



**Illinois
Department of Commerce
& Economic Opportunity**

JB Pritzker, Governor

RESTORE ILLINOIS PHASE 4 GUIDELINES AND MITIGATION MEASURES FAQ

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The Restore Illinois website has information on each Region’s Tier designation, applicable mitigation measures, and the Phase 4 guidelines. Below are a series of FAQs intended to provide guidance which are broken up by industry and topic. Some industries have distinctions and mitigation measures in place based on the region’s current Tier assigned by the Illinois Department of Public Health based on the COVID-19 data.

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General Mitigation Questions

What are the metrics used to determine if a region moves between mitigation tiers?

- See the [Restore Illinois](#) website for the health metrics used to determine when a region will move between tiers

Which entities will be charged with enforcing the Executive Order and mitigation measures?

- State and local law enforcement along with local health departments and the Illinois Department of Public Health

Restaurant & Bars

Is indoor dining permissible in regions under mitigation?

- In Tier 1, indoor service is limited to the lesser of 25 people or 25% capacity per room, with table size limited to 4 people. Outdoor service is permissible with tables up to 10
- In areas under Tier 2 or 3, indoor dining is not permissible. Outdoor dining is limited to tables of 6

What is considered “outdoor dining”?

A dining or drinking area is considered an outdoor dining or drinking area if the area meets any of the following criteria:

1. Located on the rooftop of a building or within establishment with retractable roof (should remain open during hours of operation of outdoor dining and/or drinking); or
2. Outdoor space connected to or located on the site of a restaurant, grocery store, health or fitness center, hotel, golf club, or other social club with a food establishment license; or
3. Indoor space where 50% or more of a wall can be removed via the opening of windows, doors, or panels provided that dining tables are within 8-ft from such opening; or
4. Any other outdoor dining and drinking areas authorized by local governments provided that food and drinks are prepared by licensed food or liquor establishments and that proper social distancing of 6-ft between designated customer tables and/or other seating areas is observed and parties are of 6 persons or fewer

Is an outdoor structure such as a dome, tent, or igloo permitted as “outdoor dining” under the guidance?

- Yes. Below outlines the guidance for outdoor dining structures and businesses should consult the Illinois Fire Marshal and local fire department for specific guidance on Fire Codes for these structures:

Tents and Other Outdoor Structures for Multiple Tables/Separate Dining Groups

Provided they comply with all required municipal and/or local liquor commission restrictions and approvals, temporary outdoor structures, including tents, are permissible if they comply with the following requirements:

- Temporary outdoor structures must have at least two of the sides open to provide adequate air flow;
- Patrons inside a temporary outdoor structure must be seated, and tables must be spaced a minimum of six feet apart;
- All structural materials should have a fire-resistant certification or flame certification showing material is fire-rated or noncombustible;
- Restaurants will need inclement weather plans in writing and trained staff to prevent any injuries in storms, snow, or other unsafe situations

Tents or Domes/Igloos for Single Table Dining Groups

- Single party only (subject to mitigation restrictions on dining party size);
- The structure must maintain air circulation at all times, for example via an open door, two opposing window/side openings or an open roof panel or panels. Interactions with waitstaff should be brief and all parties must have masks on during these exchanges.

- Sanitize the chairs and table after each use; and
- Servers and other waitstaff to minimize their time in the structure, including instituting measures such as a QR Code menu

Heating Devices

Businesses should consult with local municipalities and ensure compliance with local and state fire codes to determine if heating devices are permitted within a temporary outdoor structure, and if so, how to operate the device within the structure. Assuming the heating device is permitted, establishments should follow these additional safety considerations to ensure responsible operations:

- Outdoor spaces with heating devices must keep devices away from combustible materials, such as tents, at all times
- Enclosed areas with heating devices must have clearly marked entrances and exits
- Businesses must have sufficient fire extinguishers to cover indoor and outdoor spaces

Can bars and restaurants allow walk-in patrons for outdoor dining?

- Bars and restaurants should take reservations for all parties for contact tracing purposes. However, bars and restaurants can accept walk-ins provided they record the contact information of at least one person in the party – this is considered a walk-up reservation

Bars and restaurants are required to utilize a reservation system for patrons. How long should the business retain the reservation record?

- The state recommends businesses maintain a copy of the reservation list for a minimum of 28 days. This will enable the business and state/local health officials to contact the patrons in the event of exposure to COVID-19

Do mitigation measures impact drive-thru, take-out or delivery for restaurants?

- No. Mitigations do not restrict take-out, drive-thru, or delivery options for restaurants

Do the Tier 2 and 3 indoor dining restrictions apply to indoor food courts?

