



ELK GROVE Villager

APRIL 2020 ISSUE

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This newsletter is published by the Village of Elk Grove Village
901 Wellington Avenue
Elk Grove Village, IL 60007
Telephone 847.439.3900
TDD 847.357.4088
www.elkgrove.org

The Village Hall is open 8:30 a.m. to 5:00 p.m. Monday through Friday for payment of water bills, local fines, vehicle stickers and general Village information. In addition, the Finance counter is open on the first Saturday of each month from 9:00 a.m. to noon, and the Community Development counter is open on the first Saturday of the month of May through September from 9:00 a.m. to noon.

Village Board meetings are generally held on the second and fourth Tuesday of the month at 7:00 p.m.

ELK GROVE VILLAGE APPROVES \$2.8 MILLION DOLLAR CORONAVIRUS RELIEF PACKAGE

The Elk Grove Village Mayor & Board have unanimously approved a Coronavirus Relief Package, which will provide \$2.8 million in financial relief to local residents, businesses and restaurants in the wake of economic challenges presented by the coronavirus pandemic. The \$2.8 million relief package, which will be reflected in the Village’s 2020-2021 fiscal year budget, is likely the most generous measure enacted by any Chicago-area suburb since the outbreak occurred.



“During a time when many of our families and businesses are facing so much uncertainty due to the spread of the coronavirus, we’re doing everything we can to ease the financial burden,” said Mayor Craig Johnson. “We know this outbreak has placed plenty of stress on our families and businesses, so if there’s something we can do as a Village to make things just a little easier, we’ll do it. If the relief helps offset household grocery costs, if it helps cover monthly rent or mortgage costs, or if it gives a local business owner one less expense to worry about, then we’ve accomplished our goal.”

The Village is using its \$2.8 million surplus from last year’s budget to provide the relief package to 11,500 households and more than 2,200 businesses that call Elk Grove Village home.

Residents will receive a \$200 dollar credit to their water bills. The credit will appear on bills beginning in May (residents receive bi-monthly bills) and will be drawn down upon until the amount is exhausted. Because the average residential water bill in Elk Grove Village is \$84, it’s likely most customers will be able to take advantage of the credit for at least two or three billing cycles. This amounts to \$2.3 million in relief to Elk Grove residents.

The Village is requiring landlords who pay the water bill for their properties to pass the savings on to their tenants. Condo associations will also be required to pass these savings on to their unit owners through future assessment fees.

As part of the relief package, the Village is also waiving annual business licensing fees due June 1, 2020. This amounts to \$500,000 in relief to Elk Grove Village businesses. The relief will benefit all business license holders in Elk Grove Village, especially restaurants and bars, which have suffered a significant economic blow due to closures or drastically scaled back operations. Restaurants and bars will have more than \$220,000 in fees waived. The fee waiver will also include over \$75,000 in relief to building contractors.

Continued on page 4.

MESSAGE FROM THE BOARD

The Village of Elk Grove has been closely monitoring the coronavirus outbreak and the well-being of our community is our top priority. The Village has taken strong measures to limit the spread of the coronavirus and will continue to work with state and county officials and follow the recommendations of the Centers for Disease and Control guidelines in addition to the Governor's Stay-at-Home order to ensure the safety of our community.

For your convenience during the coronavirus pandemic, we have created a dedicated page webpage with resources and important information at www.elkgrove.org/covid19.

During a time when residents, families, and businesses are facing so much uncertainty due to the spread of the coronavirus, the Village is providing \$2.8 million in financial relief. Residents will receive a \$200 dollar credit to their water bills and annual business licensing fees are waived for business license holders in Elk Grove Village. The Village has also announced a grace period for all payments to the Village through May 31, 2020. Additional information about the Elk Grove Village Coronavirus Relief Package can be found on page 1.

As the Village focuses on responding to the coronavirus pandemic, we are immensely grateful for the support we have received from local businesses who have stepped up with donations to support Elk Grove Village first responders. Thank you to the companies, as well as to those who have dropped off donations individually for rising up to support our first responders on the front lines as we care for the Elk Grove Village community during the coronavirus pandemic. For more information about the support from the community and local businesses, please visit page 12.

