

Governor's Office Daily COVID-19 Q & A
May 26, 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.](https://disasterloan.sba.gov)
- Business insurance coverage: [https://mc.insurance.illinois.gov/messagecenter.nsf.](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](#) or [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: Can salons please receive guidance for what steps they should take to ensure a safe, compliant opening when they are allowed to begin seeing clients?

A: Please refer to this Illinois Department of Commerce and Economic Opportunity (DECO) [guidance](#) on hair salons, barber shops, nail salons, spas, massage parlors, waxing centers, and tattoo parlors. Please continue to check the Illinois Department of Public Health (IDPH) [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance. Please note, currently all regions in Illinois are in Phase 2.

Q: What is the guidance for restaurants that will have the green light to open outdoors seating in [Phase 3](#)?

A: Please see this DCEO [guidance](#) on full-service restaurants, limited-service restaurants, snacks bars, taverns, and other food and beverage businesses. Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance. Please note, currently all regions in Illinois are in Phase 2.

Q: Ice Skating rinks have been given the green light to open in [Phase 3](#) but does the person limit mean 1 coach per 1 figure skater or does it means 1 coach per 9 figure skaters?

A: Team / group sizes should be limited to 10 participants or fewer per every one adult, i.e. the coach. Please see this DCEO [web link](#) for more information. Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Summer Youth Programs

Q: Summer programs like those offered by community YMCAs are not licensed like other child care providers. Can guidance be provided regarding the extent to which they may operate this summer, keeping in mind parents and guardians will seek childcare options if the state reaches phase 3 this summer and offices reopen?

A: In Phase 3 of the Restore Illinois Plan, day camps that are not licensed by DCFS are permitted to open. Please refer to this DCEO [guidance](#) on recreational day camps, which provides guidance concerning general health, HR and travel policies, health monitoring, physical workspace, disinfecting/cleaning procedures, staffing and attendance, external interactions, and customer behaviors. Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Other

Q: What is Bain Consulting's responsibilities within the administration during the COVID-19 crisis?

A: Bain is donating its time to the State of Illinois to facilitate meetings and interviews with various industries to receive suggestions on how different sectors can reopen safely.