



Chair **Phyllis J. Randall**

Newsletter



Hello, Loudoun

During these challenging times, Loudoun County residents continue to step up to help others. I appreciate all of the kindness you've shown to your neighbors. In this newsletter, you will find the most up to date information on COVID-19, the FY 2021 budget and 2020 Census plus responses from our utility companies and food pantries. Thank you for social distancing.

Board of Supervisors Emergency Meeting

On Wednesday, March 25th, I am calling an emergency meeting of the Board of Supervisors beginning at 2:00 pm in the Board Room of the Loudoun County Government Center, 1 Harrison St. SE in Leesburg. The purpose of this emergency meeting is to discuss issues and actions related to the ongoing COVID-19 pandemic. While Board meetings are open to the public, we strongly encourage residents to observe social distancing protocols to mitigate the spread of COVID-19 and watch or listen to the meetings, which are televised on Comcast Government Channel 23, Open Band Channel 40, and Verizon FiOS Channel 40, and live streamed on the County's webcast system.

[County's webcast](#)

Governor's Order

On Tuesday, March 24th, Virginia Governor Ralph Northam issued an Executive Order intended to reduce the spread of COVID-19. The order will remain in effect for at least 30 days in Virginia.

All Virginia K-12 schools will remain closed through the end of this academic year and all Loudoun County Public School (LCPS) campuses and facilities (including all playgrounds, athletic fields and courts) are also closed to the public at this time. LCPS facilities have experienced heavier than normal use in recent days, impacting the ability of residents to maintain the social distancing measures that are recommended to slow the spread of the virus.

Signs pertaining to the closures have been posted on LCPS campuses and residents must adhere to all such notices. In addition, county park features that include playgrounds and athletic courts are closed. The Loudoun County Sheriff's Office (LCSO) may charge individuals or groups with trespass if they are improperly or illegally on county-owned property or facilities where "No Trespassing" signs are properly posted.

LCSO, with authorization from the respective Homeowners Association (HOA), may enforce "No Trespassing" on HOA-owned property, including playgrounds, basketball courts or other athletic facilities where signs are posted that these areas are closed.

Ban on Gatherings of More than 10 People

The governor's order also specifies that gatherings of more than 10 people are banned statewide. If individuals are publicly congregating in groups of ten or more, the LCSO will assess the scene and encourage and direct the groups to disperse.

Entertainment and Dining Businesses

If the LCSO receives a call that any non-essential business directed to be closed by the governor's order is still open, the LCSO will respond to the business, take legal action if appropriate and/or advise the business owner to cease that activity. The LCSO may also notify the Loudoun County Health Department for appropriate legal follow-up.

The governor's order declares the following recreation and entertainment businesses are considered non-essential and must close to the public beginning on Tuesday, March 24th:

- Theaters, performing arts centers, concert venues, museums, and other indoor entertainment centers; fitness centers, gymnasiums, recreation centers, indoor sports facilities, indoor exercise facilities;
- Beauty salons, barber shops, spas, massage parlors, tanning salons, tattoo shops, and any other location where personal care or personal grooming services are performed that would not allow compliance with social distancing guidelines to remain six feet apart;
- Racetracks and historic horse racing facilities;
- Bowling alleys, skating rinks, arcades, amusement parks, trampoline parks, fairs, arts and craft facilities, aquariums, zoos, escape rooms, indoor shooting ranges, public and private social clubs, and all other places of indoor public amusement.

All dining and congregation areas in the following establishments must close to the public. These establishments may continue to offer delivery and/or takeout services. Establishments include:

- Restaurants;

- Dining establishments;
- Food courts;
- Farmers markets;
- Breweries;
- Microbreweries;
- Distilleries;
- Wineries; and
- Tasting rooms.

Essential Businesses

While essential businesses may remain open, the Loudoun County Health Department reminds business owners and the public that these retail establishments must, to the extent possible, adhere to social distancing recommendations, enhanced sanitizing practices on common surfaces, and other appropriate workplace guidance from state and federal authorities.

