

Governor's Office Daily COVID-19 Q & A
May 18, 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 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
- To volunteer: visit serve.illinois.gov or email dph.serveillinois@illinois.gov
- COVID-19 Symptom guidelines: visit DPH website, [click here.](#)
- DPH map of testing sites: [click here](#)

Restore Illinois

Q: What is the rationale for barbershops opening in phase 3, but restaurants needing to wait until phase 4 to open?

A: Less difficulties will be presented when limiting close personal contact in barbershops and salons with strict distancing, PPE, and capacity limit guidance, whereas there will necessarily be more potential contacts in restaurants. Please continue to check the Illinois Department of Public Health (DPH) [website](#) to determine which phase your region is in.

Q: When can *unrestricted* child care be allowed to resume?

A: The Restore Illinois plan requires restrictions to be in place in child care settings in phases 1-4. In phase 5, COVID-19 related restrictions will be lifted on child care providers. Information about child care for families and providers can be found on this [website](#). Child care centers are currently able to reopen with an emergency child care license and group size limits, and child care homes are able to serve up to 6 children. Additional guidance for child care for Phases 3 and 4 is currently being developed, and will require appropriate group sizes that allow for social distancing and other critical health and safety measures. Please continue to check the DPH [website](#) to determine which phase your region is in.

Contact Tracing

Q: Governor Pritzker announced the state will be making significant investments in personnel and other resources to provide contact tracing. If individuals are interested in applying for available jobs, what site do they visit to learn more?

A: As part of the continuing effort to combat the COVID-19 pandemic the State of Illinois is beginning the process of standing up a massive contact tracing operation. Hiring will be done through local health departments and community based organizations (CBO); not at the state level through DPH. Once the program is finalized, those entities and the Administration will alert stakeholders and legislators. In the meantime, any individual who would like to express their interest in working as a contact tracer through a local health department or CBO may register that interest at <https://redcap.dph.illinois.gov/surveys/?s=KWKJL93TM7>.