Although these are challenging times, it is important that we remain positive and work together by continuing our responsibility of taking the Governor's Stay at Home Order seriously and by maintaining the necessary healthy habits and guidelines. Various updates on the coronavirus pandemic, important information, and resources can be found throughout the entire newsletter.



Pictured in front row from left to right are Trustee Nancy Czarnik, Mayor Craig Johnson, and Trustee Christine Prochno. Pictured in the second row from left to right are Trustee Jeffrey Franke, Trustee Stephen Schmidt, Trustee Samuel Lissner, and Trustee Patton Feichter.

It's not too late to participate in the census! If you have not filled out your census yet, please self-respond via online, by phone, or by mail to prevent census takers from visiting your home in-person to follow up. In light of COVID-19, the U.S. Census Bureau has extended the self-response phase now through August 14, 2020. So, make sure to visit www.My2020Census.gov today to fill out your census. Visit page 11 for additional information.

The spring season still means the start of road construction! The Village's 2020 Street Maintenance Program includes resurfacing along 4.6 miles of residential streets. Find out more about the process and list of streets scheduled for maintenance on page 7.

Residents are always invited to share thoughts, concerns, or questions by clicking "Contact Us" on the Village website (www.elkgrove.org).



EDITORIAL: ELK GROVE VILLAGE SETS AN EXAMPLE ABOUT LOOKING AFTER YOUR OWN

The Daily Herald Editorial Board

There will be many horrors to relate when the story of the 2020 coronavirus pandemic is eventually fully told. The painful death toll, mistakes made at critical junctures, a broken economy, ruined lives and businesses and delayed retirements will be among them.

But there will also be acts of true heroism to tell. As well, we will come to appreciate the leaders who stepped forward to take bold, decisive actions and convince others to follow them. Some of them will be national figures, others will certainly be governors.

Some will be local mayors and village boards.

On Monday, Elk Grove Village Mayor Craig Johnson signed a proclamation establishing a \$2.8 million coronavirus relief package that gives water bill credits to residents and waives various licensing fees for businesses. The village board has informally agreed, and will sign off on the expenditures in mid-April.

“We know this outbreak has placed plenty of economic stress on our families and our businesses, so if there’s something we can do as a village to make things just a little bit easier, we’re going to do it,” Johnson said in a video message.

Johnson says the village will pay for the relief package out of its financial surplus from last year.

Elk Grove Village, with Johnson at the helm, has always been a little bit ahead of the curve and willing to try different things. Maybe it can afford that better than some other communities can, but the real point of pride here is that it is willing to.

It’s no secret that municipal revenues are uncertain. Suburbs struggle with budgets every year, deciding which roads they can afford to fix, which sewer lines can wait another year, which retiring police and firefighters they can afford to replace.

No one would blame any of them for hoarding a \$2.8 million surplus, because who knows what tomorrow will bring? Who knows what the coronavirus will bring?

By itself, the relief package may not have a huge impact on individual Elk Grove Village residents and businesses. But Johnson and Elk Grove Village are willing to try to mitigate the impact of this terrible virus on their people.

Brad Cole, executive director of the Illinois Municipal League and former Carbondale mayor, said it’s the first he’s heard of a town providing direct funds to residents in the wake of the coronavirus outbreak.

He’s surprised and a little impressed, but stresses he doesn’t expect other Illinois communities to do the same thing.

Neither do we. But let’s let Elk Grove Village’s example encourage other suburbs to look for their own ways to lesson the blow on the public and on local businesses that are facing serious financial difficulties during this unusual time.

Editorial from the Daily Herald on March 25, 2020.

ELK GROVE VILLAGE \$2.8 MILLION DOLLAR CORONAVIRUS RELIEF PACKAGE CONT.

Continued from page 1.

Additionally, the Village has announced a grace period for all payments to the Village, effective today through May 31, 2020. That means residents and businesses who have payments to the Village coming due can choose to delay those payments for up to two months, without incurring any additional late fees or penalties. Payments that fall under the grace period include water/sewer bills; parking or traffic tickets; food and beverage tax; and hotel/motel tax. The grace period will be re-evaluated, and potentially extended, based on how quickly the region and the country are able to stop the spread of the coronavirus and begin recovery.

