COVID-19
Community Resources

Contents
Introduction .................................................................................................................................................. 2
Public Health Agencies ............................................................................................................................... 2
Access to Village Services ........................................................................................................................... 2
Access to Health Services ............................................................................................................................ 3
Access to Mental Health Services ................................................................................................................. 4
Access to Food Services ............................................................................................................................... 6
Childcare for Essential Workers ................................................................................................................. 8
Jobs and Seeking Unemployment Resources ............................................................................................. 9
Access to Housing Services ....................................................................................................................... 9
Access to Township Assistance Programs .................................................................................................. 10
Access to Small Business Services ........................................................................................................... 10
Access to Consumer, Household Information and Protection Services ..................................................... 11
Access to Financial Resources and Business Information .......................................................................... 11
Determination of Essential Business or Complaints .................................................................................. 12
State of Illinois Taxpayer Support ........................................................................................................... 12
Federal Taxpayer Support ......................................................................................................................... 13
Introduction
This guide is intended to provide the necessary resources to assist with answering day-to-day questions you may have and encounter throughout the duration of the COVID-19 pandemic. The health and safety of our community is always the top priority for the Village of Lake in the Hills, and we compiled this guide to identify the numerous resources throughout McHenry County and the State of Illinois available to assist you during these difficult times. Please do not hesitate to contact the Village for help identifying resources available to you. We are here to serve you.

Resources are additionally available at lith.org/coronavirus and posted on Village social media pages.

Public Health Agencies
Information on COVID-19 is best attained through the multiple public health agencies monitoring the situation. A series of FAQs are linked below. The McHenry County Department of Health (MCDH), the Illinois Department of Public Health (IDPH), and the Centers for Disease Control and Prevention (CDC) are monitoring COVID-19 and its impact throughout the area and in Illinois.


STATE OF ILLINOIS: https://coronavirus.illinois.gov/s/

ILLINOIS DEPARTMENT OF PUBLIC HEALTH (IDPH): https://www.dph.illinois.gov/covid19


Access to Village Services
Village Hall, Public Works, the LaBahn-Hain House, and the airport office will be closed to the public through the duration of the stay-at-home order. The Police Department’s Records Division will remain open with reduced hours from 8:00 a.m. – 5:00 p.m., Monday through Friday. The lower lobby of the police station is open 24/7.

Village open spaces, trails, bike paths, and the Bark Park remain open. Playgrounds, skate parks, basketball courts, tennis courts, and volleyball courts are closed.
Service Changes and Notes:

Airport: At the airport, staff will still be on hand to provide full-service fuel; however, the bathrooms and lobby will be closed.

Water Billing: With the support of the Village Board, all water shutoffs and late fees have been suspended through June 1, 2020. During the facility closures, water bills may be paid online at lith.org/finance/page/water-billing. Residents may also mail payments or utilize the drop box located at the Village Hall driveway entrance to deliver payments to staff. Additionally, both First National Bank locations, as well as the Home State Bank within Lake in the Hills, may also be utilized as drop off locations (drive-thru only if lobbies are closed).

Building Permits: Building permits and essential inspections continue through the Village’s Community Development Division. Residents and contractors may utilize the Public Portal for online permits, scheduling inspections, and license applications (https://lith.org/cd/page/public-portal). A PDF building permit application is available online for projects not available through the Public Portal. Completed applications and materials may be emailed to cd@lith.org. Applicants may provide oversized plan drawings via the Village’s drop box located at the Village Hall driveway entrance. For drawings unable to fit in the drop box, applicants may contact customer service at 847-960-7400 to coordinate delivery.

Non-Emergency Police Dispatch: To reduce the potential exposure of police first responders during the period that McHenry County is impacted by the coronavirus (COVID-19), the Police Department has temporarily adjusted response procedures for non-emergency calls. To file a report or make a complaint that is a non-emergency, continue to call the non-emergency line at 847-658-5676. A dispatcher will take the required information and an officer will re-contact the citizen as soon as possible via telephone to handle calls for service. Examples of non-emergency calls include but are not limited to theft reports, damage to property, and fraud. The department will continue to physically respond to all high-priority, emergency, exigent, in-progress calls that affect life safety issues.

Access to Health Services

Find online resources and contact information for local, state, and national health services organizations below. If you are experiencing a health emergency, please call 911.

