



Illinois Department of Commerce & Economic Opportunity

JB Pritzker, Governor

RESTORE ILLINOIS PHASE 3 – RECOVERY – FAQ FOR BUSINESSES

Updated 5/28/20

BUSINESS GUIDELINES

Which industries are impacted in Phase 3?

Phase 3 makes way for the following industries to reopen based on their ability to implement and ensure compliance with the safety guidelines. It marks the opportunity for thousands of businesses and thousands of Illinoisans to return to work or increase business operations. It includes the following major industry categories:

- Retail
- Offices
- Service Counters
- Personal care (barbers/salons)
- Manufacturing
- Health and fitness centers (i.e. gyms)
- Youth sports
- Outdoor recreation
- Day Camps
- Outdoor dining
- Ambulatory Care
- RV Parks and Campgrounds
- Updated guidelines for Golf, Boating & Fishing, and Tennis.

What are the uniform guidelines businesses should follow?

- While the guidelines vary by industry, all businesses and industries included in Phase III should ensure signage is displayed, conduct regular sanitizing and cleaning, promote social distancing whenever possible, and ensure staff and customers use face coverings when within 6 feet of others.
- Employees should complete health and safety training related to COVID-19 when returning to work.
- Employees should not report to, or remain at, work if sick or symptomatic.
- Employers should make temperature checks available for employees and encourage their use.
- Employers and businesses are also being *urged* to:
 - Continue use of work from home arrangements
 - Assign staffing with extra space for personnel
 - Limit travel unless essential

- Implement on-site testing and health screening procedures
- Ensure social distancing, and in some cases, assign a staff monitor (i.e. manufacturing and other businesses where employees are in close quarters)
- Provide reasonable accommodations for vulnerable employees

What are the new minimum guidelines for specific industries?

- More information on industry specific guidelines can be found in the DCEO Business Toolkit.
- Generally speaking, the information below is a summary of the guidelines that businesses need to implement to reopen, in addition to what’s required for all businesses/operations:
 - [Offices](#) – standalone and multi-tenant buildings; work safety guidelines encourage new protective measures such as staggering start times for workers to avoid crowding of lobbies, elevators, and public transit; continued work from home arrangements to reduce the need for physical meetings.
 - [Retail](#) – checkout keypads and self-checkout stations should be disinfected after every transaction; shopping carts and baskets should be disinfected; incoming merchandise should be disinfected; retailer should have a designated social distancing monitor on staff at all times; maximum of 50% of store capacity OR 5 customers allowed per 1000 sq. ft. of retail space.
 - [Service Counter](#) – similar to retail – checkout keypads and self-checkout stations should be disinfected after every transaction; regular sanitization of all technology/equipment; separate and disinfect incoming items; designated social distancing monitor; maximum of 50% of store capacity OR 5 customers allowed per 1000 sq. ft. of retail space.
 - [Personal Care Services](#) – limit occupancy in waiting rooms to ensure 6-foot social distancing; ideally customers should wait for services off premises; reservations required; cannot provide food and beverage on site; should disinfect stations after each customer; clean reusable items; staff should perform social distancing while with customer; maximum of 50% of store capacity OR 5 customers allowed per 1000 sq. ft. of retail space.
 - [Health & Fitness](#) – Indoor 1-on-1 training can occur; outdoor fitness classes with up to 10 participants is permissible; multiple outdoor groups are permitted so long as facilities allow for social distancing, 30-foot distancing is maintained between groups, and areas for each group is clearly marked. Swimming pools (indoor and outdoor) or splash pads are not open for use during Phase 3.
 - [Outdoor Recreation](#) – guidance applies to businesses such as driving ranges, outdoor shooting ranges, paintball courses and outdoor adventure parks (all water slides and pools should be closed); group activities limited to 10 or less to ensure social distancing; operator should ensure 10-ft social distancing in stations; operator should not serve food or beverages; should thoroughly sanitize all equipment after use.
 - [Manufacturing](#) – also applies to facilities such as warehouses and distribution centers; all manufacturing workplaces can return to work with new protective measures in place including staggered shifts, use of face coverings, installation of barriers between workspaces wherever possible, and regular monitoring of temperatures and symptoms.

