



Illinois Department of Commerce & Economic Opportunity

JB Pritzker, Governor

RESTORE ILLINOIS PHASE 4 – RECOVERY – FAQ FOR BUSINESSES

Updated 7/29/20

BUSINESS GUIDELINES

Which industries are impacted in Phase 4?

Phase 4 makes way for the following industries to reopen or expand operations 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. It includes the following major industry categories:

- Retail and Service Counters
- Offices
- Personal care (i.e. barbers/salons)
- Manufacturing
- Health and fitness centers (i.e. gyms)
- Youth and recreational sports
- Spectator Sports
- Meetings and Social Events
- Film Production
- Theaters and Performing Arts
- Indoor/Outdoor recreation
- Museums and Zoos
- Day Camps
- Restaurants and Bars
- Updated guidelines for Golf and Tennis

General guideline questions for all businesses:

What are the uniform guidelines businesses should follow?

- While the guidelines vary by industry, all businesses and industries included in Phase 4 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.
- Follow guidelines on capacity limits and group sizes (to be continually reassessed throughout Phase 4)
- 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

How do Illinois guidelines compare to that of other states?

- Analyzing what works for ensuring safety of Illinois communities as well as what's been effective elsewhere has been part of the approach for Restore IL since day one.
- Particularly for Phase 4 – which contemplates a shift in capacity – Illinois conducted a review of other states' guidelines specifically pertaining to events and gatherings.
- From this review – we know that 20 states currently have restrictions on gatherings of 50 people or more.
- What we've found is that restrictions on event gatherings coincides with COVID-19 case rates. For instance – NY, MA, RI, CT, DE and MD all have similar restrictions in place, and their data indicate that case rates continue to decline.
- Conversely – states without event size/gatherings limitations in place – like Georgia, Arkansas, Texas, Arizona and Florida – have continued to see a steady increase in new COVID-19 cases – with some seeing a spike in the past 14 days.

What are some best practices businesses should follow to ensure customers comply with the face covering 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

Phase 4 guidelines indicate there could be additional capacity for public events/gatherings later on. How will the state determine this?

- Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase 4.

Do I still have to wear my face covering in Phase 4?

- Yes. IDPH and the state of Illinois continue to encourage universal guidance of wearing face coverings in group settings, outdoors, and where it is recommended. The requirement does not apply to individuals who cannot medically tolerate a face covering.

- In some instances, a mask is not required where other safety precautions, such as maintaining 6 feet of distance, are followed – i.e. while seated in a theater, or seated and eating or drinking at a restaurant.

What other steps must my business take to keep workers and customers safe?

- Other universal health and safety guidance for Phase 4 includes:
 - All employees who can work from home should continue to do so
 - Maintain social distance of 6 ft., and frequently wash hands
 - Continue employee health screenings upon entry into the workplace and mid-shift screenings for employees with shifts >5 hours (virtual screening permitted)
 - Follow guidelines on capacity limits and group sizes (to be continually reassessed throughout Phase 4)

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

- Businesses must post the guidance from the Illinois Department of Public Health (IDPH) and Office of the Illinois Attorney General regarding workplace safety during the COVID-19 emergency. https://www.dph.illinois.gov/sites/default/files/COVID-19_WorkplaceHealth_SafetyGuidance20200505.pdf
- Other signage varies for every industry, but all businesses 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 stores

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

Can local governments adopt stricter policies than the State's Phase 4 policies?

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

Restaurants and Bars and Social Events/Banquets

What guidelines will restaurants and bars be subject to?

- Capacity limited based on ability to provide a minimum of six feet between tables or other designated patron service areas; maximum occupancy of 25% in indoor standing areas (i.e. bar area, waiting area for a table); link to [Guidelines](#)
- Parties of up to 10 permitted
- Booths may be seated within 6 ft if impermeable barrier in place

- Buffets and self-service food stations allowed, with queue points of 6 ft apart, sanitation stations and frequent utensil cleaning

What is the maximum occupancy for my bar’s/restaurant’s standing area?

- Standing area capacity of restaurants or bars may operate at maximum of 25% of standing area capacity. If standing area does not have a designated capacity limit, establishments may allow up to 15 people per 1,000 square feet. Bar seating should be spaced 6-ft apart to maintain social distancing between patrons of unrelated parties.