- Indoor food courts can continue to operate for takeout and grab-and-go services, but the food cannot be consumed in the food court common area

Do the Tier 2 and 3 indoor dining restrictions apply to cafeterias in offices and manufacturing facilities?

- Cafeterias in offices and manufacturing facilities can continue to operate for takeout and grab-and-go services

Do bars and restaurants located in regions under mitigation need to stop accepting customers at 11:00 p.m., or do they have to clear the premises by 11:00 p.m.?

- All patrons must be off the premises by 11:00 p.m. and may reopen at 6:00 a.m. or later. Drive-thru, carry out, and delivery service is still permitted after 11:00 p.m., but customers must depart after obtaining their food and there should not be congregation of customers outside of the restaurant after closure time.

Do the Tier 3 restrictions for bars apply to cigar lounges?

- Yes. Cigar lounges or other smoking establishments are included within the restrictions for bars set forth in the Tier 3 mitigations.

Can restaurants and cafeterias within airports, hospitals, and college dining halls continue to provide indoor dining and exempt from mitigation measures?

- Yes. From the beginning of the emergency declaration to respond to COVID-19, executive order 2020-07 provided that businesses located in airports, hospitals, and dining halls in colleges and universities are exempt from the requirements of this Executive Order. For purposes of ensuring that individuals can eat a meal with no alternatives provided in these venues for eating, they are not subject to the mitigation measures imposed in regions. Patrons must follow the restaurant and bar guidelines in the establishment, including wearing masks when waitstaff approach and when they are not eating or drinking at a table.

Is video gaming permitted at bars, restaurants and other licensed video gaming locations in areas under mitigation?

- If a region is in Tier 3, all video gaming terminals must be closed.
- If a region is in Tier 1 or 2, video gaming terminals are permitted under the following conditions:
 - Gaming is limited to within the hours of 8:00 AM to 11:00 PM daily, with no exceptions.
 - Food and beverage service in the gaming area is suspended (curbside and carry out is permitted if otherwise authorized)
 - Masks must be worn at all times in the gaming area
 - Congregating around video gaming terminals is prohibited and there is a one person per video gaming terminal limitation
 - Existing social distancing, sanitizing and other mitigation protocols and measures in approved Terminal Operator Pandemic Resumption Plans remain in effect along with other applicable protocols and directives from the Illinois Gaming Board
 - Failure to comply with mitigation efforts and restrictions could subject licensees to discipline from the Illinois Gaming Board, up to an including license revocation

Do Tier 1 and 2 mitigation measures that restrict indoor dining and service at restaurants and bars apply to movie theaters, bowling alleys and food courts?

- Indoor concessions at places like movie theaters and bowling alleys may still operate delivery and takeaway service consistent with the Phase 4 restaurant guidance and applicable mitigations

Meetings & Social Events/Banquets

What types of social events and gatherings are subject to the resurgence mitigation measures?

- In addition to any event or gathering that falls under the meeting and social events guidelines, gatherings and socials events subject to mitigation measures include, but are

not limited to, weddings, bridal & baby showers, receptions, birthday parties, picnics & barbecues, and funerals

What are the capacity restrictions for meetings and events in regions under mitigation?

- In Tier 1, capacity is limited to the lesser of 25 people or 25% overall room capacity.
- In Tier 2, capacity is limited to 10 people.
- In Tier 3, meeting and events are prohibited

Can bars and restaurants in mitigation areas serve food and beverages indoors in conjunction with a meeting or special event?

- In Tier 1, bars and restaurants can hold meetings or events so long as food is provided. Capacity is limited to the lesser of 25 people or 25% capacity of the room
- In Tiers 2 and 3, bars and restaurants are not permitted to have any indoor dining and service, and therefore may not host meetings, events or gatherings within their establishment

Does the gathering prohibition extend to internal office meetings and trainings?

- No. However, to the extent that the employee training sessions and meetings can be performed virtually, please do so.
- Internal employee meetings and trainings may be held on-site, for company purposes. On-site trainings and/or meetings for employees, must follow all guidelines related to social distancing and participants must have masks on during the sessions. The tables should be spread out so that the participants are greater than 6' apart

In Tier 3 are meetings and events still permissible, even at a reduced capacity?

- No; meeting rooms, banquet centers, private party rooms, country clubs, etc. may not host meetings or events – including weddings – under any capacity

Retail & Service Counters

Tier 1 and 2 Mitigation Measures

Do Tier 1 and 2 mitigation measures impact retail and service counter establishments?

- No. [Retail](#) and [service counter](#) businesses can continue to follow the Phase 4 guidelines if located in a region under Tier 1 or 2 mitigation

Are flea markets permissible?

