

Governor's Office Daily COVID-19 Q & A
May 7, 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.](https://disasterloan.sba.gov)
- Business insurance coverage: [https://mc.insurance.illinois.gov/messagecenter.nsf.](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](#)

Restore Illinois

Q: Is the 20% positivity rate requirement to advance to the next phase an average or does it start over each time a region hits 20%?

A: To advance through the phases, the Illinois Department of Public Health (IDPH) will be monitoring the COVID-19 positivity rate, the percent of COVID-19 positive tests out of the total number of tests performed, in each region. The 20% positivity rate is an average over the last 14 days. The region will be required to have a positivity rate of 20% or less and an increase of no more than 10% over a 14-day period, among other factors, to advance to the next phase. A positivity rate climb to more than 20% for a region does not indicate an automatic return to the previous phase, but it would be one of a set of multiple factors IDPH would look at to make the recommendation to return to a prior phase.

Q: Will summer school be able to meet in-person?

A: The Governor's [Restore Illinois](#) plan places in-person schooling in Phase 4 of the 5 phases. As of May 1st, all regions are in Phase 2. Schools will remain closed for the remainder of the academic year. Summer school sessions will operate remotely due to the ongoing COVID-19 public health emergency. Additional guidance released by the Illinois State Board of Education can be found [here](#).

Q: When will child care reopen?

A: Child care centers are currently able to open under an emergency child care license that requires smaller groups and strict social distancing, and child care homes can operate serving six or fewer children. We are working with stakeholders and public health officials to develop guidance for how child care will need to operate in Phases 3 and 4 to ensure safety for staff, children and their families.

Essential Businesses

Q: What are the current rules for bed and breakfast operations?

A: Bed and breakfasts (B & Bs) are not an essential business. 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 chiropractic offices allowed to remain open? Are they considered medical services?

A: Chiropractors are considered an essential practice and business. 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.