

Governor's Office COVID-19 Q & A

June 9, 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: Massage therapists are concerned with the 30-minute appointment restriction, and the extent to which that prohibits therapists from “making ends meet”. Some also read the current personal care guidelines to mean that if they and the client are wearing face covering, the treatment is not restricted to 30 minutes. Has clarified guidance been released regarding the restricted time limit?

A: There is no time limit for massages. Facials may be done with the employee wearing both a face mask and eye protection. The new personal services [guidance](#) is applicable to the below businesses:

- Hair salons, hair braiders, barber shops, nail salons, spas, massage therapy clinics, waxing centers, tattoo parlors, tanning salons, hair club services, other providers of personal care services, and salons operated by schools of barber, cosmetology, esthetics, hair braiding, and nail technology

These businesses must meet the criteria under Phase III and services for personal care should be limited to:

- Services which can be performed while customer and employee are wearing a face covering over their nose and mouth
- If services require customer to remove his or her mask, employee must wear both a face mask and eye protection (e.g., face shield, protective glasses)
- The use of hair dryers and blow dry services are allowed

Please continue to check the Illinois Department of Public Health (IDPH’s) [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.

Q: Are outdoor recreation events and activities such as horse riding competitions, go-kart races, dirt bike races, and other similar events permitted if the events have no spectators?

A: Yes. Facility operators should follow the outdoor recreation guidelines, including but not limited to: (1) ensuring all sanitation and social distancing guidelines are followed and appropriate signage is posted throughout the facility for employees, participants, and vendors,

(2) implement a process to check for COVID-19 symptoms on-site or require completion of self-assessment before arrival, (3) communal gathering areas should be closed, including concessions and any spectator stands, (4) crews of no more than 3 people are permitted and should be spread out; and (5) when participants are not in competition, they must be dispersed and following social distancing guidelines.

Q: Can all pools open to swimmers for training?

A: During [Phase 3, swimming facilities licensed by IDPH](#) are not to be opened except for lap swimming, diving, swimming lessons, swim team practices, and therapy pool use. Water parks and bathing beaches are not to be opened in Phase 3.

Swimming facilities licensed to serve food may do so for curb-side pickup, delivery, or outdoor dining consistent with Department of Commerce and Economic Opportunity (DCEO) guidelines; indoor on-site consumption is not permitted.

Q: Youth sports practices can start in Phase 3. Will competition or team vs. team be allowed in Phase 4?

A: The state has not released guidance regarding youth sports during phase 4 of the Restore Illinois plan. DCEO issued [guidance](#) on youth sports during phase 3 of the plan. IDPH has also approved additional [guidelines](#) for high school athletics developed by the Illinois High School Association. 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: Will municipalities be able to open outdoor public parks that have such amenities as children's swings and slides?

A: Local governments determine whether to open parks, but per [Executive Order 2020-38](#), places of public amusement, including playgrounds, must remain closed to the public during phase 3.

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: Could clarification be given on what the exact restrictions are currently for hookah lounges? Can they have outdoor seating? Is there a tentative date for opening regularly?

A: Hookah lounges involve sharing a hookah and blowing smoke into the air in indoor, confined spaces, which poses a significant risk of spreading COVID-19. These establishments should not be open in [Phase 3](#). If a hookah establishment offers food or beverages, it can operate pursuant to the outdoor dining guidelines, but it should not allow hookah at an outside table. Please continue to check the IDPH's [website](#) to determine which phase your region is in and this [web link](#) for newly released guidance.