

KCMO Reopens FAQ

Why is the city still under an emergency order?

COVID-19 is present throughout the greater Kansas City region and continues to spread throughout our community. Because of this sustained transmission, it is necessary to continue these efforts to protect the health and safety of all Kansas City residents. The latest version of Mayor Lucas's emergency order allows for certain business activities to resume while ensuring necessary public health measures remain in place.

When will the new emergency order take effect?

The updated order will take effect at 12:01 AM on May 6, 2020. The order will be evaluated on an ongoing basis and may be modified as circumstances change, based on guidance from public health officials and other medical experts.

What changes from previous orders?

Kansas City will begin operating under a "10/10/10 rule." The primary changes are as follows:

- Non-essential business operations that are not open to the public can resume in-person and delivery operations, provided they operate in accordance with guidance provided by the Health Department and allow workers to maintain social distancing.
- Most non-essential business operations that are open to the public (such as non-essential retail stores and personal care services) can resume in-person operations provided business operators follow the "10/10/10 rule." The 10/10/10 rule specifies that these businesses must limit the number of customers allowed to no more than 10 percent of building occupancy or 10 people (whichever is larger), and record the names, contact information, and approximate entry/exit time of all customers who are on premises for more than 10 minutes.
- Religious gatherings (including weddings and funerals) of 10 people inside and 50 people outside can resume, provided social distancing is maintained and event organizers record the names and contact information of all attendees.

How do I know if a business is subject to the 10/10/10 rule?

All non-essential businesses that are open to the public are subject to the 10 percent/10-person occupancy restriction. Businesses—primarily retail stores—where the typical customer is on-site for less than 10 minutes do not have to record customer names and contact information.

A good rule of thumb is that businesses must record contact information if customers typically sit down to frequent a business. Examples include beauty salons and other personal service providers where the typical customer remains on-site for more than 10 minutes.

Which businesses must remain closed?

Gyms, museums, bars, in-person restaurant dining, dog parks, playgrounds, and public access to government buildings and community centers. We currently anticipate that these establishments will be able to re-open on May 15, subject to 10/10/10 rule.

Can restaurants re-open after May 6?

No, in-person dining at restaurants must stay closed until at least May 15.

Why are you requiring certain businesses to record information about customers?

One of the primary means for transmission of COVID-19 is in-person interactions that last more than a few minutes. By recording customer names, businesses will enable the Kansas City Health Department to more quickly trace, test, and isolate individuals who may have been exposed to COVID-19 if an employee or customer had the virus at the time they frequented the business. Businesses can and should refuse service to customers who do not provide their name and contact information (phone number, at minimum).

How long must businesses keep records?

A minimum of 30 days.

What are general guidelines businesses can follow to keep employees and customers safe?

- Require all employees and customers to wear masks or other face coverings.
- Allow employees to maintain at least six feet of distance from each other and customers as much as feasible.
- Implement sick leave policies which allow any employee who shows any signs of COVID-19 infection (fever, cough, shortness of breath) to remain home until at least 3 days after symptoms have abated.
- Send home any employee who exhibits COVID-19 symptoms while at work.
- Provide easily accessible hand sanitizer for employees and customers.
- Encourage employees to regularly wash their hands with soap for at least 20 seconds.
- Regularly disinfect commonly used surfaces such as door handles, counters, and payment terminals.
- Limit cash exchanges.

More detailed information on protecting businesses and employees is available on the [CDC website](#).

Are religious services, wedding, and funerals allowed?

Yes, starting May 6, indoor social events of 10 people or less and outdoor social events of 50 people or less are permitted, provided social distancing precautions are followed and event organizers record the names and contact information of all attendees.

Do essential business categories and regulations remain the same?

Yes. Essential business operations can continue as they were previously. Statewide occupancy limits for essential businesses remain in effect through May 31, 2020.

- Smaller locations (less than 10,000 square feet), must maintain 25 percent or less of the authorized occupancy;
- Larger locations (10,000 square feet or greater), must maintain 10 percent or less of the authorized occupancy.

Essential businesses include:

- Health care (doctors, dentists, nurses, hospitals, pharmacies, medical research facilities, blood donation services, labs, etc.);
- Food and drink production and distribution (including grocery stores, markets, restaurants that offer food for carryout, liquor stores);
- Sanitation (including laundromats, dry cleaners, household and business cleaning services and supply stores);
- Transportation (including railroads, airports, public transit, taxis and other private transportation providers, and gas stations);
- Financial Services (including banks, insurance providers, and professional services required to comply with legal and regulatory requirements);
- Manufacturing and distribution of supplies and materials for essential businesses (including trucking and other supply chain support functions);
- Maintenance and construction of infrastructure and households; Child care;
- Essential Government Operations;
- Residential facilities (including hotels and motels);
- Media and Communications Providers; and
- Mailing, Shipping, and Delivery services.

A full list of categories of essential businesses is provided in the Order. If you have specific questions about whether your business qualifies please [email KC Bizcare](#) or call 816-513-1120 for additional guidance.

What are the penalties for non-compliance of this order?

