

Frequently Asked Questions- OGOV- OFFICIAL and APPROVED

Education

I manage a childcare facility that is currently open and we are running out of cleaning supplies and/or handwash?

Unfortunately, there are national shortages for many general cleaning supplies, hand sanitizers and basic hand soap. If you can't find disinfectant, we recommend cleaning surfaces with bleach mixed with water. The Division of Public Health is aware of these issues and is in constant communication with the Supply Chain working group, that has been formed to address these types of issues.

The child care center I work for is currently closed, but we have families that need child care and staff that need income. Do you have any details on if/when/how funds will be available for non-profits like ours?

Non-profits in DE are reimbursable. This means that while they do not pay Unemployment taxes, their employees should still qualify for benefits. Non-profits would then receive a bill at the end of the quarter to reimburse the Unemployment Trust Fund for the benefits paid to their laid off employees. The administration is researching ways to limit the impact to businesses and non-profit organizations that find themselves affected by what could be a huge tax bill if we do nothing.

Is Delaware still going to allow for state testing?

We understand your concern regarding state testing; at this time we are following guidance from the U.S. Department of Education (USED) and monitoring this situation on a day by day basis. If schools must close due to the COVID-19, the Delaware Department of Education (DDOE) has the authority to adjust or extend the testing window to accommodate as many students as possible.

We are continuing to work with school leaders and public health experts to create a plan for Delaware students and educators as this coronavirus outbreak continues.

My school district is not currently providing a meal site. Where should I go?

Any child, up to age 18, can go to any open meal site and receive a free meal. They do not need to sign up, give their name, the school they attend or anything. To see a list of those sites, please go here:

<https://www.doe.k12.de.us/page/4149>

How are the meals being served at schools being funded?

All of the meals that are being served at approved Summer Food Service Program (SFSP) meal sites are being reimbursed through our Federally funded USDA Summer Food Service Program. This funding is paid on a monthly basis and DDOE has plans in place to ensure payments are made given current situations.

Some districts have chosen to serve meals in areas that do not qualify for the SFSP. In these cases, either the district is paying or they are getting donations to cover the costs from outside entities.

Note – only meals served to children up to age 18 at SFSP sites are eligible for reimbursement."

Am I still allowed to travel to a school district grab and go meal or food bank?

Yes

Events

I am hosting or attending a wedding or private event in the next few weeks. What should I do?

DEMA is currently working with the DOJ and their Consumer Protection Unit on guidance related to cancellations and deposits. However, per the modified State of Emergency, organizers and sponsors of public gatherings of 50 or more people shall cancel the gatherings immediately and not reschedule them until after May 15, 2020, or until the public health threat of COVID-19 has been eliminated. No indoor or outdoor seating for food or beverage service, including the use of outdoor patios, is permitted

Can I play basketball or any other close contact sport outside?

It is not advisable, if you cannot keep a 6 foot buffer between you and your playing partner.

Can I have a BBQ at the local park?

It is not advisable, public gatherings are discouraged.

Health

How do I get tested for coronavirus?

If you're having trouble breathing/having an emergency, call 911 or go to the emergency room. **Otherwise, health officials are not recommending going to the emergency room for coronavirus-like symptoms.**

If you're experiencing symptoms and you have a primary care doctor, call your doctor, who will determine whether you need a test. Your doctor will then refer you to get access to a testing site.

If you're experiencing symptoms and you don't have a primary care doctor, call the Division of Public Health to be evaluated at 1 (866) 408-1899, TTY at 1 (800) 232-5460 or email dphcall@delaware.gov. Medical personnel will refer you to one of the above testing sites.

The specific addresses were not released, the testing sites in Delaware are generally located and operated as follows:

- Newark, ChristianaCare
- Wilmington, ChristianaCare
- Wilmington, Saint Francis Healthcare
- Dover, Bayhealth
- Millsboro, Beebe Healthcare
- Frankford, Beebe Healthcare
- Seaford, Nanticoke

I am having a hard time reaching someone at the DPH Call Center?

The Division of Public Health's Call Center is experiencing a high call volume. If you have an urgent matter, we recommend calling them back. Residents can also send an email with questions/concerns to DPHcall@delaware.gov.

What is the testing turnaround?

Our in state public health labs turn around testing within 1 business day (8 hours if during the week); Commercial labs are turning around testing in 4-5 business days. DHSS is actively finding ways to improve these times.

