

Governor's Order Extended to April 30

The City Remains Open to Serve with Public Safety and Essential Services

The City remains open and will continue to serve the citizens of St. Charles with essential services for public health, safety, and welfare. However, in accordance with the Governor's Stay at Home Order to help slow the spread of COVID-19, the City is operating at reduced staffing levels. Therefore some non-essential services are suspended temporarily.

Contacting the City of St. Charles

City buildings are closed to the public. However, residents may still contact the City.

- **If it's an Emergency**
 - The St. Charles Police and Fire departments remain operational 24/7.
 - Residents should continue to call 911 in an emergency.
 - When calling for emergency medical services, please inform dispatches of all symptoms you are having so they are prepared when arriving on scene.

• For Non-Emergency Questions

- Visit the City's website www.stcharlesil.gov
- Call us at 630.377.4400
- Email info@stcharlesil.gov

Questions about the Coronavirus (COVID)

- Call the coronavirus Hotline 1.800.889.3931
- Visit coronavirus.illinois.gov for information updates, FAQs
- Visit the Centers for Disease Control and Prevention website cdc.gov

Paying Your Utility Bill

We cannot accept in-person payments at this time. Please use these alternate methods of payment:

- Pay your utility bill online at www.stcharlesil.gov/utility-billing
- Pay by phone: Call toll-free, 24/7 (844) 443-9794
- Mail it
- Use one of the convenient drop boxes:
 - East side - Foxfield Commons Shopping Center, 2700 block of East Main Street
 - Downtown - City Hall/Municipal Building (2 E. Main St.)
 - Southeast side of the building
 - North parking lot, next to the USPS mailbox
 - West side - Police Station, 1515 W. Main St.

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Ask Us

Have a question you would like to ask? Send it to info@stcharlesil.gov,
Subject: Ask Us and it could be answered in an upcoming issue of The Den.

Meetings

To see a complete list of upcoming public meetings, including City Council, Committee and Commission meetings, visit our website at www.stcharlesil.gov/meetings. Agendas are generally posted the Friday prior to the meeting. Minutes are posted after they are approved.



Heritage. Community. Service. Opportunity.

Contact Us

[Click to view a complete list
of City Contacts](#)



We Remain Open (continued)

Refuse/Recycling

Lakeshore Recycling Systems will continue regular pick-up of refuse, recycling, and yard waste. But please note:

- Refuse stickers will not be sold at the City at this time. They are available to purchase at local grocery stores.
- Lakeshore Recycling Systems has suspended curbside collection of bulk items (mattresses, furniture, appliances and other large items)

Hydrant Flushing

The Spring Hydrant Flushing program has been suspended.

Building & Code Enforcement Permits and Inspections

- No interior inspections are being conducted by City staff at this time. Staff will work with an outside consultant, subject to availability to schedule interior inspections.
- Permits, plans, applications, and associated payments accepted at the Police Station lobby or mailed to City of St Charles Building & Code Enforcement, 2 E. Main St., St. Charles, IL 60174.
- Payments and fees also can be dropped off at the Utility Billing drop box locations.
- No cash accepted.

Police Department Lobby Open Only for Essential Business

Until further notice the following police programs have been suspended:

- Fingerprinting services
- Child safety seat checks
- Prescription drug disposal
- Building tours
- Ride-Along Program
- Citizen's Police Academy
- Use of the Community Room
- Issuance of Solicitor Permits - All current Solicitor permits are temporarily suspended.

Public Health & Safety Agencies

Visit these agencies' websites for more information about coronavirus prevention, symptoms and outbreak trends.

- [Centers for Disease Control and Prevention](#)
- [Federal Emergency Management Agency \(FEMA\)](#)
- [Illinois Dept. of Public Health Coronavirus Updates](#)
- [Kane County Health Department](#)

From the Mayor's Desk



Mayor Ray Rogina and City Administrator Mark Koenen give an update on the Coronavirus situation and what it means for St. Charles.

[Click here to watch.](#)

City Council Meetings may be Conducted as Teleconferences

We continue to work to serve our citizens amid the coronavirus outbreak. Therefore, going forward, some City Council Meetings could be conducted as teleconferences. Please check our website at www.stcharlesil.gov/meetings for the latest updates. If a meeting is to be conducted as a teleconference, our website will include instructions on how to participate. If you have any questions, contact us at cao@stcharlesil.gov.

St. Charles Police & Fire Adapt Amid COVID-19 Crisis

The St. Charles Police and Fire departments remain operational 24/7. Residents should continue to call 911 in an emergency. However, our police and fire have had to adapt their operations in response to the COVID-19 outbreak.

Fire Department

When calling for emergency medical services, please inform dispatch of all of your symptoms—especially coronavirus symptoms of fever, cough, shortness of breath—so they are prepared when arriving on scene.