A video message from Mayor Johnson announcing the Elk Grove Village Coronavirus Relief Package can be accessed through the Village website at www.elkrove.org.

ELK GROVE VILLAGE CORONAVIRUS UPDATES & INFORMATION

The State of Illinois and the Federal Government have both declared a state of emergency due to the ongoing coronavirus pandemic. The Governor of Illinois has extended the “stay at home” order through April 30, 2020.

The health and safety of our community is the Village’s top priority, and we are working closely with state and county health officials on preparations and precautions regarding the spread of the coronavirus. As the coronavirus outbreak continues to evolve, the Village continues to provide regular updates on our website at www.elkgrove.org/covid19 and through all Village communication channels.

The Village of Elk Grove has closed all Village facilities, except the Police Department, to the public until further notice. Plans are in place for water, sewer and public safety services to continue without interruption. Non-emergency staff will be available during regular business hours to assist residents by phone at 847-357-4000 or online at www.elkgrove.org.

The Village of Elk Grove is postponing all non-essential meetings, and activities scheduled at Village facilities through April 30.

Elk Grove Village Public Library Offering Temporary Library Cards Online

The library is offering temporary library cards to Elk Grove Village residents who don’t have a library card or whose library card has expired. Email the library at letsgetdigital@egvpl.org with your name and address to request a temporary library card. Temporary Library cards allow users to download and stream audiobooks, eBooks, magazines, movies, tv shows, music and access to applications that include Libby and Hoopla. You will receive a temporary library card number within 24 hours, and it will be active until the Library reopens. After that time, you can come in to the Library to request a permanent card.

Senior Customer Shopping Hours

Certain stores in Elk Grove Village have set senior-only shopping hours during the coronavirus pandemic. The designated hours are as follows:

- Walmart - Tuesdays, 6 a.m. - 7 a.m.
- Walgreens- Tuesdays, 8 a.m. - 9 a.m.
- Jewel Osco - Tuesdays and Thursdays, 7 a.m. - 9 a.m.
- Aldi - Tuesdays and Thursdays, 8:30 a.m. - 9:30 a.m.



Fact vs. Fiction

CORONAVIRUS RUMOR CONTROL

FICTION: The Village of Elk Grove makes determinations on whether businesses are considered essential under the Governor's Stay-at-Home order.

FACT: The Village of Elk Grove is not in a position to make rulings on whether businesses are considered "essential" based on the categories established by the Governor's Stay at Home order—there are numerous categories of businesses that are part of an essential supply chain for food or medical equipment. Businesses designated as "essential" can continue to operate, but they are required by the order to maintain safe and social distancing and maintain safe and sanitary work environments to minimize the spread of the virus.

While the Village is not able to make determinations on the Governor's order, there is a way to report any such businesses for investigation by the state. The Illinois Department of Commerce and Economic Opportunity (DCEO) has established a reporting tool on their website at www2.illinois.gov/dceo in order to allow reports of non-essential businesses remaining open in violation of the order, which DCEO will investigate.

FICTION: Under the current stay-at-home order, it is okay to go visit close friends and family, as long as we stay six feet apart.

FACT: Social visits are not a permissible reason to leave your home under the stay-at-home order. For your safety, as well as the safety of those in your community, you should remain at home to help fight the spread of coronavirus. You may leave your home to take care of family members or friends who need medical or other essential assistance, such as ensuring an adequate supply of food.

*Information courtesy of the State of Illinois. For more information, please visit:
coronavirus.illinois.gov*

FICTION: Older people and those with existing conditions are the only ones at risk for coronavirus.

FACT: Older adults and people with serious chronic medical conditions are at higher risk of serious illness. But anyone can become sick, and symptoms can range from mild to severe regardless of how old you are or if you have other medical conditions.

*Information courtesy of the Federal Emergency Management Agency. For more information, please visit:
fema.gov/coronavirus-rumor-control*

FICTION: I should stock up on food and supplies.

