

Governor's Office Daily COVID-19 Q & A

May 21, 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](#) 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
- 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: Can camps open in phase 3? How do they get approved for this? Does it go to someone at Illinois Department of Public Health (IDPH)? Do they receive an approval letter?

A: [Phase 3](#) of the Restore Illinois Plan will allow for limited child care and summer programs to open with IDPH approved safety guidance that is currently under development. Please stay tuned for more guidance on what this will look like. Please continue to check the DPH [website](#) to determine which phase your region is in and for newly released guidance.

Q: What are the exact guidelines for restaurants opening outdoor seating?

A: On May 20th, the Governor announced that [Phase 3](#) of the Restore Illinois Plan will now allow for limited outdoor seating at restaurants, following IDPH approved safety guidance that is currently under development. Please continue to check the DPH [website](#) to determine which phase your region is in and for newly released guidance.