- Yes. In addition to following the [retail guidelines](#), flea markets should follow these extra precautions:
 - For both indoor and outdoor flea markets, venue capacity should not exceed 25%, or 15 people per 1,000 square feet
 - Booths/exhibits should be spaced the lesser of every third spot, or 30 feet apart
 - Indoor flea markets should open windows and doors for fresh air flow
 - Face coverings should always be worn, whether indoor or outdoor

- Flea Markets that offer food and beverage should follow the [indoor and outdoor dining guidelines](#)
- Flea Markets should have hand sanitizer available for customers upon entering the flea market and/or available at various locations within the flea market
- If possible, vendors should use an impermeable barrier or a second table between vendors and customers
- Flea Market should have employees monitoring the venue to ensure customers are social distancing and wearing face coverings

Tier 3 Mitigation Measures

What are the capacity restrictions for retail and general merchandise stores in Tier 3?

- Retail and [service counter stores](#) that are not primarily engaged in the sale of groceries or medicinal drugs (pharmacies) are limited to 25% capacity
- “Big Box” stores that sell both groceries and other items are limited to 25% capacity

What about grocery stores and pharmacies?

- Retail stores that primarily sell groceries (i.e. Jewel, Kroger, Mariano’s, Whole Foods, etc.) or medicinal drugs (pharmacies) can continue to operate at 50% capacity
- For the purpose of this guidance, a retail store “primarily sells groceries” if it derives at least 65% of its revenues from the sale of food items
- For the purpose of this guidance, a retail store “primarily sells medicinal drugs” if it derives at least 50% of its revenues from the sale of prescription and over-the-counter drugs

How do the Tier 3 capacity restrictions impact malls?

- The 25% capacity restriction applies to each store as well as each common area at the mall
- Indoor food courts are permissible for takeaway services only

Do store employees count towards the Tier 3 capacity restrictions?

- No

What are the capacity restrictions for cannabis dispensaries in Tier 3?

- Recreational dispensaries are limited to 25% capacity
- Dispensaries that derive at least 50% of their revenue from the sale of medicinal can operate at up to 50% capacity

Sports and Fitness Centers

General Questions

Can individuals and/or teams play competitive games out of state?

- Out-of-state travel for competitive games by individuals and/or teams is strongly discouraged. Additionally, teams should comply with local orders prohibiting travel or requiring self-quarantine if they travel to certain states.

Is there a limit for the number of people that can be on a team for medium risk sports?

- Yes, teams should not exceed 25 participants, excluding coaches

Do people have to wear face coverings if indoor and they can stay six feet apart?

- Participants in practice or a competition are required to wear face coverings any time they are within six feet of another individual pursuant to the [Control of Communicable Disease Code](#). Participants that are not within six feet of another individual are required to wear face coverings

Do non-competitive dance classes and lessons fall under the All Sports Guidelines?

- Yes

Tier 2 Mitigation Measures

What impact do the mitigation measures have on youth and recreational sports?

- For Tier 1 and 2, youth and recreational sports participants can continue take part in those levels of play set forth in the All Sports Policy
- Sports organizers in mitigation regions should limit spectator attendance as follows:
 - When located in a region under Tier 1 mitigation efforts per the Restore Illinois guidelines:
 - Gatherings of up to 25 spectators, indoors or outdoors, are allowed.
 - When located in a region under Tier 2 or more restrictive mitigation efforts per the Restore Illinois guidelines:
 - No spectators are allowed, whether indoors or outdoors

Do sports teams in Tier 1 & 2 regions need to split into groups of 10?

- No.

Can sports venues in Tier 2 regions host multiple practices/competitions?

- Yes, so long as the groups are separated by an impermeable barrier

Do health and fitness centers in Tier 2 mitigation regions have to operate at reduced capacity?

- Health and fitness centers can operate at a maximum 50% capacity
- Group exercise classes are limited to 10 people, plus the instructor
- Face coverings must be worn at all times, regardless of person or station spacing

Tier 3 Mitigation Measures

What are the current restrictions on health and fitness facilities?

- Health and fitness centers are limited to 25% of occupancy at any given time
- Face coverings must be worn at all times, regardless of person or station spacing
- No group fitness classes
- 1-on-1 personal training permitted

- Workout stations should be configured to be 6 feet apart (either positioned or decommissioning at certain stations), or 3 feet apart with impermeable barriers installed
- Locker rooms should be closed (except minimum facilities for swimmers may be open to shower/change), including all amenities such as saunas, steam rooms, and whirlpools should also be closed
- Reservations are required

What does it mean that a “reservation” is required?

