

DRAFT
COASTSIDE COUNTY WATER DISTRICT
COVID 19 RESPONSE AND RISK MITIGATION PLAN
Update: March 26, 2020

The Coastside County Water District (District) is dedicated to ensuring delivery of high-quality potable water service to its customers on the Coastside. The District's top priority is to protect the health and safety of staff in order to maintain full operation of the transmission, treatment and distribution of drinking water.

Section I. Introduction

This COVID-19 Response and Risk Mitigation Plan (Plan) has been developed by the Coastside County Water District (District) to best protect its staff against the risks posed by COVID-19. The specific objectives of this plan are to: 1) identify precautionary measures that the District staff can implement to best protect themselves from contracting and spreading COVID 19, and 2) to maintain critical operations of the District if COVID 19 becomes established in the District's service area.

Critical operations include essential functions that must be performed to meet the public health and safety needs of the community. All District staff are essential to meeting the public health and safety needs of the community. Essential functions include the following:

❖ <i>Raw Water Transmission, Water Treatment, and Distribution of Potable Water to the District's Service Area</i>
❖ <i>Customer Service and Responding to Customer Concerns/Service Requests</i>
❖ <i>Public Information/Education</i>
❖ <i>Payroll and Accounts Payable</i>
❖ <i>Utility billing and Accounts Receivable</i>
❖ <i>Regulatory Reporting and Other Mandates</i>

District job descriptions are available for review on the District's website at <http://www.coastsidewater.org/administration/employment-opportunities.html>.

Following the introduction, this plan has four major sections.

- *Section II: Precautionary Measures to Reduce the Spread of Illness in the Workplace* identifies precautionary measures that both the District and its employees can implement now to minimize the risk of workplace exposure to COVID 19.
- *Section III: Tiered Plan for Maintaining District Operations* provides a tiered risk-level approach to modifying District operations while minimizing employee risk of workplace exposure to COVID 19 and spread to others within and outside the office, and to maintain critical District operations should an outbreak of COVID 19 occur in

- the District service area.
- *Section IV: References* provides the websites from which much of the information herein was obtained. District employees and management can use these sites to get more information as well as U.S. Centers for Disease Control and Prevention (CDC) California Department of Public Health (CDPH), and U.N. World Health Organization (WHO) updates.
 - *Section VI: Public Outreach and Education Messaging*

The General Manager reserves the right to modify any element of this Plan at any time based on his/her discretion, changed circumstances, and/or direction or requests made by health authorities or other agencies.

Section II. Precautionary Measures to Reduce the Spread of COVID 19 in the Workplace

The following is a list of actions recommended by the CDC and other health authorities that people should consider implementing presently to reduce their risk of contracting COVID 19 and to reduce its spread should they, or others they interact with, contract a communicable disease.

Precautionary Actions for Immediate Implementation by District Employees

The recommended precautionary actions listed below are similar to, or the same as, measures we are all familiar with to minimize our annual risk of contracting influenza. Other precautionary measures have been added that are specific to infectious diseases, as recommended by the CDC, California Department of Public Health, or San Mateo County Health Department and other health authorities.

- Employees who have symptoms of acute illness (i.e., fever or cough or loss of sense of smell, and possibly trouble breathing) should notify their supervisor and stay home. Sick employees should follow CDC-recommended steps, which includes staying at home except to get medical care, if indicated. Employees should not return to work until the criteria to discontinue home isolation are met (as defined by the CDC or State and County health departments.) Consult with a medical professional and your supervisor to determine when you are clear to return to work.
- If you have a family member that becomes ill with acute illness symptoms, notify your supervisor, who may request that you self-quarantine for an appropriate period of time prior to returning to the workplace. Keep your supervisor apprised of your/family member's recovery.
- If you come down with a cough, fever, loss of sense of smell, shortness of breath or other acute illness symptoms while at work, separate yourself from your co-workers, notify your supervisor immediately, go home and contact your primary care physician, as indicated.

