

## March 27, 2020: Village of Lombard COVID-19 Statement

The Village is continuing to work around the clock to provide core services to residents. We appreciate your ongoing support during this unique situation. We will get through this #LombardStrong together!

### Price Gouging

- If you've been victimized by fraud, deception, or unfair methods of competition, the Consumer Protection Division of the Illinois Attorney General's office may be able to help. Their limited mediation program can assist in resolving disputes or complaints filed by individual consumers. Promptness in making a complaint is important because it decreases the likelihood that a fly-by-night operator will move, leave town, or go out of business before consumers can gain assistance.

Consumer Complaint Online Submission Form <https://ccforms submission.ilattorneygeneral.net/> or call 1-800-386-5438.

- o [Printable Consumer Complaint Form \(PDF\)](#) 
- o [Printable Consumer Complaint Form with Larger Text Size \(PDF\)](#) 
- o [Printable Consumer Complaint Form en Español \(PDF\)](#) 
- o [Printable Consumer Complaint Form - Polish \(PDF\)](#) 

### Lombard Metra Station Closed to Public

- The Village has been notified that the Lombard Metra station has been closed to the public. The closures are in place to protect employees and passengers from unnecessary exposure or spread of the COVID-19 virus. Additional closures include

#### UP NORTH LINE

HIGHLAND PARK  
DAVIS STREET  
WAUKEGAN

#### UP NORTHWEST

LINE  
PARK RIDGE  
ARLINGTON PARK  
MT PROSPECT  
CRYSTAL LAKE

#### UP WEST LINE

ELMHURST  
LOMBARD  
VILLA PARK  
GENEVA

### Essential Services Continue

- Residents are reminded that several essential services remain open or approved at this time. This includes restaurants offering pick up or delivery as well as construction. According to the State of Illinois' Stay at Home Mandate, the following essential businesses, operations, and related services will remain open:
  - o **These essential businesses, operations and related services will remain open:**
  - o **Police stations**
  - o **Fire stations**
  - o **Hospitals/clinics and healthcare operations**
  - o **Human service operations**

- **Community based organizations that provide meals and social services**
- **Jails/Prisons**
- **Garbage/sanitation**
- **Transportation, including airports, CTA and Metra**
- **Utilities: Water, power, gas, etc.**
- **Public works**
- **Gas stations**
- **Pharmacies**
- **Food:**
- **Grocery stores**
- **Food banks**
- **Convenience stores**
- **Restaurants for: Delivery, take-out, curbside delivery**
- **Banks and financial institutions**
- **Laundromats/laundry service**
- **Funeral services**
- **Hotel and lodging**
- **Hardware and supply stores**
- **Critical trades such as plumbers, electricians, exterminators, security personnel etc.**
- **Post offices and other shipping services**

#### **Lombard Park District Statement: March 26, 2020**

- The Lombard Park District has closed all playgrounds, tennis courts, basketball courts, disc golfing courses and athletic fields. It is impossible for youth to maintain a safe social distance while playing team sports. Please consider all sports fields in the community closed to all team sports play and practice until further notice. <https://lombardparks.com/park-district-program-suspensions/>

#### **Main Street Construction Project: IDOT to Continue Construction**

The Main Street Improvement project is Federally funded through the Surface Transportation Program administered through the Illinois Department of Transportation (IDOT). The Village is funding 30% of the project cost with local funding sources. Since the project contract is awarded and administered by IDOT, the Village must adhere to IDOT's policies relative to construction. The Village has been in contact with IDOT and been informed that, "there are no plans to stop or suspend construction because of this health crisis. Workers who support the construction of critical or strategic infrastructure are considered essential by the Department of Homeland Security and have a special responsibility to maintain a normal work schedule. With our partners in industry, we will strive to keep this construction season on schedule". Additionally, construction has been determined an essential service through the Executive Order issued by Governor Pritzker. The Village continues to review its services and programs to ensure that the health and safety of the residents, employees and businesses is the primary objective.

#### **Scams Online and In Person**

- When a global phenomenon impacts people on a large scale, including natural disasters or pandemics, there is often an increase of opportunistic criminal activity on the internet. The bad guys are preying on your fear and sending all sorts of scams related to COVID-19.

Residents are reminded to be guarded when it comes to:

- Downloading items from unknown websites

- Opening emails from an unknown sender
- Phishing emails that appear as though they are from a trusted organization including the CDC or WHO
- Fake charities

How you can stay safe from online scams:

- NEVER click on links or open attachments from an email that you were not expecting
- If you receive a suspicious email that is impersonating an official organization, report the email.
- If you want to make a charitable donation, go to the website or contact the charity of your choice directly, instead of clicking on links in emails.

### **Door-To-Door Scammers**

Remember: The Village has suspended all solicitor permits. If someone comes to your house that you don't know – don't answer. If you feel unsafe or witness suspicious behavior, call 9-1-1.

### **Disposing of Medical Waste**

- Residents have reported seeing used gloves that have been littered onto the ground in public spaces. Residents are reminded to dispose of medical equipment appropriately, by placing items directly into the garbage. Please remember that maintenance workers will be exposed to unnecessary dangers when having to clean up your medical litter. Please take a moment to dispose of your garbage safely and properly.