- Health and fitness facilities must use a reservation system (1) to know how many members are using the facility and ensure that they do not exceed capacity limits and (2) to have a record of members who were at the facility at a certain time for contact tracing purposes. Walk-up reservations (including through membership card swipes) are sufficient as long as the gym knows how many members are at the facility and has a record of when members were on premises for contact tracing.

What about “specialty” gyms such as a spin studio or a gym with high intensity cardio classes?

- Gyms that typically offer one group class at a time can no longer offer those classes. However, these gyms may operate at 25% capacity for individual users

Is yoga considered an indoor class subject to the same restrictions?

- Yoga classes that are performed in a group setting are not permitted under Tier 3 mitigation measures.
- Individuals can practice yoga on a mat and 6 feet apart from other patrons wearing a face covering in the gym, but not as part of a group class

Is 1:1 personal training still okay?

- Yes. Personal training sessions are still permitted during Tier 3 mitigation. Both trainer and trainee need to wear a mask during the session.

Are youth and recreational sports still permissible?

- All indoor group sporting and recreational activities including youth and adult recreational sports are currently not permitted
- Only 1-on-1 training for indoor sports can occur right now.

What’s the policy on tennis?

- Indoor tennis practice and lessons only; two people total per court or a player can utilize a ball machine, no competitive or recreational play.
- Outdoor tennis is permitted

What’s the policy on swimming?

- Lap swimming is permitted at fitness facilities; swimmers cannot share lanes
- Swim team competitions and practices are prohibited
- Group swim lessons should be paused
- 1:1 swimming instruction is allowed

Do indoor pools have to close because locker rooms must be closed?

- Fitness and instruction facilities with indoor pools can keep a minimum amount of locker room space open to provide basic sanitary services, but must limit access to no more than 10 persons at a time
- Guests must always wear face coverings in locker rooms
- Indoor pools and water parks for recreation, amusement or group lessons must close

Do fitness centers need to close locker room restroom facilities?

- No, restroom facilities in locker rooms can remain open.
- Operators must minimize congregation for use of restroom facilities and abide by sanitation requirements.
- Operators must clearly indicate that other common areas, changing rooms, showers, amenities, etc. are closed.

What's the guidance for indoor basketball?

- Indoor group sporting and recreational basketball is to be closed. Only individual shooting around, practice drills, and other training may occur

What about outdoor sports?

- Teams may practice outdoor in groups of 10 or less, with proper social distancing
- Competitive play is not permissible

Is golf still permissible?

- Yes; golf courses can continue to operate under the [golf guidance](#)
- Indoor dining service and meeting rooms must stay closed
- Group lessons are limited to 10 people, including the instructor

Are competitive and group dance classes permitted?

- No. All groups practices and competitions must pause all activity during Tier 3 mitigations

What about bowling?

- Bowling alleys should be closed

Are professional sports and collegiate level sports subject to the Tier 3 mitigations?

- No. Professional sports and collegiate level sports teams are exempt from these mitigations

Indoor Recreation, Theaters, and other Entertainment Venues

Tier 2 Mitigation Measures

Are there changes to movie theater or drive-in movie theater guidance?

- No; neither the Tier 1 or Tier 2 mitigation measures outline any changes for movie theaters or drive-in movie theaters. The capacity for a theater is the lesser of 50 guests or 50% of

the overall theater or performance space capacity and should follow the [guidelines](#) for Phase 4. Drive-in theaters and concerts should follow the State's [FAQ](#).

Do mitigation measures that restrict indoor dining and service at restaurants and bars apply to movie theaters, bowling alleys and food courts?

- Indoor concessions at places like movie theaters and bowling alleys may still operate delivery and takeaway service consistent with the Phase 4 restaurant guidance and applicable mitigations.
- Customers must consume food or beverage items off site or at their seat, lane etc. provided these areas are also consistent with applicable guidance.
- Businesses within food courts may remain open for sales and takeaway, however, dining area tables must be rendered out of service or otherwise restricted from use

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

Can zoos operate in Tier 2 mitigation?

- Yes; zoos can operate at 25% of the overall occupancy
- Capacity for indoor exhibits is limited to the lesser of 50 people or 50% of the capacity of the building

Tier 3 Mitigation Measures

What are the restrictions on indoor recreation in Tier 3?

- All indoor recreation subject to the [indoor and outdoor recreation](#) guidelines must close
- Additionally, other recreational activities such as movie theatres, museums, and arcades must also close

What about outdoor recreation?

