

Governor's Office Daily COVID-19 Q & A

April 5, 2020

Helplines and Webpages

General Resources: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov
- IL Small Business Assistance: email CEO.support@illinois.gov (DCEO) or [click here](#).
- Federal Small Business loans visit: <https://disasterloan.sba.gov>.
- Business insurance coverage: <https://mc.insurance.illinois.gov/messagecenter.nsf>.

Individual Assistance:

- Employee workplace rights complaints: contact the Attorney General's Office at (844) 740-5076 or submit a complaint [online](#).
- Unemployment insurance inquiries: call Claimant Services at (800) 244-5631.
- Resources for people with disabilities: visit www.DDD.Illinois.gov.
- 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](#).

Other Resources:

- List of Executive Orders related to COVID-19: [click here](#).
- 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](#).
- Emergency Day Care Provider Search: visit <https://emergencycare.inccrra.org>
- To report price gouging: submit a complaint [online](#).

Tax

Q: Some taxpayers may have already scheduled an income tax payment to be made on or before April 15th. How do they cancel or reschedule an income tax payment to be made on or before April 15, 2020?

A: If you scheduled an electronic payment for 2019 income taxes to be paid on or before April 15, 2020, your payment will not automatically be rescheduled to July 15, 2020. If you do nothing, the payment will be made on the date you chose.

The Department of Revenue released a set of instructions for a taxpayer to cancel or postpone any previously scheduled payments. To view the instructions, [click here](#).

Business Compliance

Q: Are truck dispatchers considered essential?

A: Under Executive Order 10 and as continued by Executive Order 18, manufacture, distribution, and supply chain for critical products and industries are considered essential businesses. For essential business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov

Q: How long will the restaurant and bar closure last?

A: On-site consumption at restaurants and bars is currently scheduled to be closed from Monday, March 16th through Thursday, April 30th, per Executive Order 10 and Executive Order 18. We will continue to evaluate this timeline and announce any updates as soon as we have them. Delivery, drive-through, carryout and curbside pickup will continue to be allowed at all restaurants able to provide these services.

Unemployment

Q: How does the federal unemployment benefit package affect current unemployment policies in Illinois?

A: Once the stimulus package has been implemented in Illinois, individuals receiving unemployment benefits will receive an additional \$600 each week above what they would receive in regular unemployment benefits until July 31, 2020. This will not be retroactively applied to unemployment benefits received in the past. In many cases, individuals will also be eligible for more weeks of unemployment above the 26 weeks provided under regular unemployment rules. Both of these benefits will be applied automatically if you qualify.

Housing

Q: What if my home is not a safe environment?

A: If it is not safe for you to remain home, you are urged, if you are able, to find another safe place to stay during this order. Please reach out so we can help. You may call the domestic violence hotline at 1-877-863-6338 or contact your local law enforcement.

Insurance

Q: What are insurance companies doing regarding cancellations and renewals?

A: Insurers should seek to postpone or withdraw any previous notice of cancellation or nonrenewal in which the cancellation or nonrenewal occurs on or after March 9, 2020 on any in-force policy. Insurers should consider postponing the issuance of any new cancellation or nonrenewal notices through April 30, 2020, or a later time if considered reasonable given an individual consumer's circumstance. Insurers are asked to continue coverage, even in cases of unpaid premium, through at least April 30, 2020. Please review more information from the Department of Insurance [here](#).

Other

Q: What precautions should people take who have essential travel?

A: If you are planning a trip or having family/friends visit please review these [travel notes](#) from the CDC and be aware of precautions and additional steps being put into place.

Q: There have been reports that state park employees are back at work. Are state parks being reopened? Will the Governor consider opening state parks?

A: At this time, six states, including Illinois, have decided to fully close their parks and recreational areas. Popular federal sites, including portions of the Shawnee National Forest, also are now closed to visitors to help prevent further spread of COVID-19. Locally, county and municipal parks across Illinois have closed in recent days due to large crowds and as the number of confirmed COVID-19 cases continues to increase in downstate counties.

While activities at state parks, fish and wildlife areas, recreational areas and historic sites have been suspended in support of our efforts to stem the spread of COVID-19, the need for upkeep has not. Staff from IDNR's Office of Land Management continue to work at sites to complete necessary projects and maintenance while adhering to public health directives, including staying at least six feet away from fellow staff members and staying home when sick. Additional precautions include:

- Not allowing more than one person in a state vehicle at a time;
- Wiping down all equipment before and after use;
- Wearing gloves as much as possible;
- Asking employees to bring lunch from home and not congregate during lunch periods or breaks;
- Increased cleaning of bathrooms, buildings and frequently used office items; and
- Refraining from working in close quarters in enclosed spaces.

IDNR is working closely with the Governor's Office and the Illinois Department of Public Health to assess when our sites may be reopened safely.