

# Governor's Office Daily COVID-19 Q & A

April 27, 2020

## Helplines and Webpages

General Resources and a list of Executive Orders: visit [coronavirus.illinois.gov](https://coronavirus.illinois.gov)

### PPE Equipment:

- Donations: [PPE.donations@Illinois.gov](mailto:PPE.donations@Illinois.gov)
- To Manufacture PPE in Illinois: [ima@ima-net.org](mailto:ima@ima-net.org)

### Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or [CEO.support@illinois.gov](mailto: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 please [click here](#).
- 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](https://dph.illinois.gov)
- To volunteer: visit [serve.illinois.gov](https://serve.illinois.gov) or email [dph.serveillinois@illinois.gov](mailto:dph.serveillinois@illinois.gov)
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).

## **Hunting**

**Q:** Why were certain state parks opened for hiking, fishing, and mushroom hunting, but not turkey hunting for those who have permits?

**A:** In order to ensure people adhere to social distancing and other health directives while the State slowly reopens parks, fish and wildlife areas, and recreational areas, the Illinois Department of Natural Resources (IDNR) is allowing a limited number of recreational activities at state sites open to the public. As such, hunting remains suspended for the time being.

## **Photography**

**Q:** Is a photographer prohibited from taking any pictures during this time?

**A:** No. Photographers can still operate but under limited conditions such as the "front porch shoots." Outdoor photography and front porch shoots will be permitted so long as social distancing requirements are followed. Indoor studio and home photography are not permitted. Gatherings, such as weddings, must be fewer than 10 people.

If you have questions or concerns about whether a business is "essential" under the Stay at Home order, please contact the Department of Commerce and Economic Opportunity's COVID-19 hotline at 1-800-252-2923 or e-mail [CEO.support@illinois.gov](mailto:CEO.support@illinois.gov).

## **Higher Education**

**Q:** How do I find out who my student loan servicer is?

**A:** To determine the types of federal loans students have and who their servicers are, borrowers can visit the Department of Education's National Student Loan Data System (NSLDS) at [nslds.ed.gov](https://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). Borrowers with private student loans can check the contact information on their monthly billing statements.

### **IDFPR – Status and Preliminary Hearings**

**Q:** Are status and preliminary hearings scheduled for the Division of Real Estate cancelled?

**A:** All status and preliminary hearings scheduled at the Division of Real Estate during May 2020 are cancelled and rescheduled. To view the new dates, [click here](#).

**Q:** Are status and preliminary hearings scheduled for the Division of Professional Regulation cancelled?

**A:** All status and preliminary hearings scheduled at the Division of Professional Regulation during May 2020 are cancelled and rescheduled. To view the new dates, [click here](#).

**Q:** Are status and preliminary hearings scheduled for the Division of Financial Institution cancelled?

**A:** All status and preliminary hearings scheduled at the Division of Financial Institution during May 2020 are cancelled and rescheduled. To view the new dates, [click here](#).

**Q:** Are status and preliminary hearings scheduled for the Division of Banking cancelled?

**A:** All status and preliminary hearings scheduled at the Division of Banking during May 2020 are cancelled and rescheduled. To view the new dates, [click here](#).