- [Day Camps](#) – applies to recreational youth programs such as sports, recreational and educational camps; overnight camps are prohibited; group sizes of 10 participants or fewer; multiple groups are permitted so long as facilities allow for social distancing, 30-foot distancing is maintained between groups, and areas for each group is clearly marked; activities should be set up to allow for 6-ft. of distancing between participants; hand sanitizer should be available to participants
- [Youth sports](#) - applies to drills, practices and lessons – no competitive games; team/group sizes should be limited to 10 participants or fewer per every one adult; teams/groups should be static, with no mixing of employees or participants between groups for the duration of the season; activities should be set up to allow 6-foot distancing between participants; 10-foot distance between stations; hand sanitizer or hand washing stations should be available to participants.
- [Outdoor dining](#) – pick-up, take-out, and delivery remain permitted; on-site consumption at restaurants and bars for outdoor service only; parties of 6 or fewer with tables space 6 feet apart; disposable silverware; no table presets; disposable or touchless menus; outdoor live music is permitted provided performers follow social distancing
- [Camping](#) – Campgrounds and RV parks will open with restrictions; for more information see the additional guidance posted by the [Illinois Department of Natural Resources](#).

What type of signs are businesses required to display in my store or on premises at the workplace?

- This varies for every industry, but all signs should display signage to encourage social distancing of 6 feet or more. The guidelines specify other required signage to indicate things such as closed work areas, face covering requirements; and other common/gathering areas.
- Businesses, like retail, where customers may line up should display directional signage to ensure lines are spaced properly and to prevent congestion in aisles at stories.

What steps do employers need to take to ensure employees don't become sick, or come to work if they are sick?

- If practical, employer should conduct pre-shift and mid-shift temperature screening via infrared/ thermal camera or touchless thermometer, OR if not practical, employees may take their own temperature at home within four hours of start of work and ensure no fever (without fever-reducing medication) before entering the workplace.
- All employers should have a wellness screening program

My city/town would like to implement street closures to allow expanded outdoor dining. Is that allowed?

- The guidelines serve as a framework allowing local municipalities to develop tailored plans and regulations to guide their local operations.

How were these new guidelines formed?

- To ensure businesses can reopen safely, the State has put forward a common set of standards expected of all employers, while also outlining industry-specific guidelines using a risk-based approach to support unique operational needs of businesses across the state.
- IDPH, DCEO and the Governor's Office worked together to develop draft guidelines for Phase 3 industries—those identified as the next step of the Restore Illinois plan.
- In addition to the public health input, these guidelines also reflect what we heard from business and industry leaders – who we have engaged throughout this crisis.
- Through this process, the administration also collected input from hundreds of businesses to ensure guidelines reflect unique operational considerations and are well informed in order to keep employees and customers safe.

If my region sees a spike in cases, is it possible we could move backward from Phase 3, and that I would have to close my business?

- The Restore Illinois plan was meant to be updated as research and science develop and as the potential for effective treatments or vaccines is realized.
- It is also possible that regions can move forward, and also move back, depending on public health metrics.

What if I cannot tell which category my business fall into? How do I find out if I am allowed to reopen?

- DCEO remains on stand-by to assist businesses with navigating the reopening and uncertain times posed by COVID-19.
- For direct support, contact our Business Hotline and email – at 1-800-252-2923 or ceo.support@illinois.gov.

If the City of Chicago won't allow outdoor dining, can my business just follow the state's requirements guidelines?

- Municipalities have the authority to be more restrictive than the guidance provided by the State. In those situations, the municipalities decision is controlling.

Are government buildings like libraries, administrative hearings and other public services allowed to open under Phase 3?

- Libraries and other local governmental units are subject to the local government discretion regarding reopening, and its operations are determined accordingly.

Why are there differences in the guidelines for various businesses?

- Governor Pritzker's Restore Illinois plan is a phased, regional approach to reopening the economy that is driven by public health and data.
- Phase 3 takes initial steps to reopen businesses in a way that will ensure safety precautions can be taken. Businesses operating during Phase 3 are being required to do so in such a way that ensure social distancing can be practiced safely.

Will there be guidance for places of worship and providers of religious services?

- The Illinois Department of Public Health recently published [guidance for places of worship](#).

What are the new guidelines for golf?