- In a Tier 3 or higher risk level, employees who are at “high risk” given underlying health issues (as defined by the CDC and/or State or County Health Department guidelines) or are care takers of persons with underlying health issues will be given work tasks during the epidemic that will allow them to work from home. Employees shall let their Supervisor know of any factors that would make them high risk.
- All employees should practice the following etiquette and related practices to minimize their risk of contracting and spreading COVID 19:
 - Avoid close contact with people by maintaining a distance of 6 feet or greater distance between yourself and others.
 - Cover your nose and mouth when you cough or sneeze with a tissue and then throw the tissue away or cough/sneeze into your elbow if no tissue is available.
 - Wash your hands frequently with soap and warm water for at least 20 seconds, top of hands, finger web, be thorough.
 - If soap and water is not available, use hand sanitizer with at least 60% alcohol.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Put away any community candy jars.
 - Routinely clean all frequently touched surfaces in your workspace, such as workstations, keypads, mice, desktop phones, mobile phones, countertops, and doorknobs. Use disinfecting wipes to wipe-down common-surface places, after common surfaces have been touched.
 - Avoid entering workspaces (offices, cubes, desks) that are specifically assigned to another employee. Common workspaces and computers are to be wiped down after use.
 - Use cleaning products that contain >60% alcohol, 0.5% hydrogen peroxide, 0.1% sodium hypochlorite (bleach), or other active ingredients known to kill viruses.
- Employees are encouraged to discuss any issues and concerns with the General Manager. Employees may contact the District’s benefit coordinator ACWA-JPIA (800) 231-5742) on a confidential basis.

Precautionary Actions for Immediate Implementation by District Management

- Stay aware of the latest information on the COVID 19 outbreak, available on the World Health Organization, CDC, California Department of Public Health, and the San Mateo County Public Health websites.
- Provide alcohol-based hand sanitizers that contain at least 60% alcohol at various locations in the workplace. Provide disinfectants for employee to use for wiping down frequently touched surfaces within the workplace.
- Provide gloves for employees who handle cash and the mail.
- Wipe down all surfaces, phones, keyboards, light switches, door handles, etc. with sanitizing wipes before leaving the premises at the end of shift.
- Increase cleaning schedule for vehicles (interior), office, shop and treatment plants.

Section III. Tiered Plan for Maintaining District Operations

This section identifies how District operations, including individual employee roles, may need to change if an infectious disease becomes an epidemic surrounding the District service area. The co-equal objectives for this portion of the plan are to: 1) best protect employees against the spread of COVID 19, and 2) maintain critical District water operations for the community for public health and safety. The plan for maintaining District operations is tiered based on the infectious disease **risk level** as discussed in greater detail below.

Risk Level 1: Continued Increases in the Number of Confirmed Cases of COVID 19 in the United States and California, with no Confirmed Cases in San Mateo County and contiguous Counties.

Trigger Points: *Risk Level 1 shall be declared by the General Manager when confirmed cases of an infectious disease are announced in the United States and in the state of California.*

In this stage the General Manager puts the District on **alert** to be prepared, in case the disease continues to spread. Under Risk Level 1, the risk to employees of contracting an infectious disease is low, and thus the District shall conduct **normal business operations**, with the addition of implementing the precautionary measures identified in Section II of this Plan.

Risk Level 2: Continued Increases in the Number of Confirmed Cases of COVID 19 in the United States, California, and a few Confirmed Cases in San Mateo County, contiguous counties and counties where employees live.

Trigger Points: Risk Level 2 shall be declared by the General Manager when confirmed cases of COVID 19 are announced in San Mateo County and/or contiguous counties or counties where employees live.

In this stage the General Manager notifies District staff and implements more precautionary measures and begins planning for Stage 3. Under Risk Level 2, the risk to employees of contracting an infectious disease remains relatively low, but the risk level is increasing due to increasing numbers of confirmed cases in the country, state, San Mateo County, contiguous counties, or counties where employees live.

In addition to the actions being implemented under Risk level 1, including the precautionary measures identified in Section II of this Plan, actions to be implemented at Risk Level 2 include, but may not be limited to, the following.

