

Governor's Office Daily COVID-19 Q & A

April 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>.
- 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](#).

Professional Licensure

Q: Where can therapists who have varying degrees of face-to-face clinical, supervisory, or experiential requirements necessary for licensure find information?

A: Please visit <https://www.idfpr.com/COVID-19.asp> for the most up to date information on Healthcare Professions.

Safe Workplace

Q: How can a business properly disinfect their facilities or offices if a worker has a confirmed COVID19 case?

A: The CDC recommends that businesses clean and disinfect all areas used by the person who tested positive for COVID-19, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines. The CDC provides detailed instructions [here](#).

Local health departments are responsible for interviewing COVID-19 positive employees and identifying close contacts of that employee, with assistance from the employer for close contacts within the workplace.

Q: Are food and meat processing facilities and workplaces with assembly lines required to respond to inquiries by their local health department?

A: Per the Illinois Control of Communicable Disease Code, 77 Ill. Adm. Code 690, facilities are required to respond to and collaborate with IDPH and their local health department. This includes allowing visits to the facility for an assessment and responding to requests for information including, but not limited to:

- The employer's current practices to reduce risk to employees;
- A complete list of employees;

- A complete list of employees who have called off sick, broken down by date; and
- Prompt reports of any COVID-19 cases that the facility has identified in either Illinois residents or residents of other states to the local health department within 24 hours.

Q: What requirements must be met for a recovered COVID-19 healthcare employee to return to the workplace?

A: The CDC recommends the test-based strategy should be used including: (A) absence of fever without fever-reducing medications, (B) vast improvement of respiratory symptoms, and (C) negative results from a nasal swab test. If the test-based strategy cannot be used, please see [CDC guidelines](#) for further direction.

IDPH and local health departments may provide specific suggestions on how to reduce risk to employees from acquiring COVID-19, including holding teleconferences to review the situation at the facility and providing suggestions for risk reduction. Please contact your local health department.

Student Loan

Q: I think my loan servicer is not cooperating with me. Is there anyone I can contact?

A: Yes, borrowers experiencing trouble are encouraged to contact the following:

- IDFPR Division of Banking at [\(217\) 785-2900](tel:2177852900) or file a complaint [here](#).
- Illinois' Attorney General Student Loan Helpline at [1-800-455-2456](tel:18004552456) or file a complaint [here](#).
- The Consumer Financial Protection Bureau to file a complaint [here](#).

Illinois Law Enforcement Training Standard Board (ILETSB)

Q: What does ILETSB plan on doing regarding training classes for current cadets?

A: ILETSB intends to continue training for the current cadet class. The Board will work closely with IDPH and ISP to ensure safety protocol and guidelines are followed.

Oral Health

Q: Are dental and orthodontist offices allowed to re-open?

A: Under [Executive Order 2020-10](#) and as extended by [Executive Order 2020-18](#), dentists and orthodontist offices were not required to close. The instruction was to temporarily halt elective surgeries and cater to patients experiencing a medical emergency. Guidance on elective surgeries from DPH is forthcoming. Infection prevention and control guidance is provided on the CDC [website](#).