FACT: Please only buy what your family needs for a week. Buying weeks or months of supplies in advance leads to shortages and makes it difficult for other families to take care of themselves. Consumer demand has been exceptionally high, especially for groceries, cleaning supplies, and healthcare products. Supply chains haven't been disrupted, but stores need time to restock.

*Information courtesy of the Federal Emergency Management Agency. For more information, please visit:
fema.gov/coronavirus-rumor-control*

HOW THE CORONAVIRUS OUTBREAK HAS CHANGED POLICE DEPARTMENT RESPONSE

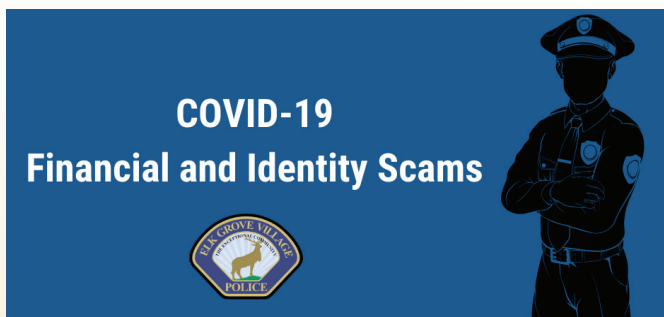


As the coronavirus outbreak continues, the Police Department has changed operations in order to be able to respond to any emergency call for service. The following are some of the actions that are taken to ensure personnel availability and safety:

- When appropriate, the 9-1-1 dispatcher will screen callers for signs, symptoms, and risk factors of coronavirus, so this information can be relayed to officers before they arrive. In many cases, officers will have already been dispatched while the screening questions are being asked.
- Officers will practice social distancing whenever possible, so please do not be alarmed or offended if they don't shake your hand, stand further away when speaking to you, or ask you to step outside.
- When necessary, some of our public safety personnel may be wearing protective gear (e.g. masks or gloves) in an effort to protect themselves and the public.

Depending on the nature of the call for service, police officers may contact you by phone instead of responding to your location in person.

CORONAVIRUS FINANCIAL AND IDENTITY SCAMS



Unfortunately, the recent Coronavirus (COVID-19) pandemic has provided another opportunity for scammers looking to take advantage of the situation. They may pose as a medical worker calling for your information or ask for money for emergency treatment on a supposed family member. They may pose as a financial institution or a bank and try to scare you into transferring funds. They may even allege to be a friend or a family member that is stuck in another country and

in need money to return home. Also, the scammers may send you a text or email claiming to have your government stimulus check and thereby stating that they need your information to send it.

With numerous instances of these scams occurring nationwide, it is important to remember the following tips to avoid becoming a victim:

- Don't answer phone calls that are unfamiliar to you. Let the caller leave a message and fact check its contents. Often times these scammers try to get you to make an emotional response before you can think it through.
- Don't click on any email or text message links from those you are unfamiliar with. Doing so can infect your device with a virus.
- Know that any updated information on a local or national level will be posted on official government websites. You can find information and resources on the Village website at www.elkgrove.org/covid19.

If you are unsure about any unsolicited contact whether from phone, text, letter, or email, never give personal information, financial information, social security number, or anything else that could be used against you. Rather, get the caller's information and verify by contacting these institutions directly and not from contacts and telephone numbers they provide. Please report any and all suspicious circumstances immediately by calling 9-1-1.



RELIABLE SOURCES OF INFORMATION FOR CORONAVIRUS PANDEMIC

The **State of Illinois** has established a website, coronavirus.illinois.gov, to provide timely and accurate information to the public regarding COVID-19. This website centralizes breaking updates from state government, prevention and preparation tips, frequently asked questions and resources for residents and small businesses.

The **Illinois Department of Public Health (IDPH)** has established a COVID-19 hotline that residents may call (1-800-889-3931), and a dedicated email address for inquiries (dph.sick@illinois.gov). For the most up-to-date information on Illinois case counts, including cases by county, visit www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus

The **Cook County Department of Public Health** has established a COVID-19 hotline to address questions in the Cook County area. Residents may call (1-708-633-3319), and a dedicated email address for inquiries (ccdph.covid@cookcountyhhs.org). Cook County has also created an online tracker that displays cases by municipality in suburban Cook County available at ccdphcd.shinyapps.io/covid19

The **DuPage County Health Department** has established a COVID-19 Call Center at (630) 221-7030. DuPage County has also created an online tracker on their website www.dupagehealth.org, which displays updated case information.

