



## Service Adjustments and Resources Update - COVID-19

FOR IMMEDIATE RELEASE:

**West Dundee, IL - March 24, 2020**

The Village of West Dundee administrative and clerical employees are largely working off-site at this time, but remain accessible to answer questions and respond to your needs.

Should you need to conduct business with the Village, we ask that you utilize our website at [www.wdundee.org](http://www.wdundee.org), or contact us to determine whether business can be conducted by phone or email. Should you need to drop off paperwork or check payments, please use the Correspondence box at any of our four public facilities.

Building Permits & Inspections	847-551-3806	<a href="mailto:comdev@wdundee.org">comdev@wdundee.org</a>
Fire Department	847-551-3805	<a href="mailto:fire@wdundee.org">fire@wdundee.org</a>
Police Department	847-551-3810	<a href="mailto:police@wdundee.org">police@wdundee.org</a>
Public Works	847-551-3815	<a href="mailto:publicworks@wdundee.org">publicworks@wdundee.org</a>
Water Billing / Village Hall	847-551-3800	<a href="mailto:villagehall@wdundee.org">villagehall@wdundee.org</a>

Please monitor the Village's website and social media pages listed below for additional information.

Village of West Dundee Website	<a href="http://www.wdundee.org">www.wdundee.org</a>
Village of West Dundee Facebook page	<a href="https://www.facebook.com/WestDundee">www.facebook.com/WestDundee</a>
Village of West Dundee Twitter page	<a href="https://twitter.com/WDundee">twitter.com/WDundee</a>

### Refuse Collection Service Adjustments

Below please find a notice of service adjustments being made by Groot for refuse collection services:

In order to protect the health and welfare of our employees along with keeping our customers and public safe, effective March 23, 2020 we are temporarily making the following collection changes until further notice.

All trash/refuse and recycling must be placed in a company designated cart, a can with handles, or bagged. Loose uncontained items, such as mattresses, furniture, etc., will not be collected. More specifically:

- All bulky item/construction debris collection is suspended until further notice.
- All white good/e-waste collection is suspended until further notice.

At this time, yard waste and recycling service is unaffected by the changes; however, we do anticipate potential changes to yard waste and recycling programs also. *(Some news reports of late have indicated that recycling and refuse will be comingled. As of this writing, Groot has advised that they continue to collect refuse and recyclables separately.)*

We will continue practicing the protocols and recommendations of the Centers for Disease Control and Prevention. Again, these are temporary changes made in the effort to keep your community and our employees safe. We will update you as soon as anything changes moving forward.

For questions, or to report a missed collection or broken toter, please contact Groot Customer Services at (847) 429-7370.

### **Electronics and Textile Recycling Closed**

Electronics and Textile Drop-Off Locations, including the site at West Dundee Public Works, are closed as of Friday, March 20, and will reopen when the Stay-At-Home order has been lifted. In addition, Kane County's April 11 Recycling event and April 25 Shredding event have been cancelled.

### **Local Restaurants**

The Village of West Dundee encourages you to support our local restaurants that continue to provide pick-up and delivery options. Purchases made during this time, including gift card purchases, will help our local restaurants remain financially healthy during this time.

Please visit [wdundee.org](http://wdundee.org) or click here for an updated list of pick-up and delivery options in West Dundee. This information is subject to change. For more information about area restaurants, visit <https://exploreelginarea.com/support-your-local-businesses/> or <https://www.facebook.com/NorthernKaneChamber/>.

Please note that some establishments with liquor privileges have been granted approval to include the sale of packaged alcohol within their current services. A notation has been added to the list to identify these establishments.

If you have avoided restaurant purchases due to concerns about consuming prepared food, please note that the CDC and other sources indicate that there is currently no evidence of food or food packaging being associated with transmission of COVID-19.

### **Food Pantries & Assistance for Residents**

The FISH Food Pantry has adjusted their operating hours. The pantry is now open Monday, Wednesday & Friday 10:00 am to 12:00 noon. For more information about the FISH Pantry, please visit [www.thefishfoodpantry.org](http://www.thefishfoodpantry.org) or [facebook.com/fishfoodpantry](https://www.facebook.com/fishfoodpantry).

District 300 continues to make meals available for children age 18 and under or enrolled in school. On the specified service days (currently weekdays through Friday, March 27), each child will receive two meals per day, one breakfast and one lunch. These meals can be picked up at the same time at any of the District 300 serving sites. For more information, visit <https://www.d300.org/> or <https://www.facebook.com/CUSD300/>.

In addition, the D300 Food Pantry is currently providing food assistance to D300 families in need every other Saturday. For more information, visit <http://www.d300foodpantry.org/announcements.html>

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. 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. Contact Dundee Township by phone at 847-428-8092, or online at [www.dundeetownship.org](http://www.dundeetownship.org) or [www.facebook.com/dundeetownship](https://www.facebook.com/dundeetownship).

## **Extended Services from Comcast**

Below please find a notice regarding Comcast's efforts to ensure reliable services and internet access for all who need it:

For the next 60 days, we are taking the following steps to keep people connected to the technology, news, information and entertainment they need:

Free Xfinity WiFi For Everyone - Xfinity WiFi hotspots across the country have been opened up so they are available to anyone who needs them for free – including non-Xfinity Internet subscribers.

Pausing Our Data Plan - We are suspending our 1TB data plan for all customers. The vast majority of our customers do not come close to using 1TB of data in a month, but with so many people working and educating from home, we are pausing our data plans and giving all Xfinity Internet customers unlimited data for no additional charge.

Internet Essentials Free to New Customers - We are offering low-income Americans who live in a Comcast service area complementary Internet Essentials service for 60 days. Normally, Internet Essentials provides internet service and WiFi at a deeply reduced rate. We are also increasing the base speed for the Internet Essentials service to 25 Mbps downstream and 3 Mbps upstream for all new and existing customers going forward.

You can find more information about our efforts as well as important updates at <https://corporate.comcast.com/covid-19>.

## **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](http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus)

Governor JB Pritzker's Office

<https://www2.illinois.gov/sites/coronavirus/Pages/default.aspx>

Illinois Stay-At-Home Order FAQs

<https://www2.illinois.gov/sites/coronavirus/FAQ/Pages/Stay-At-Home-FAQS.aspx>

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](mailto:DPH.SICK@ILLINOIS.GOV)

State of Illinois Resources for Residents and Small Businesses

[Coronavirus.illinois.gov](http://Coronavirus.illinois.gov)

Kane County Health Department

<http://www.kanehealth.com/>

## **The 2020 Census is Happening Now!**

Help shape your future, and the future of our community, by responding to the 2020 Census. You can complete your questionnaire online, by phone, or by mail.

An accurate Census count through full participation directly benefits our community by ensuring that West Dundee and other municipal entities receive their appropriate per capita allotment of State and Federal benefits. This funding is critical to providing necessary services to the community and helps to keep other fees and taxes as low as possible. It also determines how many seats in Congress each state gets.

Invitations to respond to the 2020 Census were mailed out between March 12-20. These official Census Bureau mailings will include a Census ID for completing the Census online. Visit [my2020census.gov](https://my2020census.gov) to begin. The Census form takes only a few minutes to complete.

Please complete the Census form as soon as possible to minimize the need for Census workers to be deployed into the community, or to your doorstep, to ensure an accurate count. Thank you!