



Service Adjustments and Resources to Aid in Minimizing the Spread of COVID-19

FOR IMMEDIATE RELEASE:
West Dundee, IL - March 18, 2020

The Village of West Dundee will continue operations while implementing several strategies to slow the spread of novel coronavirus COVID-19. Below is an overview of service adjustments that have been made by the Village, as well as resources for residents.

Please monitor the Village's website and social media pages listed below for current information on any further adjustments to services or new information from local dining establishments.

Village of West Dundee Website	www.wdundee.org
Village of West Dundee Facebook page	www.facebook.com/WestDundee
Village of West Dundee Twitter page	twitter.com/WDundee

For the current status of West Dundee restaurants and food-based businesses, in terms of pick-up and delivery options, please visit our website or social media pages.

Village Facilities Closed to Public Access

West Dundee Village Hall, Fire, Police and Public Works Departments will remain operational, but these facilities are closed to the public at this time. All Village services are expected to remain operational.

Village staff has taken additional steps to protect the public's health, as well as their own, including sanitizing surfaces, maintaining wider distance in social situations, working remotely when possible, and using personal protective equipment (PPE) when appropriate.

Contact Information

Should you need to conduct business with the Village, we ask that you utilize our website at www.wdundee.org, or contact us to determine whether business can be conducted by phone or email.

Building Permits & Inspections	847-551-3806	comdev@wdundee.org
Fire Department	847-551-3805	fire@wdundee.org
Police Department	847-551-3810	police@wdundee.org
Public Works	847-551-3815	publicworks@wdundee.org
Water Billing / Village Hall	847-551-3800	villagehall@wdundee.org

Services Available Online

Most services provided by the Village of West Dundee can be accessed online. For various forms, including building permit applications, license applications, utility billing direct-debit application, and more, visit www.wdundee.org/forms.

Make Online Payments

Payments for the following items can be made online at <https://magic.collectorsolutions.com/magic-ui/Login/village-of-west-dundee>. Please note that account creation is not supported, only one-time payments. The payment portal is also accessible from www.wdundee.org.

- Water & Sewer Utility Bills
- Police Fines, Tickets and Processing Fees
- “Miscellaneous Payments” - If you need to make a payment to the Village that does not fall into the above categories, please call 847-551-3800 or send an email to villagehall@wdundee.org to confirm online payment availability.

Please note that late penalties will not be assigned for amounts due for the current payment cycle for water & sewer utility bills or business-related tax remittances to the Village.

Meeting & Event Postponements

All public meetings, training room reservations and outside meetings/activities have been cancelled until April 5. The St. Patrick's Day Fireworks Display scheduled for March 21 has been postponed, with a new date to be announced.

State of Emergency Ordinance

The Village Board, at its March 16, 2020 meeting, passed an ordinance providing temporary executive powers to the Village President, primarily for the purposes of authorizing payment or securing supplies and equipment as needed to protect the health, safety and welfare of the community. Any actions taken must be ratified by the full Board at its next meeting, and the continuation of executive powers must be reauthorized by the Board at each future meeting, if warranted.

Public Works Customer Service

Service Requests may be submitted online at www.wdundee.org. Click on the Your Gov icon, or the “Click here to submit your request” link on the right side of the page.

Please note that the Village will not be scheduling customer service appointments for the next two weeks unless it is an emergency, and will be rescheduling any existing non-emergency appointments.

First Responders and Inspectors

Emergency communications operators are asking screening questions related to coronavirus when handling specific medical calls. Firefighters are using personal protective equipment to limit their exposure when encountering a patient with symptoms of coronavirus.

Police officers, firefighters and all code compliance, building, water and fire safety inspectors are exercising social distancing. These employees will be asking screening questions before arriving at their locations and will be wearing personal protective equipment when necessary.

Refuse Collection

Refuse and Recycling collection will continue to take place on Fridays, as scheduled. At this time, we continue to expect that Yard Waste Collection will begin on Friday, April 10.

Door-to-Door Solicitation

Door-to-door solicitations are prohibited at this time, including non-profit fundraising campaigns.

Caring for Senior and At-Risk Residents

Please consider checking in on friends and neighbors who are at higher risk of complications in regards to COVID-19, including those over the age of 60 and with underlying health conditions, and particularly

those who live alone, to ensure that they are well or have the supplies they need. Please call, text or email these individuals. Should you visit a high-risk individual in person, please be sure you are in good health, that you remain at a distance of 6' and practice other pertinent CDC recommended guidelines.

Dundee Township Food Pantry and Emergency Assistance

The Dundee Township Supervisor's Office provides a number of emergency services to Township residents. Please note that the Township offices are also closed for public access at this time. It is recommended that residents contact them via phone, or visit their website or social media pages for more information.

Supervisor's Office - Phone	847-428-8092
Dundee Township Website	www.dundeetownship.org
Dundee Township Facebook page	www.facebook.com/dundeetownship

The Dundee Township Cares Food Pantry continues to serve existing patrons, particularly low-income seniors. Township residents seeking to begin services are encouraged to call the Township offices to be added to the queue. Donations to the Food Pantry are also needed. Please visit the above Facebook page for more information.

For senior or at-risk residents with financial means, Township employees may also be available to go shopping on their behalf and drop off groceries. Please note, however, they are not able to pick up prescriptions.

Dundee Township also provides an Emergency Assistance Program. Please contact the Dundee Township Supervisor's Office for more information. Please note that, based on the Governor's Emergency Declaration, tenants cannot be evicted at this time.

More Information on COVID-19

The Village recommends seeking information about COVID-19 and what you can do to protect yourself from contracting and spreading the virus from the following reputable sources.

Center For Disease Control (CDC)
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

World Health Organization (WHO)
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Illinois Department of Public Health (IDPH)
www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus

IDPH Novel Coronavirus 24/7 Hotline and Email Address
Available 24 hours a day, seven days a week:
1 (800) 889 - 3931
DPH.SICK@ILLINOIS.GOV

State of Illinois Resources for Residents and Small Businesses
Coronavirus.illinois.gov

Kane County Health Department
<http://www.kanehealth.com/>