

Governor's Office Daily COVID-19 Q & A

April 9, 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: 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** – anyone who missed their window can apply.
- 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)** – anyone who missed their window can call.

Individual Assistance:

- Employee workplace rights complaints: (844) 740-5076 or submit a complaint [online](#).
- Resources for people with disabilities: visit www.DDD.Illinois.gov.
- 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](#).

Other Resources:

- Federal Stimulus Package Unemployment Benefits Q&A: [click here](#).
- IDFPR 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](#).
- Emergency Day Care Provider Search: visit <https://emergencycare.inccrra.org>
- To report price gouging: submit a complaint [online](#).

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Testing

Q: Now that antibody testing is available, when will Illinois conduct a random sampling of the population to get a sense statistically what the general background COVID immunity levels are?

A: We are aware that some serological tests are commercially available. However, many of the rapid serology tests have gone through limited clinical trials and the accuracy of their results are questionable. They provide very high false-positive rates, telling people that the antibodies are present in their blood, when they are actually not present. We are continuing to explore options but want to ensure the test is high quality.

Q: Will Illinois be using Abbot Laboratories' rapid COVID-19 testing?

A: Abbott has distributed a limited number of ID NOW testing platforms to hospital labs and emergency departments in the state. Each location has independently established criteria for when it utilizes this equipment for COVID-19 testing.

Tax

Q: Where can local governments find information on rate changes?

A: Please visit: <https://www2.illinois.gov/rev/research/news/Pages/Rate-Changes-to-Take-Effect-January-1,-2020.aspx>

Q: Are hand sanitizer distillers tax exempt in any way?

A: With many Illinois-based distillers shifting operations to produce needed hand sanitizer during the COVID-19 outbreak, the Illinois Department of Revenue (IDOR) is ensuring any alcohol purchases made for production be tax-exempt. Normally, distillers incur a tax liability based on the amount and strength of alcohol used in distillation.

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Child Care

Q: Are child care centers allowed to reopen for the general population?

A: No. Child care centers may only reopen as Emergency Care Centers (ECC) to serve children of essential workers by applying for an emergency permit from the Department of Children and Family Services (DCFS) and operating within DCFS, Illinois Department of Public Health (IDPH) and Center for Disease Control (CDC) guidelines.

Q: How many children can ECCs serve at one location?

A: Per IDPH and CDC guidelines, classes are limited to no more than ten children per classroom and up to five classrooms per location.

Q: Can ECCs or homes that reopen to provide emergency child care get help from the State with conversion costs?

A: Yes. Illinois Department of Human Services (IDHS) is providing one-time stipends to help with additional expenses during this time. Homes may apply for \$750, or for \$1000 if they provide care during 2nd and 3rd shifts. ECCs with up to two classrooms may apply for \$2000. ECCs with three or more classrooms may apply for \$3000.

Q: Are ECCs or homes that reopen to provide emergency child care eligible for any other incentives or help?

A: Yes. Per IDHS, providers offering emergency child care for essential workers will receive a 30% add-on to the normal rates for care during the month of April.

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Q: If I choose not to reopen my child care center at this time, is there any assistance so I can continue to pay my staff during this crisis?

A: Yes. To offset the loss of revenue from low attendance or closure, providers may apply for an attendance exemption. If they certify that they will continue to pay staff for their normal work schedule, IDHS will pay them for all eligible days of care regardless of attendance. This exemption is in place for the months of March and April.

Business Compliance

Q: Are greenhouses, garden centers, and nurseries essential?

A: The Department of Commerce and Economic Opportunity's (DCEO) original guidance provided that "stores that sell supplies that assist with either (a) agriculture; or (b) products for landscaping can continue to sell those products to the public, provided adequate social distancing is complied with." This guidance remains valid.

DCEO has expanded their original guidance so that all garden stores, garden centers, and nurseries (even those that did not fall within our original guidance above) are allowed to sell products for delivery or pick-up. That expanded guidance states: "Garden stores and greenhouses can remain open for purposes of maintaining inventory, and to fulfill online and phone orders for pick-up or delivery only." This guidance applies to both standalone stores as well as garden centers that are part of a larger store (such as a garden center that is part of a hardware store or big box stores such as Lowes or Home Depot).

Q: As a licensed auctioneer, what services am I permitted to provide during the duration of the Executive Orders?

A. Virtual or remote auctioneer services may be conducted during the duration of the state's disaster proclamation until April 30, 2020. Since auctions are likely to attract large numbers of

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individuals in a single location, thus exceeding the ten-person limitation provision in the Executive Order 10 and as extended by Executive Order 18, all in-person auctions are prohibited at this time. This prohibition includes in-person and physical live auctions. For more guidance contact DCEO at 1-800-252-2923 or CEO.support@illinois.gov.

Other

Q: Can Freedom of Information Act (FOIA) requests be delayed?

A: The Illinois Attorney General's Office has issued [guidance regarding FOIAs](#) during the COVID-19 pandemic.