

## COMPLAINTS/INQUIRIES/CONCERNS

**I work for a business that is not essential, but is refusing to close; or my employer is essential but is not following requirements for social distance to protect employees. How do I report these complaints and who will investigate?**

Complaints, inquiries and concerns should be emailed to [COVID19@wchd.org](mailto:COVID19@wchd.org). We will review Executive Order 10 and accompanying guidance to determine whether a business is essential or non-essential. If a business is deemed non-essential and is determined to be operating in violation of the Executive Order, we will notify the business owner to cease operations. The County Health Department and/or local law enforcement will also investigate claims that essential businesses are not taking necessary precautions to ensure the health and safety of employees. If businesses do not voluntarily comply, further steps will be taken to enforce Executive Order 10.

## CONSTRUCTION/HOME REMODELING

**Is construction site clean-up an essential service?**

Yes. Construction to support essential infrastructure is permitted under Sec. 9 of EO-10. Construction sites should ensure social distancing of at least 6 feet for their employees and provide hand sanitizer or facilities to allow for handwashing.

**Is residential remodeling an essential business?**

*It depends. Exterior remodeling would be permitted as outdoor work allows for good social distancing that poses little risk of transmission, but you must still observe social distancing and ensure the ability of your employees to wash or sanitize their hands. Travel to or from work sites must allow employees to observe social distancing as well and may require the use of multiple vehicles. Interior remodeling would only be permitted under Section 12 f of the Executive Order to the extent it is needed to maintain the safety, sanitation, and essential operations of residences, Essential Activities, and Essential Businesses and Operations.*

## MAINTENANCE/LANDSCAPING

**Is a maintenance company that serves several businesses that remain open, considered an essential business?**

Building management and maintenance to support Essential Infrastructure is permitted under Sec. 9 of EO-10.

**My business installs and maintains gutters and downspouts. Should we remain open? Are we permitted to travel with three men in a truck to and from job sites?**

*Yes. Gutter installation and maintenance would be permitted as outdoor work allows for good social distancing that poses little risk of transmission, but you must still observe social distancing and ensure the ability of your employees to wash or sanitize their hands. Travel to or from work sites must allow employees to observe social distancing as well and may require the use of multiple vehicles.*

### **Is snow removal and landscaping considered essential?**

Yes. Snow removal and landscaping businesses may operate in support of “Essential Businesses and Operations” and in support of the “Minimum Basic Operations” of non-essential businesses. Many landscape projects will also fall under an exemption for construction, agriculture, or public works. Outdoor landscape projects generally will provide for good social distancing that poses little risk of transmission, but it still is important to ensure the ability to wash or sanitize hands and take other precautions, including limiting the number of employees per vehicle.

**I am currently working on cleaning up properties at residences and would like to know if I can continue completing these jobs. I clean up debris that has accumulated over winter which can include leaves up to large limbs that have fallen and may pose risks to the residents and/or their property if not removed. I do not come in contact with my customers and only work outside. Thank you in advance for your consideration.**

Yes, you may continue with these jobs. Outdoor work such as maintenance will provide for good social distancing that poses little risk of transmission.

### **Is a swimming pool supply distributor considered an essential business under Sec. 12(t) (“chemicals”) of EO-10?**

Generally no. Swimming pool chemicals are not an essential business or operation, unless they are being used to support an Essential Operation (such as healthcare) or an Essential Business.

### **Is my residential roofing company an essential business? Am I permitted to travel outside of the State of Illinois to work on a job?**

Yes. Residential roofing would be permitted as outdoor work allows for good social distancing that poses little risk of transmission, but you must still observe social distancing and ensure the ability of your employees to wash or sanitize their hands. Travel to or from work sites must allow employees to observe social distancing as well and may require the use of multiple vehicles.