Will banquet halls be able to reopen and under what guidelines?

- Yes, under these [guidelines](#), banquet halls can reopen with capacity limits – the lesser of 50% of venue capacity OR 50 persons total per event, although venues may host multiple rooms of up to 50 people/50% capacity, with staggered start and end times to avoid interaction between the groups
- Dance floors should remain closed
- Event host should ask whether customer is currently exhibiting symptoms and if practical, take customer temperature

Are weddings permissible in Phase 4? If so, is there a capacity restriction?

- Weddings are permissible under the [meeting and special event guidelines](#). Wedding capacity is limited to the lesser of 50 people or 50% of the room capacity, excluding venue staff and vendors
- A venue with multiple rooms may NOT split one wedding party in to multiple rooms
- Outdoor weddings are limited to 50 people. An outdoor wedding venue may not place multiple tents 30 feet apart to accommodate multiple groups of 50 for one wedding
- Dance floors should remain closed

Health and Fitness and Recreational Activity questions:

Will professional and other spectator sports such as baseball be allowed? Will the public be able to attend?

- Yes, under these [guidelines](#), outdoor spectator sports that are ticketed and held in outdoor venues, arenas, stadiums, facilities, fields, or courts engaged in showing live sports games are allowed. Indoor spectator sports are not permitted at this time
- Seating capacity limit is 20% of seating capacity for spectators
- General admission shows and/or events without seating (e.g. standing room only) are not permitted at this time
- As with other guidelines, local governments can implement more restrictive requirements

Are there updated golf guidelines?

- Yes. Notable differences from the previous guidelines include: Two people are permitted to ride together in a cart if they live in the same household without a facial cloth covering. If two people who do NOT live in the same household are sharing a cart, a facial cloth covering is required; updated [guidelines](#)

- Tournaments and shotgun starts are permitted. Golf courses should develop procedures to ensure that individuals do not congregate in groups in excess of 50 before or after the tournament
- Individual caddies are permitted. Caddies should wear face coverings when within six feet of a golfer or caddie. The golf club should have updated parental consent for all caddies under 18. Caddies should not congregate in groups larger than 50

Are there updated guidelines for tennis or pickleball in Phase 4?

- Yes. Tennis facilities and player safety can operate under the guidelines; updated [guidelines](#)

Will little league sports be allowed?

- Yes, competitive game play will be permitted in Phase 4, including little league.
- Increase in capacity for group sizes from 10 participants per group to 50 participants total (including athletes, coaches, and referees)
- Youth and Recreational Sports [guidelines](#)

What guidance will day camps need to follow?

- Increase cap on group sizes from 10 participants per 1 adult to 15 participants to 1 adult (in line with Phase 4 child care guidelines); updated [guidelines](#)
- Operators need to follow the IDPH guidelines on any water-based activities to follow IDPH guidance
- Guidance on holding activities requiring physical exertion and/or exertion of voice outdoors moved to best practice

Are overnight camps permissible?

- No; overnight camps should remain closed at this time, although they are permitted to operate under the day camp guidelines

What water-based activities are permissible at day camps?

- Day camps should follow the [swimming facility guidelines](#) set forth by IDPH. Day camps may also offer non-swim related activities, such as water balloons, sprinklers, and hoses. Slip-and-slides and similar type activities where multiple participants are in repeated contact with the equipment should not be used. Day camps should ensure each participant has his/her own towel, and proper handwashing hygiene should be observed before and after the activity.

Will public pools and waterparks be able to open in Phase 4?

- Recreational swimming and water parks will be open and should follow the IDPH [Guidelines](#)

Will playgrounds reopen in Phase 4? If so, with what restrictions?

- Indoor playgrounds are to remain closed
- Units of local government are provided the discretion to determine if outdoor playgrounds can open; the playground should be limited to no more than 50 persons at

the playground, individuals should follow social distancing guidance and all other applicable IDPH guidance

Are there guidelines for health and fitness facilities to open safely?