- Grocery stores, pharmacies, and other retailers that sell food and beverage products or pharmacy products, including dollar stores, and department stores with grocery or pharmacy operations;
- Medical, laboratory, and vision supply retailers;
- Electronic retailers that sell or service cell phones, computers, tablets, and other communications technology;
- Automotive parts, accessories, and tire retailers as well as automotive repair facilities;
- Home improvement, hardware, building material, and building supply retailers;
- Lawn and garden equipment retailers;
- Beer, wine, and liquor stores;
- Retail functions of gas stations and convenience stores;
- Retail located within healthcare facilities;
- Banks and other financial institutions with retail functions;
- Pet stores and feed stores;
- Printing and office supply stores; and
- Laundromats and dry cleaners.

Any brick-and-mortar retail business not listed above must limit all in-person shopping to no more than 10 patrons per establishment, adhere to social distancing recommendations, sanitize common surfaces, and apply relevant workplace guidance from state and federal authorities. If any such business cannot adhere to the 10-patron limit with proper social distancing requirements, it must close.

The Loudoun County Sheriff's Office and the Loudoun County Health Department are working together to educate the affected business owners to ensure an understanding of the order to help combat COVID-19.

[Read the Governor's press release](#)

COVID-19 Testing

I joined heads of local jurisdictions in asking President Trump to add the National Capital Region, of which Loudoun County is a member, to the priority locations for federally supported COVID-19 testing sites. Currently, Boston, New York City, Atlanta, Chicago, New Orleans, Dallas, Houston, Los Angeles, Santa Clara and Seattle are among those sites but the DC region, which includes Dulles Airport and the federal workforce, is not. The health of the National Capital Region is a top priority for the continuity of our democratic government and critical to continuing Federal Government functions. We will keep pushing the Federal Government to be a priority location for testing and I will keep you informed.

Inova Loudoun Hospital has extended the Emergency Department - Lansdowne Campus by adding a temporary auxiliary screening unit (ASU) near the entrance to provide an additional layer of safety for our team members and community. All people coming to the Inova Loudoun Hospital Emergency Department – Lansdowne Campus will first go to an outside checkpoint for a brief preliminary symptom screen. Based on the results of the brief screening, our team will be able to quickly guide those with respiratory symptoms to the ASU for further evaluation by our clinical team. The temporary ASU is not a COVID – 19 testing area, it is an extension of the hospital and services provided will be considered an emergency department visit. Only those people who are having difficulty breathing or have flu-like symptoms that are not improving should come to the hospital. Please call your health care provider before coming to the hospital for guidance on what you should do next.

Starting Wednesday, March 25th, Inova Urgent Care (UCC) locations at Dulles South, North Arlington and Tysons will staff Respiratory Illness Clinics to evaluate all patients with respiratory illness symptoms. Our three clinics will also be able to collect via physician ordered vehicle-side appointments samples for COVID-19 testing. These clinics will be open seven days a week, from 8:00 am to 8:00 pm. Before visiting any Inova Respiratory Illness Clinic, take the following steps:

1. Contact your regular physician for evaluation. For assistance with recommendations, to arrange for a physician appointment, or if you do not have a primary care physician, call 1-855-IMG-DOCS.
2. Your regular physician can evaluate your symptoms to determine if testing is indicated based on COVID-19 testing criteria and provide a testing order, or refer you to the Inova Respiratory Illness Clinic for evaluation.
3. Upon arrival at the Inova Respiratory Illness Clinic, a clinician will greet the patient at their vehicle to collect samples for a physician-ordered test, or escort the patient into the respiratory clinic for evaluation.
4. For patients who undergo COVID-19 testing, a UCC nurse will contact those whose results are negative. For patients with positive results, a UCC nurse will coordinate with the patient's regular physician for notification and further instructions. Patients who are tested can expect results in roughly 4-7 days.