**NORTHWESTERN MEDICINE:** 312-472-6843; [https://www.nm.org/](https://www.nm.org/)

**ADVOCATE GOOD SHEPHERD:** 866-443-2584; [https://www.advocatehealth.com/gsnp/](https://www.advocatehealth.com/gsnp/)
Mercy Health System: 888-700-9011; https://mercyhealthsystem.org/

Aunt Martha’s Woodstock Community Health Center: Provides services for those without healthcare; 877-692-8686; https://www.auntmarthas.org/am-finder/woodstock-community-health-center/

McHenry Community Health Center: McHenry Community Health Center, a program of Greater Elgin Family Care Center, provides quality, affordable health care for all, including any person who is publicly insured, underinsured or uninsured; Telephone: 815-363-9900; https://www.mchenrycountyil.gov/Home/Components/ServiceDirectory/ServiceDirectory/105/10583

Community Health Partnership of Illinois: 815-943-4339; https://www.chpofil.org/


COVID-19 Website: The State of Illinois has launched a website that provides information and resources regarding COVID-19 at coronavirus.illinois.gov. For general COVID-19 questions, call 800-889-3931 or email DPH.SICK@ILLINOIS.GOV.

Illinois Department of Public Health (IDPH): Call the IDPH hotline for general questions about COVID-19 and Illinois’ response and guidance at 800-889-3931 or send an email to DPH.SICK@ILLINOIS.GOV.

Senior Help Line: If you’re a senior citizen in Illinois trying to reach the Senior Help Line, call 800-252-8966.

Centers for Disease Control and Prevention (CDC):

- If you have general questions for the CDC, call 800-232-4636 or visit https://www.cdc.gov/.

American Red Cross and America’s Blood Centers: If you’re healthy and able, set up an appointment to donate blood by visiting the website of the American Red Cross at https://www.redcrossblood.org/.

Access to Mental Health Services

Local Mental Health Resources
Several organizations provide mental health services throughout McHenry County. Find online resources, contact information, and hotline numbers for these organizations below.

National Alliance on Mental Illness-Mchenry County: 815-308-0351

McHenry County Crisis Line: 800-892-8900
**MCHELP APP:** The MCHELP App is a quick click to reach immediate crisis support and information via text or voice. Everyone in McHenry County will benefit from the app which easily downloads on mobile devices. Downloading the MCHELP App is available in the Google Play or Apple iTunes or App store on your smart phone or tablet. Simply search MCHELP.

**MCHENRY COUNTY MENTAL HEALTH BOARD:** The McHenry County Mental Health Board is able to assist with questions regarding mental health and substance abuse resources available in McHenry County. Call 815-455-2828 or visit [https://www.mchenrycountyil.gov/county-government/departments-j-z/mental-health-board](https://www.mchenrycountyil.gov/county-government/departments-j-z/mental-health-board)

**Mental Health America:** [https://mhanational.org/covid19](https://mhanational.org/covid19)

**Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline:** If you or someone you care about are feeling overwhelmed with emotions like sadness, depression, or anxiety, or are feeling like you want to harm yourself or others, call 911.

If you or someone you care about are not in immediate danger and would like to speak with someone for support, call the Disaster Distress Help Line at 800-985-5990 or text “TalkWithUs” to 66746.

**Crisis Services** serves as the first point of contact for callers in need of immediate assistance for mental health emergencies. Crisis line professionals are also available to help people with intense personal, family, and/or marital problems. Call 800-892-8900 for services.

**United Way 211** is available 24/7 to make referrals to health and human service agencies – from mortgage, rent, and utility assistance to food banks, child care, health services, job training, clothing, emergency shelter, counseling and much more. Dial 211 to be connected to resources.

**Call4Calm** has been launched by the Illinois Department of Human Services’ Mental Health Division for free-of-charge emotional support for Illinois residents experiencing stress and mental health issues related to COVID-19. Individuals who would like to speak with a mental health professional can text “TALK” to 5-5-2-0-2-0, or for Spanish, “HABLAR” to the same number 5-5-2-0-2-0. Call4Calm is free and anonymous. Once a resident sends a text to the hotline, within 24 hours they will receive a call from a counselor employed by a local community mental health center to provide support. Individuals can also text 5-5-2-0-2-0, with key words such as “unemployment” or “food” or “shelter” and will receive information on how navigate and access supports and services.

