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Carpentersville Police Department COVID-19 Response

As both the federal and state governments continue to take aggressive action to minimize the spread of COVID-19 in our communities, the Carpentersville Police Department has implemented the following procedural changes to safely interact with our community members, while still completing our law enforcement and community support tasks.

These procedures are being implemented to help reduce potential exposure and help maintain social distancing for both the public and our sworn and non-sworn personnel during this time.

Be confident that the Carpentersville Police Department will continue to provide both professional emergency services and fulfill our community caretaking responsibilities.

Procedural Changes Include:

- When calling 911 for police or fire service, after asking the standard emergency based questions, the QuadCom Dispatcher will ask a series of questions to determine if the caller or anyone at the scene of the incident have any flu like symptoms. These questions are being asked to allow for better preparation by the police officers and/or fire fighters responding to the service call.
- When you call for an officer to respond to your home or business for a non-emergency incident, the officer may ask to speak to you by phone or have you step outside of your residence. For more serious incidents, our officers will respond as normal.
- When responding in person, officers have been issued various forms of Personal Protective Equipment (PPE) that they have been directed to wear as circumstances dictate. These PPE include: face mask, gloves, glasses and gowns. If flu like symptoms are known or exhibited by anyone on scene, officers may ask that person to wear a surgical mask by the officer.
- At this time, the Police Department Lobby will remain staffed and open. We ask that if you are not feeling well or have been exposed to someone with COVID-19, you **do not** enter the Police Station or Village Hall.

Our staff remains ready and able to serve the Carpentersville community, but we are human too and susceptible to the same health hazards as everyone else. If we don't need person-to-person contact, our staff and their families appreciate the early warning.

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