How do I get access to healthcare without putting myself at risk/ Telemedicine questions...?

Per the amended [State of Emergency](#), we will be temporarily amending regulations on telemedicine access. It is our hope that patients no longer to see a doctor in-person before gaining access to telemedicine services. Additionally, state residents do not need to physically be in-state to receive access, and any provider who would otherwise be licensed in Delaware can provide access to a Delaware resident even if their license is in another jurisdiction.

These are being thought through and rolled out in a very considerate but urgent manner. When more information is available, we will certainly share it.

Will Delaware open the Marketplace for healthcare enrollment similar to Colorado?

DHSS does not run the marketplace, it's run by the federal government so we can't open one on our own. We've requested that CMS create a special enrollment period but have not received confirmation that they will do that.

I am a volunteer helping donate supplies to hospitals, 1st responders, and those directly involved with the response. Am I allowed to deliver the supplies?

Yes - But please try to limit direct contact upon delivery.

Are our first responders getting the supplies and equipment they need to be safe?

The Division of Public Health has been in contact with fire companies and nursing homes on a very regular basis and groups have been able to place orders for various supplies. DPH is working on filling all orders to the best of their ability.

Labor/Unemployment

I am a licensed realtor in the State of Delaware and my license is about to expire. What plan does the State have to address my renewal should there be a closing?

The Division of Professional Regulation will be accommodating for professions renewing during the State of Emergency and after. They are working with the Department of Justice to put a policy in place going forward. Real Estate is the closest renewal, and it is a large group. They will have a communication out to a licensed realtors as soon as possible. At this time, they feel the most effective way to accommodate professional licensees during this crisis is to go profession by profession. If you have any questions about your license renewal, or any other questions, please contact DPR at customerservice.dpr@delaware.gov.

I am an attorney helping close a property or I am a buyer/seller. Can these types of transactions still take place should staffing levels in municipal, county and state offices be closed?

At this time, there are no provisions in the law to allow for electronic notary. Delaware notaries are required to review documents in person. At this time the Delaware Notary Public cannot accommodate such e-services.

I am a Registered Agent, does this impact any of the work that I am doing?

This Administration and the Department of State have worked hard to ensure that employee health and well-being is a top priority during this crisis. We have already implemented social distancing, telecommuting and other practices to reduce the risk of transmittal and spread. We have been in contact with many of our registered agents throughout the state, many of which have instituted telecommuting practices for their staff. Last, we offer online access to many of the division's services through our website.

What are toll workers doing? / Are they working?

We closed all of the toll booths this week and are sending all cars through the E-ZPass lanes. We now have our toll collectors helping out in other areas of DMV and the Department. A number of toll collectors are actually being trained to help answer calls at the TMC.

Will employers' unemployment scores be affected by people filing for unemployment due to this crisis?

This will require a broader conversation regarding the solvency of the Unemployment Trust Fund

How can we provide for all of the 1099s who cannot file for U/E?

As of now, expanded unemployment benefits are only being made available to individuals whose employers have paid into the insurance program on their behalf. This would not include independent contractors.

Can the State suspend notice under the WARN Act for people who are forced to lay large numbers of workers off in this crisis?

DOL will not be penalizing companies for violations of the WARN, however we encourage companies to make filing for claims easier for their workers by voluntarily submitting notification of their layoffs with a list of their impacted employees so that we can expedite their claims quickly without having to get confirmation of termination for each individual employee.

Is there any sort of medical unemployment program, i.e. if a high-risk pregnant woman can't go to work due to coronavirus risk, can she get unemployment?

Delaware does not have paid medical leave. However, with the Governor's new amendments to his March 12th State of Emergency, the Department of Labor has created emergency rules that would allow this person to qualify for benefit if they meet all other employment and earnings criteria.

Seniors

Is there a point of contact for senior centers to call for up to date info on COVID-19? It seems that the Harrington Senior Center has not been in the loop on all the decisions that relate to their operation. Any help you can provide would be appreciated?

DSAAPD is working on guidance to go out to senior centers

State Agencies

Questions regarding licensed professions/license renewals with the Division of Professional Regulation:

Let's say a healthcare provider's professional license is set to expire in the coming weeks and months and they are unable to make the time to submit their application for renewal. Are we considering providing them with a grace period for the duration of this pandemic to submit their application for renewal once the state of emergency has been lifted? If there are any costs associated with a delay in submitting this renewal application, can those be waived?