[Inova Urgent Care website](#)

Loudoun Medical Group (LMG) began centralized, drive-through COVID-19 testing for its patients on an appointment basis. The testing tent has been set up in the parking lot of the LMG Cornwall Urgent Care center at 211 Gibson St. in Leesburg. Patients will be authorized for the service upon the order of their doctor. Testing is scheduled between 10:00 am and 4:00 pm on weekdays, with appointments set up 10 minutes apart. Testing will be offered as long as test kits and protective equipment are available.

[LMG Urgent Care website](#)

Mental Health

Loudoun, during this time of uncertainty I want to remind everyone to take care of your mental health. Get enough sleep, eat well, exercise and hydrate. If you're on medication, continue to take it as directed. Social distancing does not mean social disengagement or emotional distance. Reach out to your support system, contact your mental health provider for telehealth services. Use all your coping techniques and, from time to time, turn off COVID-19 television coverage. If you're a person of faith, keep in touch with your faith family. Look into apps for mental wellness and finally, if needed, use the following resources:

- Loudoun County Mental Health Emergency Services: 703-777-0320
- Loudoun Suicide Prevention: 703-777-0176
- PRS CrisisLink: 703-527-4077 or text "Connect" to 85511
- National Suicide Prevention Lifeline: 800-273-TALK (800-273-8255)
- SAMHSA National Helpline: 800-662-HELP (800-662-4357)
- Children's Regional Crisis Response: 844-627-4747 in English and Spanish
- Hopeline: Chat at <http://www.hopeline.com> or call 800-784-2433.

Support for Small Businesses

In response to the COVID-19 outbreak and public health emergency, the U.S. Small Business Administration has approved disaster loans as a financing option for small businesses. Loudoun County businesses are eligible for these low-interest, long-term disaster loans. SBA disaster loans offer an affordable way for businesses to recover from declared disasters. This program provides low-interest loans up to \$2 million in order to help businesses overcome the temporary loss of revenue during the state of emergency. Visit the Loudoun County Department of Economic Development's website for information about the SBA loan process and for application support.

[Visit SBA website](#)

There are many ways to help the small business industry recover: We are asking Loudoun business leaders to consider Loudoun when their company begins to start rebooking conferences, meetings and retreats. To our residents, make future

reservations at your favorite restaurant and don't cancel. Buy gift cards and shop local. If you get carryout, tip generously. Remember that these are your neighbors and our businesses make Loudoun a great place to live, work or visit. Now more than ever, the industry needs your support.

How to Support Local Businesses



Remember that these businesses make Loudoun a great place to live, work and visit. Now more than ever, we need your support.

FY 2021 Budget

On March 19th, we held our last budget work session. At this meeting, we directed staff to prepare the FY 2021 proposed Budget as amended through straw votes taken on March 2nd, March 5th, March 9th, March 12th and March 19th and with a tax year 2020 real property tax rate of \$1.035 per \$100 of assessed value. We will vote on the final budget and tax rate at the April 7th Board business meeting.

At the April 7th Board business meeting, staff plans to bring a comprehensive update to the Board related to the projected budgetary impacts of the COVID-19 pandemic. At this time, staff is not able to fully quantify or project with specificity impacts to revenue and expenditures. By April 7th, staff believes there will be a better understanding of the duration of the event and impacts to County operations.

[Budget website](#)

2020 Census is Open

Keep your community healthy! You may not realize it, but responding to the 2020 Census today is one way to make sure communities are prepared for healthcare events like the COVID-19 pandemic. It takes just 10 minutes, your answers are confidential, and for every person not counted Loudoun loses out on \$2,000 a year in federal funding that funds healthcare services including Medicaid, school meals, and other key programs. Visit the Census website to respond today and learn more about how the Census supports a healthier Loudoun County.