The restrictions in the Executive Order only governs activities within the State of Illinois.<sup>1</sup>

### RETAIL STORES

#### **If I am a non-essential retail store, may I remain open to receive and fill online orders?**

Yes, maintaining inventory is considered a minimum basic operation that non-essential businesses can continue to perform. You may maintain minimum staffing levels to perform minimum basic operations at your work place, such as filling online orders, so long as employees maintain a distance of six feet from one another to the greatest extent feasible. Online orders must be shipped via UPS, USPS, FedEx, or third party delivery service. Curbside pickup is not permitted.

**Our store is a retailer selling clothing, such as jeans, t shirts, underwear, socks, and hoodies. We are also a UPS access point. We accept UPS parcel delivery and drop off for UPS customers. Are we able to keep our store to our customers?**

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<sup>1</sup> DCEO Guidance; pg. 3

No and Yes. Retail clothing stores are not deemed essential, and therefore must remain closed except for minimum basic operations as described above.

You may remain open solely to function as an access point for UPS delivery and drop off under Section 12(i) of the Executive Order, which permits post offices and other businesses that provide shipping and delivery services to remain open during the emergency. Your business operation would have to ensure that there are no more than 10 individuals in the space for drop off and pick-up and that there is 6 feet of distance between all. This could be achieved through notification and scheduling of customers to pick-up their items. If the requirements for social distancing cannot be met, your business should not operate under the directive.

**I own a shoe store. Some of customers are healthcare workers who purchase athletic shoes or shoes offered through various healthcare lines. Is my business essential?**

Retail sales of clothing and shoes are not an essential service as defined in the Executive Order. The store should remain closed, except to allow an employee to pull online orders for shipping via mail, UPS, FedEx or other third party delivery service as a “minimum basic operation.”

**Are craft and/or fabric stores considered essential?**

No. Retail craft and fabric stores are not considered essential and do not sell products that support essential business or operations. An employee may pull online orders for shipping via UPS, USPS, FedEx, or other third party delivery service as a “minimum base operation.”

**We are a small, local art/art education business? May we continue to stay open to fill online orders for curbside pick up?**

Filling online orders for shipping via mail, UPS, FedEx or other third party provider is permitted. However, curbside pick is not permitted at this time.

**Are tobacco shops, vaping shops, and head shops essential?**

No. These are not considered essential businesses and operations must remain closed.

PACKAGING/SHIPPING

**We accept UPS parcel delivery and drop off for UPS customers. Are we able to keep our store to our customers?**

You may remain open solely to function as an access point for UPS delivery and drop off under Section 12(i) of the Executive Order, which permits post offices and other businesses that provide shipping and delivery services to remain open during the emergency. Your business operation would have to ensure that there are no more than 10 individuals in the space for delivery pick-up and that there is 6 feet of distance between all. This could be achieved through notification and scheduling of customers to pick-up their items. If the requirements for social distancing cannot be met, your business should not operate under the directive.

## VETERINARIANS/SHELTERS/PET GROOMING

### **Are veterinarians considered essential?**

Yes. Essential Healthcare and Public Health Operations includes veterinary care.

### **Are animal shelters, rescues, kennels, and adoption facilities essential businesses?**

Yes. Businesses that provide food, shelter, and other necessities of life for animals, including shelters, kennels, and adoption facilities are considered essential businesses and operations?

### **Is pet grooming considered an essential business, service, or operation?**

No. Pet grooming is not considered an essential operation or business and must remain closed during the health emergency. Veterinarians, kennels, and pet stores that are otherwise considered essential are not permitted to provide pet grooming services during health emergency.

## RELIGIOUS/FAITH SERVICES

### **Our church would like to have an online service, but it would involve a team in the church. May a religious organization conduct sufficient operations to offer a streaming service?**

Yes. An in-person assembly for religious services is not permitted, but an online church service would qualify as a social service by a religious entity and would be permitted. However, social distancing requirements must be observed. No more than 10 people may gather at the church and all members of the team must maintain 6 feet of social distancing.

