Intent of Executive Order #10
Ensure that the maximum number of people self-isolate in their places of residence to the maximum extent feasible, while enabling essential services to continue to slow the spread of COVID-19 to the greatest extent possible.

Please consider this when submitting questions and reviewing responses.

MAINTENANCE/LANDSCAPING

Question #1:
Question about the list. I am a contractor doing maintenance for some businesses that remain open since they are essential, such as banks. Our maintenance duties do not bring us in contact with the public and our staff is smaller than the current guidelines for groups. It is also not a problem to maintain a 6’ distance between workers. I am asking if maintenance can continue for essential businesses that remain open? I am concerned that delaying the maintenance at these facilities will make it very difficult to catch up with it later. And since they are open, maintenance should continue.

RESPONSE #1:
Maintenance is defined in Section 1, #9 Essential Infrastructure. Building maintenance is permitted. Thank you for reaching out.

Question #2
We have a gutter and downspouts company should we be open? It is essential for our customers to not get water inside there house but then again I’m not sure it is approved. We are outside work all the time except In truck where we cannot maintain 6 feet because we are in the truck from job to job. 3 men in the truck while traveling. Thank you for your clarification and all you are doing in this time of need.

Response #2:
Maintenance is defined in Section 1, #9 Essential Infrastructure. Maintenance of gutters and downspouts is covered and permitted. Three (3) individuals could travel in the same truck if they are able to maintain 6 feet of distance between them in the truck. This would assist in protecting the health of the work crew. Thank you for your support and reaching out.

Question #3:
Is snow removal/ property maintenance and landscaping considered essential?  I do snow removal in Illinois at gas stations and couple area clinic locations as well as numerous other businesses. Also do property maintenance on those locations.  Wondering if that’s ok. Myself and 2 other men. Generally not in close contact with one another or other people in our line of work.  Please let me know. Thanks. And God bless!

Response #3:
Maintenance is defined in Section 1, #9 Essential Infrastructure. Building maintenance is permitted. Snow removal and landscaping as covered under the Property Maintenance Code for Winnebago County
would be permitted. New landscaping or plantings would not be considered maintenance. Three (3) individuals could work together on the crew as long as they are able to maintain 6 feet of distance between them. This may impact your travel to the job site in a single vehicle/truck. The crew must be separated by 6 feet. Thank you for the blessing.

Question #4
Swimming pool supply distributor wants to know if he is essential under 12t of the order “chemicals”.

Response #4
Swimming pool chemical supplies are not an essential operation as defined under Manufacture, distribution and supply chain for critical products and industries unless they supply chemicals to a healthcare facility. They may provide maintenance under Essential Functions. Maintenance is defined in Section 1, #9 Essential Infrastructure.

Question #5
Roofer wants to know if he can send a crew to Iowa for a week to repair a historical roof. The roof was damaged 18 months ago. The crew travels together.

Response #5
Maintenance is defined in Section 1, #9 Essential Infrastructure. Building maintenance is permitted. Based on the information provided, this would not be considered building maintenance. This job would not be considered an essentials service.

PACKAGING/SHIPPING

Question #6:
Our store is dedicated to sell everyday daily wear clothing, such as jeans, t-shirts, underwear, socks, and hoodies. Also, we are a UPS ACCESS POINT (we are holding and release package to customers represent by UPS). please tell me whether we can open our store to our valuable customers.

Response #6
Mail, post, shipping, logistics, delivery, and pick-up services are defined in Section 1, #9 Essential Services and Operations, i. Given that your business as an Access Point, provides delivery to clients, that function of your business could remain open as an essential services. However, you would not be permitted to operate your other retail operations under the Executive Order. 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.

RETAIL OPERATIONS

Question #7
I'm writing to request permission to have my business The Foot Lodge stay open during the order of Shelter in place. We have been point of contact for many in the Healthcare community. For the last week we have had many healthcare workers in to get athletic shoes and shoes from our healthcare lines. We've had nurses, physicians, aids and all medical staff in from all three hospitals. This is why I've kept my doors open. We would love to coordinate with the hospitals to deliver. I'm also willing to allow our building to be used to store supplies. We are diligent with sanitizing and are ready to roll up our sleeves to help. We also would be willing to help with delivery of anything necessary.

Response #7
Retail sales of clothing/shoes are not essential service as defined in the Executive Order. The store should be closed but you would be permitted to take on-line orders for shipping and/or curb-side pick-up to support essential businesses and operations. Direct delivery to hospitals would not be permitted. Thank you for your willingness to serve as a logistics location. This will be shared with the Emergency Operations Center.

Question #8
The craft store Michael’s in Rockford is remaining open claiming that they are an essential service providing supplies to work from home.

Response #8
The store should be closed but could be permitted to take on-line orders for shopping and/or curb-side pick-up to business that are working from home. This decreases the risk of exposure to store employees. Other national chains such as Hobby Lobby have indicated that they are closed. This needs to be addressed from a statewide perspective to ensure that all customers and stores in the state of Illinois receive the same direction.

Question #9
DSW wants to know if they can remain open to respond to on-line orders received. They will be closing their retail footprint.

Response #9
Retail sales of clothing/shoes are not essential service as defined in the Executive Order. The store should be closed permitted to take on-line orders to support essential businesses and operations. Any employees must maintain 6 feet of social distancing and should not exceed 10 employees.

ANIMAL SHELTERS

Question #10
I have listened to the governor’s announcement today and have a few questions. Our facility is an adoption center in Rockford. We did have cats in another location, until yesterday.

We have all the cats housed in one location and have it sanitized daily. We are understanding that any adoptions should cease by 5:00 Saturday. That’s when the governor says we will be shutting down not essential businesses. Are shelters considered under this directive? Are zoo’s? We have 2 paid people in our organization and many volunteers.

We have informed all our volunteers that they should stay home for their own safety. A few of our volunteers, very strong animal advocates feel they need to help feed and clean at the center. Do you
think 2 people could take of this facility 7 days a week and not utilize people who willing volunteer to help out a few hours a day?

Response #10
Veterinary care and all healthcare services provided to animals can remain open. Volunteers should stay home. While not specifically address adoption appointments brings additional people out of their homes which defeats the purpose of the order.

FAITH-BASED SERVICES

Question #11
Church would like to do on-line service but it would involve a team in the church.

Response #11
Per Section 3 of the Executive Order, all public and private gatherings of people outside single household or living unit is prohibited. Any gathering of more than 10 people is prohibited unless exempted. The church service is not exempted and if the team is less than 10, it could do an on-line. They must also adhere to the other provisions outlined in Section 15 including 6 feet of social distancing.

PROFESSIONAL SERVICES

Question #12
Can an insurance agency be open?

Response #12
An insurance agency could continue to operate but should adhere to Social Distancing Requirements and the Intent of the Order.