**The Lake in the Hills Police Department Social Services Division** is utilized to provide specialized assistance to citizens in the community, beyond the normal scope of police work. The Social Services Division is operated by the Social Services Coordinator, who is a licensed Clinical Professional Counselor. The nature of services offered to referred individual’s ranges from telephone consultation to individual assessments. The social services provided by the Lake in the Hills Police Department are free to all Lake in the Hills residents. Types of referrals include: family conflicts, domestic violence, parent-child stress, child abuse/neglect, depression, substance abuse/chemical dependency, mental/physical illness, runaway youth, and sexual/criminal victimization.
Access to Food Services

The McHenry County Department of Health (MCDH) is advising all to incorporate preventative behaviors when out collecting essential goods. Families are encouraged to plan and designate one person in the home to run necessary errands to reduce the potential for multiple exposures.

Grocery Stores
Grocery stores are still open and many have senior shopping times. Area groceries may be contacted using the phone numbers provided below to confirm shopping days and times allotted for vulnerable populations. To view a list of these hours by store, visit https://irma.org/covid-19-senior-shopping/

Grocery Stores in the Lake in the Hills Area:

**ALDI:** 855-955-2534; 8:30am – 9:30AM on Tuesdays and Thursdays

**COSTCO:** 847-960-9910; Tuesdays, Wednesdays, and Thursdays 8:00am-9:00am

**JEWEL OSCO:** 847-854-7020; 7:00am-9:00am on Tuesdays and Thursdays.

**BUTERA MARKET:** 847-458-9100; Tuesdays, 7:00am-8:00am

**MEIJER:** 847-960-7800; Tuesdays and Thursdays from 7:00am – 8:00am.

Takeout and Delivery
Many restaurants are open for takeout and delivery. Contact businesses directly to confirm offerings.

- Alfredo’s Pizza
  847-515-2300
- Arby’s
  847-458-1798
- Bistro Wasabi
  847-515-2700
- Butcher on the Block
  847-669-6679
- Cachas Taco Bar
  224-209-8682
- Chen Chinese Cuisine
  847-458-8000
- DM Prime Burgers
  815-893-6107
- Dairy Queen
  847-515-2636
- Dino’s Pizza
  847-658-3300
- Dunkin’ Donuts
  847-458-1403
- Einstein Bagels
  847-458-9862
- el Cochino
  224-858-7000
- Firehouse Subs
  224-484-7007
- Ira’s Bagels
  224-858-4336
- JJ’s Polish Restaurant
  847-854-4051
- Jersey Mike’s Subs
  847-658-0808
- Konrad’s Bakery
  815-526-3947
- Lily Garden Restaurant
  847-658-1250
- Little Caesars
  847-458-8803
- Moretti’s
  847-854-7220
- Mori Sushi
  847-854-4909
- Noodles & Company
  847-854-1500
- Papa Saverio’s
  847-854-5555
- Rock N’ Grill
  224-333-0001
- Speedy Cafe
  847-458-0449
- Starbucks
  847-458-0669
- Taco Bell
  847-458-8232
- Tommy’s
  847-658-4088
- Vinny B’s Pizza
  224-858-4336
- White Castle
  847-854-6760
- Woods Creek Tavern
  224-256-2063
Other Food Sources

**ALGONQUIN/LAKE IN THE HILLS FOOD PANTRY:** 1113 Pyott Road, Lake in the Hills, IL 60156; Open Tuesdays & Thursdays 9:30 a.m. to 11:30 a.m. and the 1st and 3rd Saturdays of the month from 9:30 a.m. to 11:30 a.m.; Telephone: 847-854-1904

**CARY-GROVE FOOD PANTRY:** Saint Barnabas Lutheran Church Parking Lot; 8901 Cary-Algonquin Road, Cary, IL 60013; Open Tuesdays & Thursdays 4:00 p.m. to 6:00 p.m. and on the 1st, 2nd and 3rd Saturdays of the month from 9:00 a.m. to 11:00 a.m.; Telephone: 847-516-3602