Police Department

- Depending on the nature of your call, an officer may take your report over the phone rather than in person.
- If you make a report with an officer at your home, the officer may ask to speak to you outside rather than entering your home.
- We encourage citizens to utilize the City website www.stcharlesil.gov for online services such as Freedom of Information requests, vacation watch requests, and more.



“Vial of Life” Gives First Responders Life- Saving Information

The Vial of L.I.F.E (Lifesaving Information for Emergencies) is a free program that helps residents with special medical needs have their complete medical information ready and available to emergency medical personnel when they cannot speak or remember this information.

Emergency medical personnel called to a home where someone is alone can lose precious minutes trying to gather information about medications, allergies and illnesses. “Vial of Life” kits can help.

Each Vial of Life kit includes:

- Instructions for using the kit.
- An information form detailing medical conditions, current medications, emergency contacts, and doctor contact.
- A five-inch plastic vial to store the information form, along with a copy of the durable healthcare power of attorney, living will, etc. Place the vial on the top shelf inside the refrigerator door. Why there? Because it’s an easy, accessible location.
- Also place a Vial of Life magnet on the outside of the refrigerator. St. Charles Emergency Medical personnel look for this magnet when they respond to a call.

Call the St. Charles Fire Department at 630.377.4457 to get a free Vial of Life for yourself, a friend or loved one.

Important COVID-19 Information



Stay Home. Stay Healthy. Save Lives. The City of St. Charles stands with our neighboring communities throughout the Chicago area in urging everyone to remain compliant with the Governor’s Stay at Home

order, which is extended through April 30. We know it can be difficult to remain at home at times. But please be mindful that individual actions have an impact on the greater public. **REMINDER:** Observe the CDC’s minimum social distancing guidelines of remaining at least 6 feet from others and do not congregate in groups. Visit www.stcparks.org for a complete list of Park District facility closures.

Symptoms of Coronavirus (COVID-19)

- Fever
- Cough
- Shortness of breath

More at cdc.gov

What to Do if You are Not Feeling Well

If you are experiencing the above symptoms, call your doctor or healthcare provider immediately. More information is at <http://kanehealth.com>

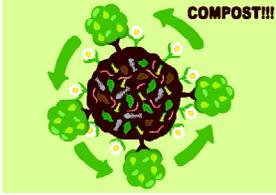
How to Protect Yourself and Prevent the Spread of COVID-19

- If you’re sick, stay home.
- Stay away from people who are sick
- Don’t touch your eyes, nose, or mouth.
- Wash your hands frequently.
- Disinfect surfaces often.

More at cdc.gov



Curbside Composting Begins in April



Beginning April 6, 2020, residents can put food scraps and other organic composting materials out at the curb along with regular yard waste for collection.

How the Program Works

Mix the composting materials in with your regular yard waste (grass, leaves, twigs) in either a:

- Brown paper yard waste bag with a sticker
- Lakeshore Recycling Systems yard waste cart (subscription required)

For information about what items can and cannot be included in the compost pick up, and to enroll in the program, contact Lakeshore Recycling Systems at 773.685.8811 or email them at StCharles@lrsrecycles.com.

Brush Collection Schedule

Reminders

- Put out brush before 7 a.m. on Monday of the pick up week.
- Cut ends facing the street, branches must be at least 3 feet in length and less than 12 inches in diameter.
- Branches must be put on the parkway, in front of your house or along the frontage where refuse/recycling is collected.
- Don't park in front of piles; crews can't pick up the brush.
- For more information, visit www.stcharlesil.gov

EAST SIDE OF RIVER	WEST SIDE OF RIVER
April 20	April 27
May 18	May 26
June 15	June 22
July 20	July 27
August 17	August 24
September 21	September 28
October 19	October 26
November 16	November 23

YARD WASTE

Yard waste collection will resume April 6-7 on your regular refuse days.

City Hall Parking Lot Rehab Begins

Maintaining the city's infrastructure is an essential service for the St. Charles community. Therefore, the City is moving ahead with a previously planned project. Martam Construction began rehabilitation work on the City parking lot at the corner of Riverside Ave. & Main Street. It is expected to take 4-6 weeks to complete, depending on weather. The City was awarded a \$50,000 grant for this project.

Have You Received a Resident Survey?

You can Mail Your Responses or Complete the Survey Online

The City of St. Charles is conducting a survey of residents to gather feedback regarding the quality of services the City provides. The 2020 Residents Survey has been mailed to a sample of randomly selected households in St. Charles.

If you receive a survey in the mail, please follow the directions for completing it either online or fill out the paper form. Your responses will remain completely anonymous and help the City better serve you.

If you have any questions about the survey, please call the City Administrator's office at 630.377.4422.

Ease Into Spring Garden Clean-up



The calendar may say it's spring but that doesn't necessarily mean it's safe to scurry out to the garden. Mother Nature takes a little while to shake off those wintry blues. Here are some tips for how and when to go about spring garden chores.