The **Centers for Disease Control and Prevention** is closely monitoring the coronavirus outbreak and is providing updates and recommendations as the situation continues to evolve: www.cdc.gov/coronavirus.

STAYING HOME WILL SAVE LIVES

Only reasons to leave your home:



Obtaining groceries, food, or seeking medical services



Walking your pup (playgrounds are closed)



Caring for or transporting a family member or friend in another household

coronavirus.illinois.gov



ELK GROVE YOUTH COMMITTEE SCHOLARSHIPS

The Elk Grove Youth Committee, in partnership with the Village of Elk Grove and the Elk Grove Parks Foundation, will be issuing seven (7) \$1,000 scholarship awards; five (5) by Elk Grove Village and two (2) by the Elk Grove Village Parks Foundation to recognize High School Seniors for their outstanding leadership, community participation, and service in the community.

Application Deadline: Monday, May 4, 2020 at 5 p.m.

Applications will be available in the high school College & Career Center offices and also on the Village website at www.elkgrove.org/scholarships. Please see application for details. Completed applications must be mailed to Village Hall (901 Wellington Avenue, C/O Village Clerk's Office). Winners will be notified by May 29, 2020. Questions? Please call 847-357-4030.

2020 STREET MAINTENANCE PROGRAM

This year's street maintenance program consists of curb and sidewalk rehabilitation, pavement patching, and resurfacing along 3.0 miles of Business Park Streets and 4.6 miles of Residential Streets as noted below. The project is generally broken down into three phases of construction:



Phase I (Storm Sewer) – Necessary repairs and/or modifications are made to the drainage structures along these roadways.

Phase II (Concrete) – Removal and replacement of deteriorated curbs and sidewalks throughout the project area will then take place. This work will be limited to one side of the street at a time.

Phase III (Pavement) – The final phase includes full depth pavement patching, milling of the existing pavement surface, the placement of a new pavement surface layer and then final pavement marking is placed. A tack-coat (Fresh Oil) is applied prior to laying the new pavement layer as an adhesive between the asphalt layers. Fresh Oil signs will be posted in advance to remind motorists to travel slowly on the tack-coated material.

Residential Streets to be Resurfaced:

- Avon Road, Penrith Ave to Milbeck Ave
- Beisner Road, Gloucester Dr to Winston Dr
- Bradford Circle, Winston Dr to End
- Brantwood Court, Brantwood Ave to End
- Brantwood Place, Brantwood Ave to End
- Charing Cross Road, Elk Grove Blvd to Ridge Ave
- Creighton Ave, Keswick Rd to JFK Blvd
- Edgware Road, Charing Cross Rd to Ridge Ave
- Grassmere Road, Penrith Ave to Brantwood Ave
- Keswick Road, Penrith Ave to Brantwood Ave
- Lakeview Circle, Winston Dr to End
- Lindale Street, Wildwood Rd to End
- Middlebury Lane, Tower Ln to Victoria Ln
- Milbeck Avenue, Keswick Rd to Grassmere Rd
- Milbeck Court, Grassmere Rd to End
- Parkview Circle, Winston Dr to End
- Penrith Avenue, Keswick Rd to Brantwood Ave
- Ruskin Circle, Winston Dr to End
- Ruskin Drive, Winston Dr to Winston Dr
- Shelly Road, Arlington Heights Rd to Brantwood
- Sussex Court, Tower Ln to Middlebury Ln
- Wildwood Road, Oakton Ave to E. Higgins Rd

Construction on the Residential roadways will begin in June and completed by the end of September.



SIEMENS



WATER METER REPLACEMENT UPDATE

WATER METER REPLACEMENT TEAM

The Village's Water Meter Upgrade project was placed on temporary hold following the Governor of Illinois's stay-at-home order for the State of Illinois. The program will begin fulfilling appointments again once the order is lifted.