**CATHOLIC CHARITIES MEALS FOR SENIORS:** Catholic Charities has a standing program to provide meals for seniors (persons 60 years and older). There is a suggested donation of $5.00. Participants must register and order their meals 3 days in advance by calling 815-385-8260. Catholic Charities is offering curbside pick-up at its standing locations at the following times:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Days</th>
<th>Meals</th>
<th>Pick-Up Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>McHenry Senior Center</td>
<td>3519 N. Richmond Road, Johnsburg, IL 60051</td>
<td>Monday, Wednesday, &amp; Friday</td>
<td>2 meals each day</td>
<td>11:30 a.m. to 12:30 p.m.</td>
</tr>
<tr>
<td>Walden Oaks Apartments</td>
<td>1155 Walden Oaks Drive, Woodstock, IL 60097</td>
<td>Monday (2 meals) and Wednesday (3 meals)</td>
<td></td>
<td>11:00 a.m. to 12:00 p.m.</td>
</tr>
<tr>
<td>Dorr Township</td>
<td>1039 Lake Avenue, Woodstock, IL 60097</td>
<td>Wednesday</td>
<td>2 meals</td>
<td>11:30 a.m. to 12:30 p.m.</td>
</tr>
<tr>
<td>31 North Cafe</td>
<td>231 Front Street (Route 31), McHenry IL, 60050</td>
<td>Tuesday and Thursday</td>
<td>2 meals</td>
<td>12:00 p.m. to 1:00 p.m.</td>
</tr>
<tr>
<td>Holiday Inn Crystal Lake</td>
<td>800 S. Illinois Route 31, Crystal Lake, IL Road, McHenry, IL 60050</td>
<td>Tuesday and Thursday</td>
<td>2 meals</td>
<td>11:00 a.m. to 12:00 p.m.</td>
</tr>
<tr>
<td>Parkland School</td>
<td>1802 N. Ringwood Road, McHenry, IL 60050</td>
<td>Monday (4 meals) and Wednesday (6 meals)</td>
<td></td>
<td>Pre-order of meals must be placed ONE WEEK in advance</td>
</tr>
</tbody>
</table>

In response to the COVID-19 pandemic, Catholic Charities is partnering with three additional sites to provide meals for seniors with curbside pick-up for the month of April:

<table>
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For more information, please contact Catholic Charities at 815-385-8260.

**CRYSTAL LAKE COMMUNITY CORP CENTER:** 290 W. Crystal Lake Avenue, Crystal Lake, IL; Telephone: 815-455-2769

**CRYSTAL LAKE FOOD PANTRY:** 42 East Street, Crystal Lake, IL 60014; Open Mondays, Wednesdays and Fridays from 10:00 a.m. to 2:00 p.m., Thursdays from 5:00 p.m. to 7:00 p.m., and on Saturdays from 9:00 a.m. to 12:00 p.m.; Telephone: 815-455-0961
DISTRICT 47 AND 155: Grab-and-go breakfast and lunch will continue to be provided for D47 and D155 families in need for all children under the age of 18. Distribution schedules and details are available at d47.org and d155.org.

DISTRICT 158: The District will continue to offer food services to meet the nutrition needs of students throughout the e-learning period. Free lunch and breakfast packs will be available for pickup daily between the hours of 9:00 a.m. and noon at Marlowe Middle School. This service will be available to all students regardless of free/reduced/full pay status through the duration of the school closure period, including the April 10 day of non-attendance and April institute day. If you are in need of this service and unable to accommodate these hours, please call the district at 847-659-6158.

DISTRICT 300: District 300 will continue offering meals to children age 18 and under or enrolled in school through the end of the state-mandated school closure. Effective Monday, April 13, food sites will be open two days a week. Children will be able to receive multiple days of food per visit, for a total of five breakfasts, five lunches, and five snacks per week. For information, visit d300.org or call 847-426-1300.

DISTRICT 300 FOOD PANTRY: 100 Cleveland Avenue, Carpentersville, Illinois; Open Thursday evenings from 5:30pm to 7:30pm and one Saturday per month from 10:00am to 12:00pm; for a list of Saturdays visit d300foodpantry.org.; Telephone: 847-783-7030

GRAFTON FOOD PANTRY: 11481 Allison Court, Huntley, IL 60142; Open Mondays from 4:00 p.m. to 7:00 p.m. and Wednesdays and Fridays from 1:00 p.m. to 4:00 p.m.; Telephone: 847-495-0922

TLS VETERANS (Serving honorably discharged military veterans): 5330 Elm Street, McHenry, IL, 60050; TLS Veterans operates a monthly food truck. Learn more at t.lveterans.org; Telephone: 815-679-6667

WOMAN, INFANTS, AND CHILDREN (WIC) PROGRAM: The McHenry County Department of Health (MCDH) is also actively enrolling new families that qualify in the Women, Infants and Children (WIC) program. WIC assists families experiencing food scarcity during uncertain economic times by providing free, healthy foods. The program is an equal opportunity provider that is available to qualifying pregnant, postpartum and breastfeeding women and their children through age 5.

