



# VILLAGE OF RIVERSIDE COVID-19

## ACCESS TO VILLAGE SERVICES

### Key Information on Village Services:

- Village Offices (Administration, Community Development and Finance) will be closed to walk in traffic. The silver drop box is available outside Riverside Township Hall for any check payments or mail drop off.
- The Parks and Recreation Department will be closed to walk in traffic.
- The Public Works Department will be closed to walk in traffic.
- Police and Fire Departments will remain open and allow residents to file reports by phone.

*For the safety of the community and Village Staff, and to help prevent the spread of illness, we ask that the community limit physical interactions until further notice. We appreciate your patience during this time!*

### ANY QUESTIONS OR CONCERNS?

**Please call us at (708) 447-2700**

**EMERGENCY:** 9-1-1

**Non-Emergency:** M-F 8-4:30 (708) 447-2127

**Non-Emergency Nights & Weekends:**

(708) 853-1384

### GENERAL VILLAGE SERVICES

The Village Office's lobby located in Riverside Township Hall will be closed to the public until further notice.

**Payments** for any Village Invoice can be paid via check and can be put in the silver drop box outside Township Hall.

The Village has many online and pay by phone payment options available at [riverside.il.us](https://www.riverside.il.us).

#### CONTACT

**Phone:** (708) 447-2700

**Fax:** (708) 447-2704

**The Historical Museum is closed until further notice.**

### COMMUNITY DEVELOPMENT

The Community Development Department will be closed to the public. Deliver small plans, permit applications and check payments via the silver drop box outside Township Hall or via mail. For delivery of large plans, please call to arrange.

#### Forms and requirements

[www.riverside.il.us/430/Applications](https://www.riverside.il.us/430/Applications).

**Submit applications** via mail or email to [wbouman@riverside.il.us](mailto:wbouman@riverside.il.us)

Limited inspections will continue. For more information regarding inspections please visit

<https://www.riverside.il.us/240/Building-Permits>

For property sale/compliance inspections, please call (708) 447-1241 to make arrangements.

#### CONTACT

**Director:** Sonya Abt

**Phone:** (708) 447-1241

**Fax:** (708) 447-2704

**Email:** [sabt@riverside.il.us](mailto:sabt@riverside.il.us)

### PUBLIC WORKS

Public Works will continue to ensure safe and high-quality drinking water to customers and reminds residents to NOT flush wipes.

Public Works will not be performing any high-water usage investigations. Please call DPW at (708) 442-3590 if you suspect a leak.

Please use [Riverside Responds](#) to report any public maintenance concerns (i.e. pot holes, street lights, dead animals, etc.)

### PARKS AND RECREATION

All programs, activities, and rentals have been cancelled. Refunds will be issued for any cancelled program. The office located at the Water Tower will be closed to the Public.

Please stay up to date by following the Parks and Recreation Facebook page.

#### CONTACT

**Director:** Ron Malchiodi

**Phone:** (708) 442-7025

**Email:** [riversidepr@riverside.il.us](mailto:riversidepr@riverside.il.us)

### POLICE, FIRE, & EMERGENCY SERVICES

In an emergency please call 9-1-1

The Police Department front counter will continue to be open M-F 8:00-4:30. During nights and weekend, the non-emergency number will be answered by West Central Consolidated Communications.

Police Supervisors may ask you to report low priority calls by phone. You can expect, at times, to get a phone call back from an on duty officer requesting that he/she take your report by phone. All case reports will be followed up on as needed.

The Department is temporarily suspending all in-person service functions such as fingerprinting, building tours and child safety seat checks.

9-1-1 Dispatchers will ask a series of questions to each caller and emergency responders may limit exposure by wearing protective clothing. Please meet officers outside your residence after calling police.