Be patient! If the ground is still damp, stay off it until it thoroughly dries out. Walking on lawns and in garden beds can compact the soil and harm plant roots. Wait for the soil to warm up and dry out before starting any projects.

If the grass is looking greener, that's a good sign that the ground is getting warmer. It's safe to rake the lawn to remove snow mold, matted grass and thatch. It's also okay to pick up fallen branches and twigs. Save them for kindling or to use as plant supports. Rake up leaves and add them to the compost pile.

Keep garden mulch on beds and plants until after the last chance of frost is over (usually mid-May) and the soil is warm. Mulch lets the ground warm up slowly and prevents the seasonal freeze/thaw cycle that can heave plants out of the ground.

Pull up perennial weeds by the roots.

Prune broken or damaged limbs and branches. Be careful not to prune spring-flowering shrubs, which have already set their buds. Prune these shrubs within 3 weeks after blooming.

Cut back perennials and perennial grasses to about 6-inches.

Divide overcrowded perennials.

Historic Landmark of the Month "Original William Beith Home"



April's Landmark of the Month is the Original William Beith Home located at 713 Prairie Street. William Beith built this house between 1843 and 1845 in the Greek Revival style. During the mid-1800s,

Mr. Beith was the most prominent contractor in Kane County. He constructed the Congregational Church at 214 Walnut St., the New England Congregational Church in Aurora and the Batavia Institute in Batavia. This home was originally built with a limestone façade. Although it is now covered in Stucco, the home's original limestone face still remains underneath. Besides the installation of stucco, the home has not been severely altered and has been well maintained.

For more information about Historic Preservation, please visit <https://www.stcharlesil.gov/historic-preservation>



*Original William Beith Home - 713 Prairie St.
Built ca. 1843-1845*



Kane County Recycles Suspends Programs

Kane County Recycles has suspended some programs to proactively help curb the spread of COVID-19:

- Electronics and Textile Drop-off locations are now closed. Check back for updates on when they will reopen.
- The Naperville Household Hazardous Waste facility is now closed until further notice.
- The Home Collection Program has been temporarily suspended until further notice.
- All Recycling Events in April have been cancelled.
- All presentations in April have been cancelled.
- Pharmaceutical/Medication drop-offs are closed.

For more information and the latest updates, visit the Kane County Recycles website www.countyofkane.org/recycling.

Be Sure to Enroll in the CodeRED Emergency Notification System



Keeping citizens informed.

Kane County offers the CodeRED Emergency Telephone Notification System. The system allows County officials to telephone targeted areas or the entire County if an emergency requires immediate action such as a boil water order, missing child alert or evacuation notice. CodeRED is capable of dialing 50,000 phone numbers per hour and delivers a recorded message.

To sign up for CodeRED alerts, Visit the Kane County website www.countyofkane.org, and click on the Code Red link under Alerts at the bottom of the page. Registering your contact information is especially important if you have an unlisted number, no landline, a VOIP or mobile number or TDD/TTY requirements.

Kane County Seeks Donations of Personal Protective Equipment (PPE)

PPEs Needed in Fight against COVID-19

Kane County is accepting donations of Personal Protective Equipment (PPE) to assist in the COVID-19 response. All items must be in the manufacturer's original packaging and unopened. Donated items will be distributed to first responders, health care and medical facilities, and social services organizations within Kane County.

Items Needed

- Masks: Surgical, isolation or N-95
- Gowns: Isolation and non-surgical
- Gloves: Nitrile, sterile, and surgical
- Face shields, Goggles, and safety glasses
- Hand Sanitizer (any size)
- Disinfectant Wipes (any size)

Businesses, medical and nursing schools, nail salons, tattoo parlors, and residents can drop off unused, unopened items in the parking lot of the Kane County Judicial Center, 37W777 IL-38, in St. Charles. The drop off will be open noon to 7 p.m., Mondays, Wednesdays, and Fridays from March 30, 2020, through April 17, 2020. The drop off site will be staffed by personnel from the Kane County Office of Emergency Management.

For larger amounts of items to donate, email kanecountyec@countyofkane.org and include the quantities of each item, along with contact information. Someone will get in touch to arrange a drop off date, time, and location.

Unfortunately, open products or homemade items cannot be accepted.

Support for Local Agencies

Stronger Together: How to Help Our Community is a program that the St. Charles Chamber of Commerce launched to directly help first responders, restaurants and nonprofits during the COVID-19 outbreak. For more information on this new program please visit the Chamber's website <https://stcharleschamber.com/covid19nonprofits/>

Support Our Local Businesses

Our local restaurants need your support now more than ever. For a full list of St. Charles restaurants that offer takeout and delivery visit the St. Charles Business Alliance website www.stcalliance.org/delivery-and-takeout-options