- Outdoor recreational facilities, including outdoor exhibits at zoos and museums, can continue to operate at 25% capacity
- Outdoor group activities limited to 10 people or less, participants/guests must wear face coverings at all times

What about zoos?

- Outdoor areas at zoos can continue to operate at 25% capacity
- Group tours must be limited to 10 people or less
- Indoor exhibits must remain closed

What's the policy on indoor child activity centers that are not associated with a day care?

- Indoor activity and play centers should be closed

Can casinos continue to operate?

- No

What about video gaming terminals in bars, restaurants and other locations?

- All video gaming terminals must be closed.

Personal Care Services

Tier 1 & 2 Mitigation Measures

Are there restriction for personal care services in Tiers 1 and 2?

- No. Personal care services can continue following the Phase 4 guidelines

Tier 3 Mitigation Measures

What about in Tier 3?

- In Tier 3, personal services facilities such as spas, hair salons, barber shops, nail salons, waxing centers, tattoo parlors, and similar facilities may be open but must cap occupancy at no more than 25 percent

Are facials and beard trimmings permitted in Tier 3?

- No; Any service that requires the patron to remove the face covering is prohibited

Are massages and other body treatments permitted in Tier 3?

- Massage therapy and other body treatment appointments must be spaced by a minimum of 15 minutes and facilities should take steps to sanitize and circulate clean air through service rooms before and after each service
- Spa body services such as body scrubs, body wraps and other body treatments should not be provided
- The mitigation measures for Tier 3 are not intended to apply to licensed health care providers, such as physical therapists, who incorporate massage within the scope of their practice, only to massage therapists in a spa, salon, or similar personal care setting
- Treatment that is “deemed necessary” by a licensed medical care professional providing treatment within the scope of their profession includes physicians, dentists, chiropractors, and advanced practice nurses or physicians’ assistants who serve as primary care providers
- Written or verbal medical authorization following a medical appointment or consultation, or prior history with massage therapy treatment, is considered appropriate to meet the Tier 3 mitigation measure requiring a determination by a medical provider

Are nails services permissible in Tier 3?

- Yes, with face coverings worn at all times

Is pet grooming permissible in Tier 3?

- Yes, at 25% capacity

Places of Worship and Funerals

Do the regional mitigation measures apply to churches and other places of worship?

- Religious organizations and houses of worship are strongly encouraged to consult and follow the recommended practices and guidelines from the [Illinois Department of Public Health](#).
- As set forth in the IDPH guidelines, the safest practices for religious organizations at this time are to provide services online, in a drive-in format, or outdoors (and consistent with social distancing requirements and guidance regarding wearing face coverings), and to limit indoor services to 10 people.
- Religious organizations are strongly encouraged to take steps to ensure social distancing, the use of face coverings, and implementation of other public health measures
- Places of worship should not hold events or meeting outside of the regular worship services

Are there restrictions on funerals?

- Funerals are limited to 10 family members of the decedents, not including staff, see [IDPH guidance](#)

Day Cares and Day Camps

Are daycares permissible?

- Daycares licensed by DCFS should continue to follow [those guidelines](#)

What about day camps not licensed by DCFS?

- Day camps not licensed by DCFS can operate in group sizes of 15 or fewer
- Mitigation measures do not impact day camp guidance

Are overnight camps permissible?

- Overnight camps are not permissible during Phase 4

Miscellaneous Questions

Do the mitigation measures impact libraries?

- No. The operations of libraries are at the discretion of local governmental entities

Does the prohibition on meetings and events impact governmental entities?

- The mitigation measures do not affect services provided by governments to ensure their continued operations or to provide for or support the health, safety, and welfare of the public
- However, governmental agencies, including school boards, are encouraged to hold public meetings remotely

What about educational and certification-type classes?

- Tier 3 mitigations do not affect classes offered by schools, colleges or universities
- Certification, licensure and/or professional development classes are permissible, but it is highly recommended that these classes be held virtually

What about photography studios?

- In tier 3, photography studios are permissible
- In tier 2, photograph studios are permissible in groups up to 10
- In Tier 3, photography studios are not permissible. But outdoor photography is permissible with groups up to 10 people

Do I have to wear a face covering even when I am alone in my workspace?

- The control of communicable disease code and Covid-19 Executive Orders require that individuals wear face coverings when unable to maintain at least a six-foot social distance
- This requirement applies whether in an indoor space or in a public outdoor space where maintaining a six-foot social distance is not always possible
- If an individual is isolated in their office or at their work space, the face covering may be removed. However, the face covering must be worn when walking around the work area and there is a possibility of coming within six feet of another individual or if it is possible that other individuals may approach within six feet, even when an individual is stationary