While everyone is still learning how to protect themselves and others from the coronavirus, social distancing has been identified as one of the most effective methods. The installers will need to enter your home to upgrade the water meter, once the program resumes, please respect the social distancing standards to protect your household as well as the installers. If you have previously received a postcard inviting you to participate, please consider making an appointment for once the stay-at-home order is lifted. Appointments may be made on-line at www.ScheduleMyMeter.com or by calling 1-866-931-2199.



HELP KEEP OUR STORM WATER CLEAN!

Storm water runoff is rainwater that runs off rooftops, lawns, driveways and streets in our community. As it flows, it picks up dirt, leaves and grass clippings, pesticides and fertilizers, oil, litter and other harmful contaminants. All of these pollutants are carried by storm water into storm drains and ultimately into our creeks and rivers which ends up in Lake Michigan. However, there are simple ways that residents and businesses can all help in reducing the amount of these pollutants that enter our creeks and rivers.

- Do not dump used motor oil, antifreeze, or other hazardous materials on the ground or into sewers. Recycling programs are available for these hazardous materials and many service stations accept used motor oil for recycling.
- When cleaning your driveway, dock, or parking lots use a broom instead of water and dispose of debris in the trash; not in the street or storm sewer.
- Do not dump branches, leaves or grass clippings along creek beds, in open ditches or in the street.
- Minimize the use of herbicides, pesticides and fertilizers on your lawn, and plant native plants whenever feasible to lessen the need for herbicides.
- Please pickup litter and place in trash cans. This will prevent it from getting washed into the storm sewers and eventually into our waterways.
- Cover piles of dirt and wood mulch while doing landscaping projects, and sweep up debris; do not wash it into the street.

For more information on how you can help keep our storm water clean, contact the Public Works Department at 847-734-8800.

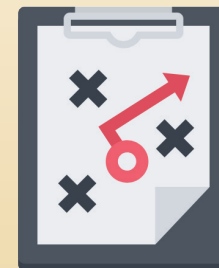
FIRE ESCAPE PLAN CHALLENGE

Now is the perfect time to create and practice your fire escape plan! Help remind others of the importance of home fire safety by taking a picture or video of you completing your fire escape plan. Get creative - share pictures of the plan, of you with the plan, practicing your plan, or of your meeting place.

To join our challenge, post your photos to Facebook using the hashtag #EGVFDEscapePlanChallenge, and tag our Facebook page @ElkGroveVillageFire, or email them to us at PublicEducation@elkgrove.org and we will share some of them on Facebook.

Remember to include the following:

- Draw your plan
- Test all smoke detectors
- Practice your plan with a home fire drill
- Always know two ways out
- Close the doors behind you
- Pick a meeting place



For a printable grid to draw your plan, go to the Fire Department page at www.elkgrove.org and select General Safety Information under the Public Education tab.

“Unity within the Community” 2020 Mid-Summer Classics Concert Series



Daughtry
Sat, July 4 at 8:00pm

Alternative music superstar Chris Daughtry sold 30 million albums and singles combined. Hits include, “Home”, “It’s Not Over”, “Over You”, “No Surprise”, “What About Now”.

Lions Club Fourth of July Fireworks will follow the concert.

KC & The Sunshine Band
Tues, July 14 at 7:30pm

KC and the Sunshine Band sold in excess of 100 million records...“Get Down Tonight”, “I’m Your Boogie Man”, “That’s The Way (I Like It)”, “Shake Your Booty”, “Keep It Comin’ Love”.



BRET

MICHAELS

Bret Michaels
Tues, July 21 at 7:30pm

As vocalist of Poison and as a solo artist, Bret sold over 40 million records worldwide including six Top 10 singles and the number-one rock anthem single, “Every Rose Has Its Thorn”.

The Beach Boys
Tues, July 28 at 7:30pm

Rock & Roll Hall of Fame Inductees, “Surfin’ USA,” “Surfer Girl,” “Fun, Fun, Fun,” “I Get Around,” “California Girls,” “Help Me Rhonda,” “Barbara Ann,” “Good Vibrations,” “Wouldn’t It Be Nice,” “Kokomo”.



