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

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:
- IDFPR 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:** Is the Illinois Department of Public Health (IDPH) preparing guidelines for when restaurants and bars can safely re-open (i.e. distancing requirements between tables, disposable menus, types of table settings, PPE requirements) so restaurants can start ordering supplies and making adjustments to their establishments?

**A:** Every region of the state is currently in Phase 2. According to the Restore Illinois plan, IDPH will issue guidance when restaurants are permitted to reopen in **Phase 4**. For restaurants who wish to engage in delivery, pickup, and drive through only as permitted in Phases 1 through 3, IDPH has posted guidance. IDPH has also posted the National Restaurant Association's guidance. Please continue to check the IDPH website to determine which phase your region is in.

**Q:** What about gatherings in large rooms, such as a church sanctuary that fits 200 people. Could they have more than 10 people if they are socially distanced? If so, what guidance does the IDPH offer?

**A:** No. According to the Restore Illinois plan, gatherings of over 10 people will not be allowed until Phase 4. In **Phase 4**, gatherings of 50 people or fewer are allowed with this limit subject to change based on latest data and public health guidance. Please continue to check the IDPH website to determine which phase your region is in.

**Q:** What about gatherings outside? Could an organization have more than 10 people if they are socially distanced? If so, what guidance does IDPH offer?

**A:** Every region of the state is currently in Phase 2. During **Phase 2**, non-essential gatherings are not permitted. However, Illinoisans are permitted to enjoy additional outdoor activities like golf, boating and fishing while practicing social distancing while wearing a face covering. Visit the IDPH FAQ website for more guidance on outdoor activities. Please continue to check the IDPH website to determine which phase your region is in.