To practice physical distancing, MCDH is conducting WIC appointments by phone and is dispersing WIC coupons by drive through at 2200 N. Seminary Avenue, Building A, Woodstock, IL.

To learn if you qualify, or to schedule a telephone appointment, please call (815) 344-4505.

Childcare for Essential Workers
Governor Pritzker ordered schools and daycare centers to be closed as a part of the stay-at-home order, but allowed childcare services for essential workers. Where possible, children should be kept at home. If, however, you are an essential worker as defined in Governor Pritzker's Executive Order and you need
childcare, or you would like to offer childcare, please visit: https://www2.illinois.gov/sites/OECD/Pages/For-Communities.aspx.

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**Jobs and Seeking Unemployment Resources**

While the McHenry County Workforce Network building is temporarily closed to the public, the Workforce Network is still assisting job seekers by telephone and by email. Please visit the Workforce Network website for more information: https://www.mchenrycountyil.gov/county-government/departments-j-z/workforce-network

The Illinois Department of Employment Services (IDES) has published the following press release in response to recent increases in applications for unemployment. For more information, please visit the Illinois Department of Employment Services website: https://www2.illinois.gov/ides/Pages/default.aspx

IDES 03/26/2020 Press Release Regarding Unemployment:
https://www.mchenrycountyil.gov/home/showdocument?id=97471

IDES has also released a list of essential employers that are hiring as of April 6th, 2020:
https://www.mchenrycountyil.gov/home/showdocument?id=97651

IllinoisJobLink.com can also be a resource for individuals trying to secure work at this time. It is an online system through IDES that connects employers to prospective job applicants. For more information please visit https://illinoisjoblink.illinois.gov/ada/r/

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**Access to Housing Services**

Resources to support people experiencing homelessness can be found through the following agencies:

- **Turning Point**: 815-338-8081
- **McHenry County PADS**: 815-344-1230
- **Home of the Sparrow**: 815-271-5444
- **McHenry County Department of Health**: Homeless sheltering is currently being planned by the McHenry County Department of Health. More information to follow.
Access to Township Assistance Programs
Resources to support people experiencing homelessness can be found through the following agencies:

**GRAFTON TOWNSHIP:** Grafton Township is still available to assist residents in need. Please contact their office to get directions on how to apply for emergency assistance. No paper applications will be accepted. All applications and documents must be emailed or faxed to their office. If you need assistance please call 847-669-3328 or fax 847-669-9256. General Assistance/Emergency Assistance is available to Grafton Township residents only. Additional information and application materials are available at [http://www.graftontownship.us/dnn/home.aspx](http://www.graftontownship.us/dnn/home.aspx).

**ALGONQUIN TOWNSHIP:** General assistance (GA) and emergency assistance (EA) is available to Algonquin Township residents. To apply for GA or EA please call the Township Supervisors office at 847-639-2700 x7 to schedule an appointment. Please review the application document prior to calling to schedule your appointment. The application documents and additional details are available on the Township website at [http://www.algonquintownship.com/services/general-assistance/](http://www.algonquintownship.com/services/general-assistance/).

Access to Small Business Services
Federal Financial Assistance

**U.S. SMALL BUSINESS ADMINISTRATION DISASTER LOAN ASSISTANCE:** If you lead a small business and have questions about applying for a Disaster Loan, call 800-659-2955 or send an email to [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).

The SBA’s Economic Injury Disaster Loan program provides low-interest loans of up to $2 million to small businesses and private non-profits affected by the coronavirus pandemic.

- These working capital loans can be used to meet needs including payroll, accounts payable, and fixed-debt payments until the situation improves. They have repayment options of up to 30 years.
- Interest rates are 3.75% for small businesses and 2.75% for private non-profits. Loans will have a deferred payment of one year from the date of note.
- Small business owners can apply now at [https://disasterloan.sba.gov/](https://disasterloan.sba.gov/).
- IR-2020-57, Treasury, IRS and Labor announced a plan to implement coronavirus-related paid leave for workers and tax credits for small and midsize businesses to swiftly recover the cost of providing coronavirus-related leave.