SPECIAL THANKS TO THE SUPPORTERS OF THIS FREE CONCERT SERIES:



TastyCatering



SIEMENS
Ingenuity for life

July 4 at Rotary Green, 164 Lions Dr, east of Lions Park
July 14, 21 & 28 on the Village Green, 901 Wellington Ave



SELF-RESPONDING TO THE 2020 CENSUS IS MORE IMPORTANT THAN EVER FOR ELK GROVE VILLAGE!

Responding to the census on your own has never been easier, and it prevents the need for a census taker visit your home during the coronavirus pandemic. It is critical that all Village residents self-respond to the 2020 Census so that we get a complete count of our community. Residents can respond online at www.My2020Census.gov, by phone at 844-330-2020, or by mail if your household received a paper questionnaire. Getting an accurate count of everyone in the Village is critical in determining how much state and federal funding our community will receive to support critical public services and infrastructure programs.

How to **SELF-RESPOND** to the 2020 Census



Remember, taking 10 minutes to self-respond to the census will help shape the future of Elk Grove Village for the next 10 years. To learn more information about the census, visit www.elkgrove.org/census.

ELECTRONICS RECYCLING THROUGH SWANCC IS SUSPENDED UNTIL FURTHER NOTICE

The Solid Waste Agency of Northern Cook County (SWANCC) has suspended Saturday electronics drop off at the Glenview Transfer Station until further notice; they have also postponed the openings for seasonal electronic drop-offs in Hoffman Estates, Mount Prospect, and Winnetka indefinitely, and canceled all one day events scheduled for April and early May. Please visit the SWANCC website for updates and additional information at www.swancc.org.

WASTE MANAGEMENT UPDATE

Due to the evolving situation with the coronavirus pandemic, Waste Management is taking precautions to ensure that their employees are safely servicing residential customers. Currently, Waste Management is maintaining a standard collection schedule for trash and recycling; however, they have implemented the following service change, until further notice:

- Waste Management has temporarily suspended Bulk item collection (including weekly items or extra call in service for bulky items, such as large items outside the cart) until further notice.
- Waste Management has set up remote call centers and are experiencing longer than normal wait times. Customers can visit wm.com for updates, to view their frequently asked questions page, or to chat with their virtual assistant. Waste Management can also be contacted via email at ilmovalcustomerexperience@wm.com, however there are some delays due to the high volume of inquiries.

Please Remember to Bag Your Trash!

With so many people working and sheltering at home, our residential trash collection crews are seeing a significant increase in the amount of trash we're collecting. To help our crews collect your trash as safely and efficiently as possible, we ask that residents place all household trash in bags, and seal those bags, before setting them at the curb for collection. REMINDER: latex gloves go in the trash – NOT in your recycling container. Also, unlike trash, recyclables should NOT be in plastic bags.

THANK YOU LOCAL BUSINESSES AND COMMUNITY FOR YOUR DONATIONS & SUPPORT!

As the Village focuses on responding to the coronavirus pandemic, we are immensely grateful for the support we have received from local businesses who have stepped up with donations to support Elk Grove Village first responders.

First responders rely on personal protective equipment (PPE) to protect themselves and those they are responding to from being infected and infecting others. Due to the limited access of PPE supplies such as gloves, face masks, and gowns, the donations from the community and local businesses have made a significant impact in protecting first responders.

Below are some of the local businesses and workers who have stepped up with donations and support during this difficult time:

- Fifth/Third Bank
- Walmart
- Steiner Electric
- Sherwin Williams
- ADI Medical
- Harvard Maintenance, Inc.
- Chinese Association at Greater Chicago
- Inter-Continental Trading USA
- Libra Ind.

Thank you to these companies, as well as to those who have dropped off donations individually for rising up to support our first responders on the front lines as we care for the Elk Grove Village community during the coronavirus pandemic.



Mayor Johnson accepting a donation of 160 N95 masks from Financial Center Manager, Deen Arowora and Personal Banker, Lucy Mondelli of Fifth/Third Bank.



Commander Daniel Burke photographed with a donation of masks from the Chinese Association at Greater Chicago.



Inter-Continental Trading USA donated 2,000 surgical masks to support Elk Grove Village first responders. Production Supervisor Raymund Doromal is pictured carrying out the box of donated masks.