Our renewal process is completely electronic. We cannot do a paper renewal for any of our professions. The majority of professions have a late renewal period after the expiration of the regular renewal period. There is a late fee associated with a late renewal. It is up to my discretion whether or not to waive that late fee. I can assure you, anyone renewing late due to COVID-19 related issues will have their fee waived. The vast majority of issues associated with renewals are due to difficulties obtaining CE credits. That is why an accommodation was made for CE credits. Licensees can renew their license online without having completed the requisite number of CE's.

Are we expediting the new applications for licensure or the license by reciprocity applications for healthcare professionals coming to work in DE? What's the average length of time before these licenses are typically granted?

The Division of Professional Regulation is doing their best to process licenses as fast as they can. The length of time varies by profession and application. Some applications are almost completely credentialed when they come to DPR. The delay with most health care licensure applications is caused by waiting for external documents. These include: school transcripts, verification of licensure from other states, and criminal background checks. DPR has reached out to SBI to come up with a way for us to provide a list of healthcare applicants waiting on criminal background checks to be completed.

Are there any challenges that have not been articulated with the licensure process that is limiting the number of professionals necessary to combat this virus? No.

State of Emergency- Businesses

From Non-Essential Business Closure FAQ Document

Is my business included in the closures?

Please see the industry status list to determine this:<https://coronavirus.delaware.gov/wp-content/uploads/sites/177/2020/03/Delaware-list-of-essential-and-nonessential-businesses-March-22-2020.pdf>

If the list says “Yes” in the “Remain Open” column, then your business can remain open, though you need to follow all Center for Disease Control guidelines for preventing the spread of COVID-19. Please find those guidelines here. If the list says “No” it does not necessarily mean your industry is completely closed. Please check the corresponding instructions next to this to determine whether it is in a mandatory work from home status or something similar. If there is no note, the entire industry is being temporarily shut down per the executive order.

How do I know if I fall under these industry descriptions?

Included with the descriptions is the relevant 4-digit North American Industry Classification System (NAICS) code. All businesses should have a NAICS code or codes on their unemployment insurance forms or on their most recent tax return.

What if my business has multiple NAICS codes?

You may follow the instructions associated with the least restrictive NAICS code your business is classified under. So, if you have a NAICS code for an industry that is to remain open, then you may keep your business open while following all CDC guidelines for preventing the spread of COVID-19. If your NAICS codes are for industries to close, but one is an industry that is closed but with special restrictions (like a work from home designation), then you may follow that designation for the entirety of your business.

Where do I go if I am still unsure?

Please email covid19faq@delaware.gov or call 302-577-8477 between the hours of 9:00 am and 4:00 pm with any additional questions.

Is there a way for me to petition to have my businesses status changed?

Yes, but there is not a guarantee that a petition will be successful. Please submit a request in writing via electronic mail to covid19faq@delaware.gov for consideration. You will receive a decision within one week of your submission

Other Questions:

I am a business critical to Food Supply, what do I do?

Businesses like those in the agriculture industry and their employees are not part of the public accommodation provision (grocery stores, pharmacies, gas stations). They should continue to follow provisions set forth within the Governor's modified State of Emergency issued on Monday, March 16th, which are directed towards non-essential, social gatherings. Private businesses, especially those in the food industry may continue to operate but should continue to practice social distancing and hygiene. The 50+ rule does apply to businesses, but that provision states the places of business are "strongly encouraged" to ensure no more than 50 people are present in a space at the same time, practice hand hygiene and social distancing (opt for 6 feet between people when possible).

What is being done for businesses who have to close due to COVID-19?

The Governor has requested the U.S. Small Business Administration provide Delaware an Economy Injury Declaration, which makes loans available to small businesses and nonprofit organizations in New Castle, Kent and Sussex counties.

Governor Carney also announced the Hospitality Emergency Loan Program (HELP), which provides financial relief for restaurants, bars and other hospitality industry businesses that employ thousands of Delawareans.