Violations of any provision of this Order constitutes an imminent threat, creates an immediate menace to public health, and shall be considered a violation of Section 50-155 of the City's Code of Ordinances. These can include fines, orders to suspend business operations, and other penalties.

How will this emergency order be enforced?

The order will be primarily enforced by the Health Department, with support from other city regulatory agencies such as the Kansas City Police and Fire Departments and the City's Regulated Industries Division.

If your business is informed that it must shut down by someone who claims to represent the city but does not have credentials identifying them as such, please contact the police department.

My employer is forcing me to report to work. Do I have to report?

No. Employees of non-essential businesses can choose not to report to work until May 15 if they feel sick, are immunocompromised, over aged 60 or otherwise in a high-risk group, must stay home to care for a child or sick family member, or otherwise does not have the capacity to return to work.

All staff who are required to work in conditions where social distancing is not feasible, including cashiers and other individuals who interact closely with the public, must be provided with appropriate PPE by business operators. Businesses who do not provide employees with appropriate PPE may be issued closure orders by the Health Department.

The City strongly encourages all employers to continue to allow individuals to work from home to the extent feasible, and to make accommodations for individuals at high risk for serious complications from COVID-19.

If you are being forced to work in conditions without appropriate PPE, please contact the Health Department's Environmental Health Division through email or calling 816-513-6315.

Can public facing businesses refuse service to customers who are not wearing masks?

The Health Department strongly recommends businesses which require close customer/employee interaction to refuse service to customers who do not wear masks. All businesses can refuse entry and service to customers who are not wearing masks.

I do not wish to operate my business or believe I can't operate my business safely. Am I forced to re-open?

Decisions about re-opening are up to individual business operators, and the City cannot compel any business to reopen.

I'm worried that there are clearly sick individuals at a workplace or other location. How can I report this?

Please contact the Health Department's Environmental Health Division through email or calling 816-513-6315.

Are businesses in the Clay or Platte County portions of Kansas City subject to this order?**What about businesses in Kansas or other parts of the region that aren't in Kansas City?**

The entirety of the City of Kansas City –including parts of the city in Platte and Clay Counties—is subject to this Order. Individuals and businesses in jurisdictions outside of Kansas City will need to contact their officials for clarifications about regulations in their communities.

I live in Kansas City but work in a neighboring city or county. Which guidelines should I follow?

Guidelines are determined by the geographic location of your place of employment. If you work outside of Kansas City, the rules governing the place of your employment will be determined by that jurisdiction. Similarly, individuals who live outside of Kansas City but work or operate businesses inside Kansas City must follow city regulations for their businesses and places of employment.

Can schools resume in-person instruction?

Under Governor Parson's statewide Order, schools must remain closed for the remainder of the 2020 academic year. The City is actively working with area superintendents to evaluate the conditions under which in-person instruction can resume safely.

Can child-care providers remain open?

Yes, child-care operations can continue operating, providing the following recommendations are followed.

1. Childcare should be carried out in stable groups, preferably with 10 or fewer ("stable" means that the same 10 or fewer children are in the same group each day);
2. Children should not change from one group to another;
3. If more than one group of children is cared for at one facility, each group should be in a separate room. Groups should not mix with each other; and
4. Childcare providers should remain solely with one group of children.

Will parks and other outdoor recreational facilities be open?

City parks and outdoor recreational facilities remain open, provided users follow social distancing guidelines. However, public pools, playgrounds, basketball courts, and other potential gathering places remain closed. The Kansas City Parks Department is actively working with the Health Department to determine whether these facilities can re-open safely, and what guidelines will be necessary for their safe operation. This page will be updated when more information becomes available.

My business and/or my job has been impacted by COVID-19. Where can I go to get help?

KCMO.gov/coronavirus includes information on both [health/safety](#) and [financial resources](#) for businesses and employees. The City, local philanthropies, and faith-based organizations are actively working on additional support measures and will share more information as it becomes available.

If you are an individual needing resources now, please contact United Way 211 by dialing 211 to reach trained, caring professionals seven days a week, 24 hours a day, or visit 211kc.org.

When will this order be updated?

When will restrictions be loosened further? This Order is the first phase of a gradual relaxation of the Stay-at-Home Order. The City will continue to monitor health indicators to evaluate when and how to relax these restrictions.

These indicators include:

- Sustained declines in the average number of new daily reported cases, both in Kansas City and across the broader metropolitan region;
- Hospital utilization and ICU availability;
- Testing capacity;
- The ability to trace, test, and isolate individuals who are potentially exposed to the virus, also known as contact tracing.

The general framework the City will use to make decisions about how and when to relax these orders further is still under development. The City expects to move through several “phases” of reopening, and restrictions will gradually be more relaxed at each phase. This framework will be based on local trends, national best practices, and lessons learned from other jurisdictions.

It is important to note that the City does not have a specific timeframe for when to begin the next phase of reopening, as that decision will be made based on the above indicators and the guidance of public health professionals.

I have a question that isn't covered by this FAQ. How can I get an answer?

We encourage everyone to review the Order in its entirety. If that does not resolve your question, please [contact the City's 311 service](#).