

Governor's Office Daily COVID-19 Q & A
May 28, 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](#) 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: Are car washes allowed to open in Phase 3? If so, where can residents access the guidance?

A: Yes, car washes can open in [Phase 3](#). Please refer to this Department of Commerce and Economic Opportunity (DCEO) [guidance](#) on car washes which provides guidance concerning general health, human resources and travel policies, health monitoring, physical workspace, disinfecting/cleaning procedures, staffing and attendance, external interactions, and customer behaviors. Please continue to check the Illinois Department of Public Health's (IDPH) [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Q: The governor stated that we must “stay away from sidewalks” in his speech last week so does this mean that municipalities can make the call to accommodate their local dining establishments and sidewalk layouts as they best see fit and safe?

A: Yes, local jurisdictions can make determinations on width of sidewalk cafes, sidewalk layouts, etc. Please refer to this DCEO [guidance](#) on restaurants and bars for outdoor dining, which contains information on general health, human resources and travel policies, health monitoring, physical workspace, disinfecting/cleaning procedures, staffing and attendance, external interactions, and customer behaviors.