- The no-interest loans are capped at \$10,000 per business per month. The money can cover rent, utilities and other unavoidable bills but cannot be used for personnel costs. The loans have a 10-year term with payments deferred for nine months.
- The Division of Small Business will administer the program using existing state funds and is aiming to have an application available later this week.
- Eligible businesses must have been in operation for at least a year, have annual revenue below \$1.5 million and be in a certain hospitality-connected industry.
- Businesses applying for assistance through Delaware's HELP program will need to prove they meet the eligibility standards.

The application can be found at <https://business.delaware.gov/coronavirus/>

For businesses not eligible for HELP, the SBA is offering low-interest Economic Injury Disaster Loans of up to \$2 million per business. To learn about applying for an EID loan: <https://www.sba.gov/disaster-assistance/coronavirus-covid-19>

HELP Loan - If a business only has 9 months worth of reporting expenses, should they apply?

Yes - While there is no guarantee that the application will be accepted, the Division of Small Business may have the opportunity to expand.

Are bike shops open?

Yes - but only for repairs, not for sales.

Why are liquor stores deemed essential?

As a general rule, in the retail sector we tried to follow what states that border Delaware are doing so we don't have a rush to stores that are open in one state and closed in another, defeating the purpose of the CDC rules and the Governor's emergency order. Liquor stores have remained open in other states and remain open in Delaware.

Can you sell mixed drinks if they are securely closed?

A cocktail is permitted IF it is a restaurant/brewpub/tavern/taproom that sells food, must be takeout or drive through service (no delivery), the alcohol is 40% of the total sales transaction, and the beverage is in a sealed container. Sealed container can include a cup with a secure lid.

State of Emergency- General

My community needs assistance...?

This new DEMA website provides information for communities that need assistance, including food and supplies: <https://dema.delaware.gov/recoveryAssistance/index.shtml>

What are you doing for homeless populations?

DHSS, DEMA and DSHA have been coordinating closely with the Continuum of Care (Network of providers) to plan for the needs of homeless populations, shelters and service providers, particularly ensuring these providers get guidance on safe and appropriate responses if they have guests who are symptomatic or positive for Covid-19. There is also work underway with local government to establish portable restrooms and hand washing stations as this population is affected by the closure of day centers and other public daytime locations such as libraries. With DEMA's leadership, planning is also underway to ensure adequate shelter in the event any shelters in Delaware face closure due to Covid-19. This situation is placing huge additional demands on shelter and service providers that are already stretched financially and with their staff.

Technology

I work for a municipality and we are having a hard time adapting to the new technological requirements for public meetings

The Department of Technology and Information created virtual public meeting "How To" document utilizing cloud-based services such as Zoom and WebEx. [ATTACHED DOCUMENT]

Transportation/Travel

I work for a company that is critical in the response to coronavirus. If the State were to issue a driving ban, how can I get access to Driving Restriction Waiver?

The Secretary of the Department of Safety and Homeland Security has the authority to grant a driving waiver to organizations, entities, and individuals which have a valid significant health, safety or business necessity. If you believe that your business fits into this category, you are asked to apply for an Emergency Driving Restriction Waiver from the Delaware Emergency Management Agency (DEMA) by completing the online application. More information can be found here: <https://dema.delaware.gov/drivingRestrictions/index.shtml>

I am contractor or developer currently doing business with the State of Delaware. What do I do?

The Delaware Department of Transportation wants to assure the development community that we are still open for business. Our Development Coordination and Public Works sections are still accepting and processing approvals as they are submitted. With all submittals being electronic via the PDCA (Planning and Development Coordination Application) or the Permit Application Website, we are currently still able to maintain our published review schedules. However, it has been decided in order to ensure the safety of our staff and customers and to

allow projects to move forward without delay, we are strongly encouraging all meetings be conducted, either by telephone conference call or video-conference call, until further notice. If you have any questions, please feel free to contact the Development Coordination Section at 302.760.2266.

Can people leave the state to move their kids out of college or to go to work?

Yes, with some things to bear in mind (see [Stay-At-Home order](#)) for reference:

1. Subject to the restrictions of the state they are traveling into - that state may have driving restrictions that DE does not. See para 8d.
2. The DE order allows for travel for work at any "essential business." See para 8a.
3. The DE order allows travel to care for minors and dependents - para 8b, possibly 8c.

Other

Where can I fish?

At this time all other fresh, salt and brackish water fishing remains open.

There is no surf fishing allowed and no drive-ons, per the Governor's order.