## PROFESSIONAL SERVICES

### **May an insurance agency remain open?**

Yes. An insurance agency is considered an essential service. However, social distancing requirements must be followed. Measures should be taken to allow employees to telecommute where appropriate.

### **We are a staffing company and we provide employees to about 20 different essential businesses. We process payroll for them, provide check delivery, and most importantly, we provide skilled tradesman to work at their companies. We would like to know if we are considered an essential business, and what we can and cannot do at this time.**

Minimum basic operations including processing payroll and employee benefits are addressed in the order. As your company is providing needed critical resources for essential businesses, it would be considered an essential service. We would encourage you to allow employees to work from home to the extent possible and social distancing requirements must be followed.

### **I work in an assisted living facility and provide hair and nail services. Can I continue?**

No. Healthcare and Public Health Operations does not include fitness and exercise gyms, spas, salons, barber shops, tattoo parlors, and similar facilities. These services should not continue during the Stay At Home order. Additionally, it is important that we limit people going into assisted living facilities in order to protect the residents. Many visitor restrictions are already in place for their health and safety.

**I work for a call center. Is that considered an essential business or operation?**

It depends. Calls centers that provide support for essential businesses and operations such as healthcare, financial institutions, utilities, and others are permitted to continue operating.<sup>2</sup> However, the employer must take necessary steps to allow employees to work remotely (where appropriate) and maintain social distancing of 6 feet between employees. Employers providing support services for non-essential infrastructure, businesses, and operations must cease operations except to maintain minimum basic operations, but may continue operations consisting of employees or contractors working remotely (i.e. working from home).<sup>3</sup>

MANUFACTURING & FABRICATION

**The order says manufacturing of critical products is essential. But what about manufacturers making things like screws and dies? Are they essential?**

It depends. The Executive Order states that manufacturing entities may continue to operate if they manufacture essential products and services in and for industries such as pharmaceutical, technology, biotechnology, healthcare, chemicals and sanitization, waste pickup and disposal, agriculture, food and beverage, transportation, energy, steel and steel products, petroleum and fuel, mining, construction, national defense, communications, as well as products used by other Essential Businesses and Operations. Manufacturing to support these essential businesses and operations may continue. However, employers must follow social distancing requirements by maintaining 6 feet of distance between people at their facility and promoting frequent handwashing.

**Is a company that manufactures custom railings for homes and business an essential business or operation?**

Yes. Essential infrastructure is covered in #9 of the order and includes, housing construction. Home remodeling is also considered an essential service. If you are providing supplies to support Essential Infrastructure or for essential businesses, you would be considered essential. You should ensure social distancing of at least 6 feet for your employees and promote frequent handwashing.

**I own a sign company. Some essential businesses (banks and hospitals) have need for immediate signage. I am able to provide that service?**

Creating signage for these businesses would be covered under Sec. 12 n of the order - supplies for Essential Businesses and Operations. Businesses that sell, manufacture, or supply other Essential Businesses and Operations with the support or materials necessary to operate. Producing signs for essential businesses would qualify as support material for the essential businesses you serve. Business operations should be limited to serving only essential businesses, however.

**We are a manufacturing facility that supplies the construction companies in town and in Chicago (e.g. cabinets, trim, & countertops). Are we an essential business?**

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<sup>2</sup> DCEO Guidance pg. 3.

<sup>3</sup> EO-10; Sec. 2.

Yes. Essential infrastructure is covered in #9 of the order and includes, housing construction. Home remodeling is also considered an essential service. If you are providing supplies to support Essential Infrastructure or for essential businesses, you would be considered essential. You should ensure social distancing of at least 6 feet for your employees and promote frequent handwashing.

**My business fabricates countertops for home remodeling and construction. May we continue to operate?**

Yes. Essential infrastructure is covered in #9 of the order and includes, housing construction. Home remodeling is also considered an essential service. If you are providing supplies to support Essential Infrastructure or for essential businesses, you would be considered essential. You should ensure social distancing of at least 6 feet for your employees and promote frequent handwashing.

