

**Governor's Office Daily COVID-19 Q & A**  
**May 20, 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.](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](#) or [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](#)

## **Restore Illinois**

**Q:** Could portrait/photography studios be cleared for reopening in the next phase?

**UPDATED A:** Indoor studio and home photography are not permitted until [Phase 3](#) and must follow IDPH approved safety guidance. Photographers can currently operate under limited conditions such as the "front porch shoots." Outdoor photography and front porch shoots will still be permitted so long as social distancing is followed. Gatherings, such as weddings, must be fewer than 10 people. Please continue to check the DPH [website](#) to determine which phase your region is in.

**Q:** Are independent massage therapists able to operate now? If not, under which phase can they reopen?

**A:** According to the Restore Illinois plan, massage therapists will be allowed to operate in [Phase 3](#) working one-on-one with clients while following IDPH approved safety guidance. Please continue to check the DPH [website](#) to determine which phase your region is in.

**Q:** What are the consequences for stores or businesses (public accommodations) that deny entry to individuals unable to wear a face-covering (mask) due to a medical condition or disability?

**A:** In order to protect the public's health, during COVID-19, the State of Illinois requires individuals to wear face-coverings when in a public place and unable to maintain a six-foot social distance and when in public indoor spaces such as stores. A store or business can prohibit individuals from entering or remaining in a facility if a face-covering is not worn that is well secured and covers the nose and mouth.

However, the prohibition is not absolute. When an individual has a medical condition or disability that prevents them from safely wearing a face-covering, the individual should engage the store or business to determine if reasonable accommodations can be made. The store or business should make reasonable accommodations without endangering their health, or the health of others. For more information, please see the Department of Human Rights [FAQ](#).