases are currently responded to at a lower priority. Notices that have been sent to property owners will include information regarding the compliance timeline adjustments due to the COVID case responses.

Q. Is it safe to have an inspector in my home under the current Orders?

A. To keep residents and our inspectors safe, we have temporarily suspended interior inspections of occupied dwellings except when there is an immediate threat to life or safety.