**Is a company that manufactures machines used for food production, including ice cream, considered an essential business?**

Yes. Food and beverage sales and production is considered essential infrastructure. Companies that manufacture, distribute, and sell products and equipment used for food production and preparation are considered essential businesses.<sup>4</sup> However, necessary steps must be taken to protect the health and safety of employees, including ensuring social distancing of at least 6 feet between employees where possible.

**My company manufactures and services heavy tools and equipment for agriculture. May we continue to operate?**

It depends. The Executive Order states that manufacturing entities may continue to operate if they manufacture essential products and services in and for industries such as pharmaceutical, technology, biotechnology, healthcare, chemicals and sanitization, waste pickup and disposal, agriculture, food and beverage, transportation, energy, steel and steel products, petroleum and fuel, mining, construction, national defense, communications, as well as products used by other Essential Businesses and Operations. Manufacturing to support these essential businesses and operations may continue. However, employers must follow social distancing requirements by maintaining 6 feet of distance between people at their facility and promoting frequent handwashing.

Additional questions need to be answered such as: what is the role that the product plays in the agricultural supply chain and the demand for such product during the period of time subject to EO-10.<sup>5</sup>

HEALTHCARE/DENTISTRY

**I know dentists are operating on an emergency basis only. My business support the dentists in making denture repairs. Should we operate with a skeleton crew to meet that need?**

Your business may remain open, but should continue operating with lean workforce where possible. Healthcare is covered under Sec. 7 of the Executive Order, which includes dental offices, and makers/repairers of medical devices, equipment, and materials. As a provider of medical/dental

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<sup>4</sup> EO-10, Sec. 9; Sec. 12(b)(l)(t)

<sup>5</sup> DCEO pg. 4

devices, you would be deemed essential. We appreciate that you are helping us limit the spread by operating with as few employees as possible during this time.

#### AUTO REPAIR/AUTO SALES

##### **Can an auto repair shop, car lot, or junk yard be open?**

Yes, in part. Auto repair and supply businesses are considered essential and may remain open.<sup>6</sup>

Car dealerships can remain open for repair services.<sup>7</sup> Dealerships are also permitted to sell automobiles. However, patrons must schedule an appointment with the dealership and the dealership must comply with social distancing requirements as defined in the Executive Order, including by maintaining six-foot social distancing for both employees and members of the public at all times.<sup>8</sup>

Junk yards may remain open for the purpose of supplying auto parts.

#### MENTAL HEALTH/SUBSTANCE ABUSE PROVIDERS

##### **Are substance abuse groups such as Alcoholics Anonymous permitted to continue meeting?**

Yes, in part. AA would be considered a substance use provider under the definition of Healthcare and Public Health operations under Sec. 7. It would also qualify as a social service under Sec. 12(c). Groups such as AA are encouraged to hold meetings online or by other remote means, rather than in person. However, if groups must meet in person, they must follow necessary social distancing requirements. Groups must be limited to no more than 10 individuals. All individuals must remain 6 feet apart. Hand sanitizer and sanitizing products should be readily available.

#### GARAGE SALES/ESTATE SALES

##### **Are garage sales, estate sales, or second-hand sale of individual products from home permitted?**

No. During this Stay at Home Order, conducting second-hand sales, garage sales, and estate sales would not be considered essential services.

#### RECYCLING/WASTE DISPOSAL

##### **Is a scrap metal recycling facility an essential business?**

Yes, recycling collection is allowed as essential infrastructure under Sec. 9 of EO-10. However, all essential businesses need to comply with social distancing by maintaining at list six feet between people at the facility.

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<sup>6</sup> Sec. 12(e).

<sup>7</sup> DCEO Guidance, pg. 3

<sup>8</sup> IML Guidance, pg. 2