The U.S. Department of Treasury is also available as a resource for information on the Paycheck Protection Program, as well as other tax provisions meant to help employers, including non-profit organizations: [https://home.treasury.gov/cares](https://home.treasury.gov/cares)

The U.S. Senate Committee on Small Business and Entrepreneurship has created a guide to help small business owners and entrepreneurs better understand the provisions of the CARES Act: [https://www.sbc.senate.gov/public/index.cfm?a=Files.Serve&File_id=29FC1AE7-879A-4DE0-97D5-AB0A0CB558C8](https://www.sbc.senate.gov/public/index.cfm?a=Files.Serve&File_id=29FC1AE7-879A-4DE0-97D5-AB0A0CB558C8)
State of Illinois Financial Assistance
A list of the many forms of economic assistance that Governor Pritzker is working to provide to Illinois families during the pandemic is available here:
https://www2.illinois.gov/sites/coronavirus/Resources/Pages/EconomicAssistance.aspx

Village of Lake in the Hills Business Assistance
Information coming soon.

Access to Consumer, Household Information and Protection Services
Suspected Fraud:
- The public is urged to report suspected fraud schemes related to COVID-19 by calling the National Center for Disaster Fraud (NCDF) Hotline at 866-720-5721 or by emailing NCDF at disaster@leo.gov. Learn more at: https://www.justice.gov/disaster-fraud.
- The Federal Bureau of Investigation (FBI) Internet Crimes Complaint Center (IC3) accepts complaints from either the actual victim or from a third party to the complainant. The complaints can be reported here: https://www.ic3.gov/default.aspx.

Price Gouging
The Illinois Attorney General is collecting information on price gouging.
- Claims can be submitted here: https://ccforms_submission.ilattorneygeneral.net/
- A printable form can be accessed here: https://illinoisattorneygeneral.gov/consumers/conscomp.pdf

School Closures
Children could experience an increased risk of child exploitation due to school closings. Information and resources can be found here:


Access to Financial Resources and Business Information
The following organizations are available as resources for financial and business information.

Veterans Assistance Commission: 815-334-4229
**Determination of Essential Business or Complaints**

The State of Illinois has established an Essential Business Determination Hotline, which can reached by calling 800-252-2923 or by submitting questions via email at CEO.support@illinois.gov.

- Details of the executive order to expand the telehealth services and protect health care providers in response to COVID-19 can be located here: [https://www2.illinois.gov/Pages/Executive-Orders/ExecutiveOrder2020-10.aspx](https://www2.illinois.gov/Pages/Executive-Orders/ExecutiveOrder2020-10.aspx).

- Frequently asked questions regarding the executive order can be found here: [https://www2.illinois.gov/dceo/Documents/Stay%20at%20Home%20EO%20FAQ_.pdf](https://www2.illinois.gov/dceo/Documents/Stay%20at%20Home%20EO%20FAQ_.pdf)

- The press release for the stay-at-home order effective on March 21, 2020 can be located here: [https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=21288](https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=21288)

What businesses and operations are considered essential?

[https://www2.illinois.gov/dceo/Documents/Essential%20Business%20FAQ.pdf](https://www2.illinois.gov/dceo/Documents/Essential%20Business%20FAQ.pdf)

**State of Illinois Taxpayer Support**

Governor Pritzker is working to provide taxpayer support to Illinois families during the pandemic, including information about:

- Unemployment insurance
- Utility relief
- Food access
- Medicaid waiver
- Free/low-cost Internet

Find taxpayer resources here: [https://www2.illinois.gov/rev/Pages/Taxpayer-Resources-during-COVID-19-%28Coronavirus%29-Outbreak.aspx](https://www2.illinois.gov/rev/Pages/Taxpayer-Resources-during-COVID-19-%28Coronavirus%29-Outbreak.aspx)

Find resources related to economic assistance here:

[https://www2.illinois.gov/sites/coronavirus/Resources/Pages/EconomicAssistance.aspx](https://www2.illinois.gov/sites/coronavirus/Resources/Pages/EconomicAssistance.aspx)
Federal Taxpayer Support

- Taxpayer Assistance Center Closure Statement: https://www.irs.gov/newsroom/taxpayer-assistance-center-statement


Additional Community Resources


Senior Services Associates, Inc: https://seniorservicesassoc.org/