

Governor's Office Daily COVID-19 Q & A

May 3, 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 Businesses

Q. Are Farmers Markets allowed to operate?

A: Under [Executive Order 2020-32](#), farmers markets are considered essential businesses. Please follow social distancing guidelines and take extra precaution to minimize contact. 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.

See section 12a from Executive Order 32 below:

- Stores that sell groceries and medicine. Grocery stores, pharmacies, **certified farmers’ markets**, farm and produce stands, supermarkets, convenience stores, and other establishments engaged in the retail sale of groceries, canned food, dry goods, frozen foods, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, alcoholic and non-alcoholic beverages, and any other household consumer products (such as cleaning and personal care products).

Q: CBD/hemp shops cater to people in need of pain relief. They would love to allow curbside pickup especially for the elderly. Will this be something that might be considered?

A: Under [Executive Order 2020-32](#), non-essential businesses such as CBD/tobacco/vape shops may re-open to offer curbside services for pickup. Employees working in the shops must follow the social distancing requirements and must wear a face covering when they may come within six feet of 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: Is the Governor reconsidering allowing shooting ranges to reopen? These clubs have outdoor shooting ranges, trap & skeet ranges that will make social distancing manageable. Golf Ranges are allowed to reopen with restrictions and shooting range owners believe they should be able to reopen with restrictions as well.

A: Under [Executive Order 2020-32](#), both shooting ranges and golf driving ranges are NOT allowed to reopen. 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.