

Governor's Office COVID-19 Q & A

June 2, 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](#)

Personal Protective Equipment (PPE)

Q: Dentists have asked for guidance for how to PPE, as traditional procurement methods have been difficult to navigate. Would state purchasing, or purchasing through the Illinois Emergency Management Agency (IEMA) be a route dental offices could pursue?

A: The State Emergency Operation Center (SEOC) has provided guidance to the Illinois State Dental Society to help dentists across the state procure the PPE needed to allow businesses to reopen while following the health and safety [recommendations](#) issued by the Illinois Department of Public Health (IDPH).

As more private businesses, such as dental offices, look to restore services, they should utilize their existing contracts and suppliers to provide the necessary PPE to protect their customers and employees.

Restore Illinois

Q: Under [Phase 3](#), can door to door sales continue?

A: Yes, door-to-door sales are permitted with social distancing. Please refer to IDPH [guidelines](#) to maximize healthy and safety. Please continue to check the IDPH [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Q: How long will the moratorium on evictions last?

A: The moratorium on evictions is extended through **June 27, 2020** as stated in [Executive Order 2020-39](#).

Q: What phase or date will museums and parks be open?

Update A: This decision will be led by the public health data. The Department of Commerce and Economic Opportunity (DCEO) is working with IDPH to develop back to work safety guidelines. Please continue to check the IDPH's [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Q: When will bowling alleys be able to open?

A: This decision will be led by the public health data. DCEO is working with IDPH to develop back to work safety guidelines. Please continue to check the IDPH’s [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Get Hired Program

Q: Residents have been asking questions pertaining to the Governor’s Get Hired IL program. Will Illinois be covering the fees Coursera charges in order to receive certification for successful completion of courses or are these the responsibility of the student?

A: Illinois residents can enroll in online courses for free through Coursera on this [webpage](#) and are encouraged to enroll between June 1 and September 30, 2020. All students seeking to participate in the free program must complete all courses by December 31, 2020. Students who do not complete their course by December 31st will have the option to continue and receive their credential at their own expense.

Here are the steps people can take to get started:

1. Create an [Illinois workNet account](#)
2. Visit [the training page](#) and click on the “Access Your Free Courses” button
3. Coursera will then send the individual an email so he or she can get started on their courses