The census will be open from March 12th until July 31st. It will be available in 13 languages: Arabic, Chinese, English, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Spanish, Russian, Tagalog and Vietnamese. Census responses are confidential and by law cannot be shared with any government agency outside of the U.S. Census Bureau.

[2020 Census website](#)

At the March 17th Board business meeting, we adopted a resolution extending the deadline for the first installment of 2020 personal property taxes from May 5th to June 5th, to acknowledge the unique emergency situation produced by COVID-19. Be well everyone and remember to complete your 2020 Census.

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Voice for a Cause

Good Shepherd Alliance

Good Shepherd Alliance is a nonprofit organization with a mission of helping individuals, families, and youth obtain housing stability, economic independence, and self-sufficiency. This organization operates a full-time emergency shelter and seven transitional homes. Their fundamental services include shelter, safety, food, clothing, and community referrals. Good Shepherd Alliance works to improve housing security through their Six-Steps to Self-Sufficiency Program, educational outcomes, mentoring, workforce development, and community networks.



Community Information

Tax Relief Deadline for Elderly and Disabled Extended:

Loudoun County Commissioner of the Revenue Robert S. Wertz Jr. has extended the deadline for filing 2020 Tax Relief for the Elderly and Disabled renewal forms to June 1st. Local ordinance provides authorization for the Commissioner of the Revenue to allow applicants to file after the regular filing date. This extension is in response to the outbreak of COVID-19. Applicants are encouraged to mail in their forms in the pre-addressed envelope that was included with the renewal forms.

Applications for first-time applicants, and more information about the program, may be found at the tax relief website. Residents may also call 703-737-8557 to have a form mailed to them.

[Tax Relief website](#)

Utility Companies:

NOVEC recognizes the hardships that the COVID-19 public health crisis imposes on its customers. Effective immediately, NOVEC is suspending all electric service disconnections and associated penalty fees for 60 days. Please note that this suspension of electric service disconnections delays, but does not cancel, payment of outstanding balances.

Dominion Energy customers should not have to worry about losing service during this critical time. The company has suspended all service disconnections for nonpayment. Residential customers previously disconnected due to non-payment may contact the company for assistance reconnecting service. In addition, the company is planning to waive late fees and reconnection fees and is seeking approval from utility commissions when required to do so.

Washington Gas has suspended all disconnections and late fees during this public health crisis. We have a letter from our president posted on our website with this information and it is also posted to our social media channels and e-service customer portal. We recognize the difficulty this situation poses to our customers and we will continue to work with them during and after the completion of this emergency.

Loudoun Water's offices remain open during regular business hours with essential staff only. Visits to customer's homes by field staff has been limited. Loudoun Water is suspending all disconnections and waiving late fees at this time. Loudoun Water is prepared to continue critical operations without disruption and does not foresee any challenges doing so at this time.

Food Pantries:

Loudoun Hunger Relief:

Effective on March 23rd, Loudoun Hunger Relief is by appointment only for all service periods. You must make an appointment and you must arrive at your appointment time. For everyone's safety, we cannot serve unless you have an appointment and come at your appointment time. This allows us to maintain a safe number of people and safe distancing. If you are ill, please send someone who is well to pick up your food and please tell us that when you make your appointment. Appointment hours are Tuesday 8:30 am – 11:15 am, Tuesday & Thursday 5:45 pm – 7:15 pm, and Wednesday, Friday

and Saturday 10 am-12:45 pm. Please call for an appointment at 703-777-5911 or visit our website.

Loudoun Hunger Relief Mobile Market is Mondays at the Sterling Community Center from 1:00 pm – 2:30 pm. Please call for an appointment at 703-777-5911. Again, you must have an appointment and arrive at your appointment time to be served.