- The golf guidelines for Phase 3 can be found [here](#). Notable differences from the previous guidelines includes the allowance of foursomes, 10-minute tee time intervals, and single use golf carts.

What are the new guidelines for boating and fishing?

- The boating and fishing guidelines for Phase 3 can be found [here](#). Notable differences from the previous guidelines include increasing the boat capacity based on the overall boat size.

Are there guidelines for tennis?

- Yes. The guidelines for tennis facilities and player safety can be found [here](#).

Can local governments adopt stricter policies than the State's Phase 3 policies?

- Yes – local government units have the discretion to impose stricter policies based on their specific public health situation.

Can auto dealership reopen their showrooms?

- Yes. Dealerships can reopen their showrooms in accordance with the guidance set forth for retail establishments, including a 50% occupancy limit.

What about photography studios?

- Yes. Retail guidance will be followed for the lobby area; social distancing between photographer and client(s) should be observed.

Are movie theatres permitted in Phase 3?

- Outdoor drive-in movie theaters are permitted to be open with social distancing measures implemented; indoor movie theaters will be permitted to open in Phase 4.

What is the guidance for outdoor recreational businesses (paintball, horseback riding, batting cages, mini golf, etc.)?

- Outdoor recreational businesses that do not involve spectators are permitted in Phase 3 subject to the guidance above.

What travel is permitted under Phase 3?

- Travel is not limited to essential functions and individuals may travel to a vacation property.

Can live music venues operate?

- Live music venues should remain closed to the public. However, these venues may reopen for the limited purposes of recording performances or streaming them to the public with no live audience present. Employees, performers, and sound engineers working in

the venue should follow Social Distancing Requirements, keeping the maximum distance possible (more than six feet) especially for any singing, and should wear a face covering when they may come within six feet of another person. The total number of employees, performers, and sound engineers present during any recording or streaming session should not exceed 10.

Are customers required to wear face masks in my store?

- Yes. The Stay at Home Order requires face-coverings in public indoor spaces such as stores. Face-coverings are also required for anyone over age two and able to medically tolerate the face-covering when in public indoor spaces such as stores.

Can a store or business turn me away if I do not have a face-covering?

- Yes. A store or business can generally prohibit you from entering the building if you do not have a face covering in order to protect the health of others. However, if you have a medical condition or disability that prevents you from safely wearing a face-covering, then you should speak with a store employee about a reasonable accommodation to help you obtain the services you need without endangering your health or the health of other shoppers. For more information, please review the [guidance](#) published by the Illinois Department of Human Rights.

What are some best practices businesses should follow to ensure customers comply with the mask requirement?

- Businesses should consider placing an employee at the store entrance to remind individuals to wear face-coverings. Business may also post signage at the store entrance and throughout the store reminding employees of the face-covering requirements. If possible, businesses should offer face-coverings to those customers without one. Businesses should also ensure its employees comply with the face-covering requirements, provide face-coverings to employees if needed, and instruct employees to maintain social-distancing to the extent feasible while interacting with customers.

For outdoor dining, are tables required, or are seats sufficient?

- The outdoor dining guidance does not require tables, only that the arranged “seating” is a minimum of six feet “between tables or other designated customer service areas.” Establishments should consult with the municipality as to what type of seating will be permitted.

Can a bar/restaurant use a tent to cover their outdoor dining area?

- Yes, provided that all four sides of the tent are open and the municipality approves the use of the tent.

Can a health and fitness studio use a tent to cover their outdoor classes?

- Yes, provided that all four sides of the tent are open.

What is the age threshold for “youth sports”?

- 18 and under.

Can youth dance studios and gymnastics operate in Phase 3?

- Yes, provided they comply with the youth sports guidelines.

Are dog training classes permissible?

- Outdoor and indoor dog training classes are permissible, provided social distancing is complied with and no more than 10 people (including the trainer).

What about other indoor classes?

- Indoor classes (other than fitness classes) such as tutoring, music lessons (except singing), and sewing classes are permissible so long as participants engage in social distancing, including the use of face masks, 6-foot separation and no more than groups of 10 people. For singing lessons, 1-on-1 instruction only, and additional distance should be kept due to the risk of transmitting respiratory droplets through singing.