

# Governor's Office Daily COVID-19 Q & A

April 29, 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>.
- 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](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](#)

## **Masks**

**Q:** Where can Illinois residents secure masks in order to follow the May 1<sup>st</sup> requirement?

**A:** Beginning May 1<sup>st</sup>, 2020, individuals over the age of two and those who are medically able, will be required to wear a face-covering. Face coverings can be items such as a bandana, scarf, mask, etc. These coverings must be worn when in a public place where an individual cannot maintain six-feet of social distance.

All essential businesses and manufacturers will be required to provide face-coverings to all employees who are unable to maintain six-feet of social distancing. Businesses will also have to follow new requirements that maximize social distancing and prioritize the well-being of both employees and customers. Employees at non-essential retail stores must follow the social distancing requirements and must wear a face covering or mask if they come within six feet of another employee or a customer.

For more information on the explanation of face coverings please refer to this CDC [web link](#) and this [guidance](#) from the Illinois Department of Public Health.

## **Essential Business**

**Q:** What is the status of the residential and commercial construction sector in general, and the status of construction workers, building suppliers, building specialists such as engineers and architects specifically who need to meet in person from time to time on construction sites?

**A:** Currently, construction is considered to be an essential business under [Executive Order 2020-10](#) and as extended by [Executive Order 2020-18](#). Please [click here](#) for more information. Employees and workers must follow the social distancing requirements and must wear a face covering or a mask if they come within six feet of another person. 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](mailto:CEO.support@illinois.gov).

## **Education**

**Q:** Can the state streamline the e-learning processes?

**A:** The Illinois State Board of Education (ISBE) would appreciate any feedback on the current process. They have outlined recommendations for school districts to follow and have allowed districts to implement remote learning in the best way they can in their own communities. You can read ISBE's guidance regarding remote learning on [this website](#).

**Q:** Will CARES Act money be distributed to school districts? If so, how much, how will it be distributed, and when? Can ISBE budget for it?

**A:** ISBE has information regarding the CARES Act on its [Coronavirus website](#). The website includes a spreadsheet with preliminary estimated allocations for school districts. ISBE is currently working on the state application. The administration is monitoring federal allocations via the CARES Act and is working with our congressional delegation to monitor implementation of the Act. You can find more information on the CARES Act here: <https://www.isbe.net/Documents/CARES-Act-District-Info-3-31-20.pdf>.

## **Golf**

**Q:** Can a family who lives on a golf course and owns a private cart begin to use it again if they adhere to the no more than two golfers and other restrictions? How is the golf cart different than a car?

**A:** The [guidance](#) issued says that "No golf carts may be used on course (either owned by golf club or privately owned), except individuals with a physical disability or physical limitations that prevent them from walking the course may rent a cart from the golf club."

In seeking to apply the same standard to all, and to ease enforcement, we are asking that everyone in need of a golf cart due to physical disability or limitation, rent one from the club. A

patchwork of patrons using their own golf carts and a few renting for accessibility reasons will make it difficult to enforce.

**Q:** In terms of golf cart rentals, what qualifies as “individuals with a physical disability or physical limitations that prevent them from walking the course.” Do they need a Persons with Disabilities Parking Placard?

**A:** The golf course is given the discretion to determine if an individual has a physical disability or limitation necessitating the need for a golf cart.

### **Hotlines**

**Q:** What is the call volume on the state's special hotline for anxiety associated with Covid-19 health crisis?

**A:** The Illinois Department of Human Services (DHS) created a hotline called Call4Calm to assist individuals who are struggling with the effects of the COVID-19 pandemic and need emotional support. Individuals can text TALK to 552020 for English or HABLAR for Spanish. DHS receives an average of 100 requests for support through Call4Calm on a daily basis. For other helpline services available to the public, [click here](#).