

**Governor's Office Daily COVID-19 Q & A**  
**May 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.](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](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.](#)
- DPH map of testing sites: [click here](#)

## **Restore Illinois**

**Q:** What phase or date can we share with museums and parks that they can prepare to open?

**A:** The re-opening of public parks is up to the discretion of the local government. Adventure parks, such as Six Flags, water parks, larger museums, cinemas, and theaters will open in Phase 4. Additional guidance from the Illinois Department of Public Health (IDPH) on swimming pools will be forthcoming. Small community museums will be evaluated on a case-by-case basis during [Phase 3](#). Please continue to check the Illinois Department of Public Health (DPH) [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

**Q:** Is there guidance for malls to open in phase 3?

**A:** Yes, please see the linked retail [guidance](#) for [Phase 3](#). Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

**Q:** Are there considerations being given to allowing gatherings in a church setting and when should we expect that to be made?

**A:** Engaging in religion is essential, but individuals must comply with social distancing requirements and gatherings are limited to no more than ten people. The Department of Commerce and Economic Opportunity (DCEO) encourages the use of online services to protect the health and safety of our communities. Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

**Q:** Tanning beds are included in both salons and gyms in many cases. They already have guidelines to disinfect after every use, so can businesses offer tanning services in Phase 3 since it is a single use activity?

**A:** Tanning beds are allowed in [Phase 3](#). Please see the this [guidance](#). Please continue to check the DPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

**Q:** What are we doing to help business owners who have weddings/events planned?

**A:** To date, the administration has delivered over \$14 million in small business grants averaging \$20,000 to 699 bars, restaurants, and hotels across 270 individual cities in Illinois. Gatherings of 50 or fewer will be allowed in Phase 4.