

Governor's Office Daily COVID-19 Q & A

April 21, 2020

Helplines and Webpages

General Resources and a list of Executive Orders: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov
- State: [click here](#). Federal: <https://disasterloan.sba.gov>.
- Business insurance coverage: <https://mc.insurance.illinois.gov/messagecenter.nsf>.

Unemployment Assistance: IDES set the following guidelines for applicants:

- FOR ON-LINE APPLICATIONS, [click here](#). If your last name begins with letters:
 - **A through M** file your claim on **Sundays, Tuesdays, Thursdays**.
 - **N through Z** file your claim online on **Mondays, Wednesday, Fridays**.***Saturdays** – for those who missed their application window.
- FOR PHONE APPLICATIONS, call (800) 244-5631. If your last name begins with letters:
 - **A through M** call between 7:30am – 6pm on **Tuesdays and Thursdays**.
 - **N through Z** call between 7:30am – 6pm on **Mondays and Wednesdays**.***Fridays** (7am-6pm) & **Saturdays** (8am-noon) – for those who missed their call window.

Individual Assistance:

- Employee workplace rights complaints: (844) 740-5076 or submit a complaint [online](#).
- Resources for people with disabilities: visit www.DDD.Illinois.gov.
- Consumer guidance on debts due and regulated financial sectors: [click here](#).
- Airbnb Housing opportunities for first responders and medical professionals: [click here](#).
- For insurance coverage guidance from the Department of Insurance, [click here](#).
- Medication Affordability Assistance: visit: <https://abe.illinois.gov/abe/access/>
- Illinois taxpayer information: visit DOR's [resource page here](#).
- Call4Calm: Text "TALK" to 5-5-2-0-2-0; for Spanish, text "HABLAR" to 5-5-2-0-2-0_

Other Resources:

- Federal Stimulus Package Unemployment Benefits Q&A: [click here](#).
- IDFP list of licensees and consumers impacted by COVID-19: [click here](#).
- School related inquiries: visit <https://www.isbe.net/covid19>
- COVID19 cases by county: visit dph.illinois.gov
- To volunteer: visit serve.illinois.gov or email dph.serveillinois@illinois.gov
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).

Testing

Q: What is the number and location of Illinois-based labs that are processing COVID-19 tests?

A: The Illinois Department of Public Health (DPH) has three state labs in Carbondale, Springfield, and Chicago. DPH has many lab partners testing specimens at this time; data on results by locale are forthcoming.

Q: What is each Illinois-based lab's productivity with regard to providing results?

A: Illinois-based labs generally target results being available 48 hours after the test is taken. This may vary based on volume and transport times.

Q: Who in the administration is running point on coordinating testing activities?

A: IDPH in coordination with the Governor's office is coordinating testing activities alongside our hospital, university, and FQHC partners.

Education

Q: Is there any possible way to open up some type of grant-based funding to allow districts to take advantage of the unplanned empty building time in order to tackle upgrades to electrical systems, technology infrastructure, plumbing, or other needs?

A: The Illinois State Board of Education does not have funding available to support new maintenance grants.

Q: Can school districts begin construction activities during the suspension of in-person instruction?

A: Yes. School districts may begin construction activities on any school building for the period of time that the building is closed for educational purposes as long as students are not present in the building, and any construction activity does not impede the availability of the building for other purposes, including food preparation and meal delivery and any child care services provided to the children of employees considered essential workers. Be advised construction must be interrupted and discontinued in the event in person instruction resumes .

Workplace Safety

Q: What is the proper protocol for a business to inform their employees that a person in their company died of COVID-19 if an investigation found that the person was likely sick or contracted the illness while physically at the place of business? What are the HIPPA rules for informing employees? What is the mandate for cleaning?

A: In consultation with the Illinois Department of Public Health (IDPH), the guidance is that the local health department is the best entity to advise as to disclosure of positive COVID-19 status. To view up-to-date HIPPA guidelines on COVID-19, please visit this [website](#). The CDC developed disinfectant guidelines for entities when an employee or resident tests positive for COVID-19. Please review the CDC protocol [here](#).

Q: Is an employer required to provide a notice of the sanitary protocol set in place, or notice of a positive case in the workplace in the language of the workers to ensure language is not a barrier to communication and compliance?

A: Under the Illinois Human Rights Act (“Act”) it is a civil rights violation for an employer to act with respect to the terms, privileges or conditions of employment on the basis of unlawful discrimination. Unlawful discrimination includes discrimination against a person because of

their race, national origin, or ancestry. When a public or private manufacturer fails to publish a preparedness plan or other safety-related information in language(s) understood by its workers, a barrier to communication and compliance is created, which may create a risk of harm to workers solely because of their race, national origin or ancestry. This situation could constitute discrimination with respect to the terms and conditions of the workers, and thus, a violation of the Act.

Q: How do I file a charge of discrimination during the COVID-19 pandemic?

A: Complete a [IDHR Complainant Information Sheets \(CIS\)](#) and submit by either of the following:

Email: IDHR.Intake@illinois.gov.

Fax: 312-814-6251, Attn: Intake Unit

Mail: **Illinois Department of Human Rights (IDHR)**

Attn: Intake Unit

100 W Randolph St, Ste. 10-100 Chicago, IL 60601

For more information visit: <https://www2.illinois.gov/dhr/Pages/default.aspx>

Business Compliance

Q: Can pet groomers provide curbside service?

A: DCEO has considered and understands pet owners' concerns. However, under the current Stay at Home [Executive Order 10](#) and as extended by [Executive Order 18](#), pet grooming is considered a non-essential function. For specific business inquiries, please contact 1-800-252-2923 or CEO.support@illinois.gov

Q: Are there any regulations on essential businesses in regard to the number of people in stores or are some stores putting these regulations in place themselves?

A: No, but essential businesses have to comply with social distancing requirements (i.e. 6ft distancing) and the other requirements described in the Stay at Home [Executive Order 10](#) and as extended by [Executive Order 18](#).

Student Loans

Q: What assistance is available for those with a private student loan? How can they access that assistance?

A: IDFPB has secured relief for those with commercially owned Federal Family Education Program Loans or privately held student loans who are struggling to make their payments due to the COVID-19 pandemic. Borrowers in need of assistance must immediately contact their student loan servicer to identify the options that are appropriate to their circumstances.

Relief options include:

- Providing a minimum of 90 days of forbearance
- Waiving late payment fees
- Ensuring that no borrower is subject to negative credit reporting
- Ceasing debt collection lawsuits for 90 days
- Working with borrower to enroll them in other borrower assistance programs, such as income-based repayment.

Q: How can I determine what type of loans I have?

A: To find out if you have a federal student loan, visit the Department of Education's National Student Loan Data System (NSLDS) at nslds.ed.gov or call the Department of Education's Federal Student Aid Information Center at **1-800-433-3243** or **1-800-730-8913** (TDD).

Q: Who do I contact if I have trouble contacting my student lender or servicer?

A: Contact one of the following:

- IDPFR Division of Banking **217-785-2900** for information or to file a complaint at <https://www.idfpr.com/admin/banks/DoBcomplaints.asp>
- Attorney General's Student Loan Helpline at **1-800-455-2456** or file a complaint at <https://illinoisattorneygeneral.gov/consumers/filecomplaint.html>
- Consumer Financial Protection Bureau: <https://www.consumerfinance.gov/complaint/>