

Governor's Office Daily COVID-19 Q & A
May 4, 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](#)

Essential Business

Q: Are stores that sell primarily vitamins and supplements but not medicine or other medications not requiring a prescription, considered essential businesses?

A: No. Stores that primarily sell vitamins and supplements do not fall within Section 12(a) of the [Executive Order 2020-32](#). Non-essential retail stores may reopen to fulfill telephone and online orders through pickup outside the store and delivery. Employees working in these stores must follow the Social Distancing Requirements and must wear a face covering when they are unable to keep six feet distance from another employee or a customer.

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.

Q: Are drive-in movie theatres permissible?

A: Drive-in movie theatres can operate on a limited basis if they adhere to certain social distancing and mitigation strategies. Cars must be parked in every-other spot to ensure a minimum six-foot distance between cars. Patrons are not allowed to sit outside of their vehicles to view the movie. To the extent possible, reservations and payments for the theatre should be made in advance online or over the phone, and concessions should be ordered online or over the phone to be available for curbside pickup. Restrooms should have sufficient soap and hand sanitizer and shall be regularly sanitized. Drive-in theatres should also follow the social distancing guidelines set forth in the order. Guidance on drive-in theaters can be found [here](#).

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.

Housing

Q: Where can a person find information on housing if they are at risk of becoming homeless?

A: The Illinois Department of Human Services (DHS) is administrating an emergency housing assistance program. The program lists where emergency and transitional housing providers are giving immediate shelter services to persons experiencing homelessness and persons at risk of becoming homeless. More information on the program can be found at [this weblink](#).