There is no appointment needed to drop off food donations. Please place your donation in the bin located in the rear parking lot, or for fragile items, on the table. For everyone's safety, staff cannot help unload your vehicle. We're not being rude and we are very grateful, but we must maintain proper social distance. Donation days and times are Monday-Thursday 9 am to 4 pm, Friday 9 am to 3 pm, and Saturday 9 am to 1 pm.

Loudoun Hunger Relief website

Dulles South Food Pantry:

Due to current circumstances, Dulles South Food Pantry is serving in-area guests only and these guests must have an appointment. Schedule an appointment to receive food on Wednesdays by calling 703-507-2795 or e-mail at info@dsfp.org.

Donations will only be accepted at Dulles South Food Pantry on the following schedule: Mondays and Wednesdays, 10:00 am - 11:30 am. No appointment is necessary for food donations. Please check our website for weekly updates.

Dulles South Food Pantry website

Mobile Hope Bus Schedule:

Listen for the Honk : Mobile Hope: 703) 771-1400

Times may vary based on previous stop Please call Mobile Hope with any questions.

Location	Stop	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Leesburg	The Fields Apartments	<i>We have increased the size of our food bags which include vegetables (when available) and hygiene kits, diapers and books. We are now delivering once per week to help flatten the curve.</i>		Bus 10:00 to 10:30	<i>We have increased the size of our food bags which include vegetables (when available) and hygiene kits, diapers and books. We are now delivering once per week to help flatten the curve.</i>	Creation of additional locations for distribution being evaluated with our community partners for sustainability	Creation of additional locations for distribution being evaluated with our community partners for sustainability	Creation of additional locations for distribution being evaluated with our community partners for sustainability
Leesburg	The Manor Apts			Bus 10:45 to 11:15				
Leesburg	Clubhouse Leasing office			Bus 11:30 to 12:00				
Sterling	Acclaim in Sterling			Bus 2:00 to 2:30				
Sterling	Big Lots			Bus 2:45 to 3:15				
Sterling	Sugarland Elementary			Bus 3:30 to 4:00				
Sterling	21630 Ridgetop Circle			Bus 4:15 to 4:45				
Purcellville	Main street Commons			van 10:00 to 10:30				
Hillsboro	Old stone School		van 11:00 to 11:20					
Lovettsville	27 S. Loudoun Street		van 11:30 to 12:00					
Lucketts	Highway home park		van 12:30 to 1:00					
Ashburn	University Heights		Bus 9:15 to 9:45					
Ashburn	Ashburn Meadows		Bus 10:00 to 10:30					
Ashburn	Acclaim of Ashburn		Bus 10:45 to 11:15					
Ashburn	Shreveport		Bus 11:30 to 11:45					
South Riding	Home Depot		Bus 12:00 to 12:30					
Middleburg	Windy Hill Apts		5 to 6 drop off					

Other stops added as the need arises

Wet Wipes:

Also known as "flushable" wipes, wet wipes cause millions of dollars in damage to infrastructure in the United States each year. These wipes can mix with fats, oils and grease in plumbing and create large sewer blocks. It's a common misconception that wipes break down like traditional toilet paper. They do not! Since the wipes do not break down, crews may be required to unclog pipes and pumps as well as replace and upgrade machinery.

Wipes are found in many varieties such as baby wipes, personal care wipes, cleaning and dusting wipes, all-purpose wipes and even make-up remover wipes. All of these products should be placed in the trash when you are done using them instead of flushing them down the toilet. Help protect your household pipes and ours by keeping wipes out of the toilet. For more information on how to take care of your pipes, visit Loudoun Water's website.

What to keep out of your drain

Denise's Corner



This week, the Governor announced that all Virginia public and private schools are closed for the remainder of the school year. Many parents, teachers, and especially our high school seniors are heartbroken. I am so sorry. This was not the outcome anyone could have expected.

Please know there are so many details and decisions that need to be made in the next few days. It will take time for staff to create a plan for us as we move forward with distance learning. As soon as information is available, we will share it with you.

[Denise's Facebook page](#)

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