- Health and fitness updated [guidelines](#);
- Health and fitness centers can open with capacity limits of no more than 50% of occupancy at any given time; fitness classes of up to 50 people
- Workout stations should be configured to be 6 ft apart (either positioned or decommissioning at certain stations) and are allowed to be 3 ft apart with impermeable barriers installed

Will indoor children’s play venues be allowed to operate in Phase 4 (trampoline facilities, bounce houses, playlands)?

No, indoor trampoline parks, bounce houses, and playlands should be closed

Which guidelines should dance studios and gymnastics facilities follow?

- Dance studios and gymnastics facilities should follow the youth and recreational sports guidelines.

Q: Can you apply the 50-person gathering limit to 5K or 10K races?

- Yes. Under the executive order, gatherings should be limited to 50 people participating in the activity. Applying the principle to running races, they can be held if the start times are staggered enough so that the groups do not mix with one another regardless of the individuals pace running and/or walking. The minimum guidelines should be staggered starts of 30 minutes and the start and finish points should be different locations to avoid gatherings over 50 people. Municipalities and local public health departments are provided discretion in methods to implement the remainder of the guidelines for youth and recreational sports ([Link here](#)).

Tourism and Entertainment Questions:

Which phase of the plan will include tourism?

- Restore Illinois provides guidance to residents and businesses, organized according to major industries and activities
- While each specific industry may not have its own specific guidance – businesses as well as residents are encouraged to adhere to the overarching principles of the Restore IL plan
- Phase 4 offers specific guidance on several activities that are relevant or could fall into the category of tourism in Illinois – including museums, zoos, outdoor recreation, and outdoor seated spectator events with limited seating capacities
- While residents traveling to the state should continue to take precautions, Illinois continues to provide a lot to offer for residents venturing on road trips or taking in any one of the many scenic sites our state has to offer

Can live filming commence under Phase 4?

- Film sets can operate at up to 50% capacity of location or sound stage capacity; overall group sizes limited to 50, including crowd scenes; [guidelines](#)

Will museums and zoos reopen in Phase 4?

- Yes, Phase 4 [guidelines](#) for reopening zoos; link to zoo [guidelines](#)
- Public facing areas with capacity limits of no more than 25% of occupancy at any given time; indoor zoo exhibits should remain closed
- Guided tours limits to 50 people or fewer; audio tour equipment must be cleaned before and after use by a guest or suspended; museum [guidelines](#)
- Hands on exhibits should be closed or modified to eliminate the hands-on component (e.g. interactive touch screens, historical replicas, etc.)

Are movie theatres permitted in Phase 4?

- Yes; indoor and outdoor movie theaters are permitted to be open in Phase 4.
- Capacity limits of the lesser of 50 people OR 50% of venue seating; 50 person limit applies per theater for cinemas with multiple screening rooms
- Cleaning and disinfecting of occupied seats or tables between use by different groups or parties, and again at closing time
- Theaters and performing arts [guidelines](#)

Are outdoor concerts allowed in Phase 4?

- Outdoor concerts will be permitted if ticketed and seated events; link to [guidelines](#)
- The capacity limit for the venue is 20% of the seating capacity

Are drive-in theaters and concerts permissible in Phase 4?

- Yes. In addition to following the safety and sanitation procedures set forth in the [theatre and performing arts guidelines](#), drive-in theater and concert venues should follow these additional guidelines:
 - Each vehicle is limited to four individuals
 - Oversized vehicles are not permitted (buses, RVs, limousines)
 - Venues must obtain the name, address, phone number and email address of at least one person per vehicle
 - Tickets should be purchased on-line or over the phone in advance of the performance
 - Venues should provide landmarks for attendees to easily identify where there are/were in the venue
 - If patrons will exit the vehicle (concerts), vehicles must be parked in every third parking spot
 - Individuals exiting the vehicle must remain in one space immediately adjacent to their vehicle
 - Spaces should be clearly outlined (e.g. parking cones, parking stop, etc.) for ease of enforcement of social distancing measures between spaces
 - Tents are not permitted
 - Venue staff should monitor area to ensure groups are not congregating
 - If patrons will remain in the vehicle (movie theaters), vehicles must be parked in every other spot
 - Individuals must wear masks when outside of their vehicle or designated space

