

Governor's Office Daily COVID-19 Q & A
May 11, 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](#)

Dentistry and Related Services

Q: What further guidance can be given to dentists, oral surgeons and other oral health providers who remain unclear on the extent to which the changes to essential services impact their industry?

A: Beginning May 11, 2020, Illinois Department of Public Health's (IDPH) guidance to limit oral and dental care to emergency and urgent oral and dental care needs is revised.

IDPH recommends that oral health providers resume provision of routine oral and dental care consistent with the [dental guidance](#) for minimizing risk of transmission of COVID-19 in an oral healthcare setting.

Q: What advice can be given to dentists, oral surgeons, hygienists and related professionals seeking PPE? Should they contact local public health departments?

A: Yes, dentists, oral surgeons, hygienists and related professionals should seek PPE from their local health departments. Please see additional guidance from DPH [here](#).

Restore Illinois

Q: Will spa and salon services be allowed to be resume in Phase 3 or 4? For sole proprietors offering one-on-one services (never having more than two people total in a single space), will they be allowed to offer facials, massages, and waxing in Phase 3?

A: Via the Restore Illinois plan in [Phase 3](#), salons and spa services can reopen to the public with capacity and other limits and safety precautions. Gatherings of up to 10 people will be allowed with face coverings and social distancing policies set in place. Please continue to check the DPH [website](#) to determine which phase your region is in.

Q: Are small sports training facilities allowed to open with 10 or less clients while practicing all the social distancing requirements?

A: In accordance with the [Restore Illinois](#) plan in Phase 3 health and fitness clubs can provide outdoor classes and one-on-one personal training with IDPH approved safety guidance. Please continue to check the DPH [website](#) to determine which phase your region is in.

Q: Would banquet halls be in the same category as restaurants and bars for Phase 4 purposes?

A: Banquet halls along with restaurants and bars can reopen in Phase 4 under guidance from IDPH. Face coverings and social distancing will still be required. Please continue to check the DPH [website](#) to determine which phase your region is in.