- Have cleaning service disinfect identified surfaces, kitchens and bathrooms more frequently.
- Consider increasing the number of days of janitorial service, as needed.
- Supplement through employee efforts to sanitize identified office, kitchen and shop surfaces on days that the cleaning service does not do so.
- Those collecting money at the front counter from the public are to wear medical gloves and are not to touch common-place door handles/knobs, coffee pots, or other commonly touched surfaces within the office with gloved hands.
- Remove and dispose of gloves, as instructed during first aid training, and wash hands prior to eating or touching common-surface places within the office.
- Limit routine in-person meetings with vendors and consultants in favor of conference calls.
- Practice social distancing with customers in the field by trying to keep 6 feet of separation.
- Ensure all water treatment supplies/chemicals are fully stocked.
- Temporary flexible workplace and leave policies, and other relevant aspects of this Plan, shall be communicated to all District employees.
- If an employee does not exhibit infectious disease symptoms at the beginning of their work shift but begins to exhibit symptoms (e.g., headache and/or upset stomach) at work, the General Manager will direct the employee to go home.

At Risk Level 2, District management will start to hold meetings on Risk Level 3 and 4 scenarios, and through these meeting discussions will determine whether the District is ready to implement the necessary modified operations for those higher risk levels. These scenario exercises are intended to identify short-comings in the District's preparedness and to focus

near-term efforts on remedying the “holes” in the response planning as quickly as possible. If not already in place, authorities, triggers, and procedures for activating and terminating key elements of this Plan will be put in place. Train the designated spokesperson in media communications. Practice an emergency press conference.

Risk Level 3: Continued Increases in the Number of Confirmed Cases of COVID 19 in the United States, California, and Numerous Cases in San Mateo County.

Trigger Points: *Risk Level 3 will be declared by the General Manager if COVID 19 reaches or approaches epidemic levels in the United States and numerous confirmed cases of COVID 19 are announced for San Mateo County.*

At Risk Level 3, the General Manager orders staff to take serious measures to prevent the spread of the disease and to maintain District operations. Functions are prioritized and staff assignments and schedules are created to support essential functions. At Risk Level 3, an infectious disease may be declared an epidemic by the CDC and local health authorities in the United States and California and numerous cases have been confirmed in people living in San Mateo County and surrounding counties. As such, the risk of contracting COVID 19 for District employees is no longer low. At the direction of the General Manager, the District will now further modify operations to minimize contact of employees with the general public and will focus on maintaining essential duties necessary to maintain water service to the public, with the minimal number of employees.

Operational scenarios will focus on how best to protect the health and safety of our staff by implementing procedures that will reduce our staff’s risk of exposure to COVID 19 while ensuring that the District maintains full operation of our public water system and providing safe drinking water to our community.

Additional operational modifications to be implemented at Risk Level 3 shall include, but not necessarily be limited to, the following:

- Closure of the District Office/lobby area from the Public.
 - Customers, vendors, contractors, representatives from other public agencies, and other parties will be directed to contact the District by phone or e-mail.
 - Customers will be directed to mail payments, use the District’s payment box to drop off a payment; make online payments, or contact the office by phone to make a payment. Cash payments will not be accepted.
- Minimizing contact with the public. Non-essential services that may require personal contact with the customer are to be re-scheduled. Contact with customers should be conducted over the phone vs. personal site visits. Meetings with vendors, consultants, etc. must be handled via teleconference.
 - On-site visits by vendors must be pre-authorized by the General Manager, and visitors are not allowed into the District main office.
 - In field contact with customers, vendors, contractors and consultants, 6 feet of social distancing must be maintained at all times. Vendors, consultants and

contractors should take their own vehicle to job sites.

- Field staffing schedules will be evaluated weekly (or as needed) by the General Manager, Superintendent, Treatment Supervisor, and Distribution Supervisor in order to minimize exposure of Staff from each other and the public. Schedules may include staggered work schedules, rotational schedules, work from home and other options.
- Office Staffing schedules will be evaluated weekly (or as needed) by the General Manager and Office Manager. During Risk Level 3, the District will operate with reduced staffing levels in the District office during regular business hours. Office Staff are encouraged to work from home, whenever possible. Generally, a minimum of (2) Staff members will be in the District Office during regular business hours. Schedules may include rotations or staggering of shifts, depending on the requirements of the essential job functions.
- Staff must receive approval from their supervisor to work from home. The District will make every effort to provide the necessary tools, computer and phone access to accommodate an employee's ability to work from home.
- At the direction of the General Manager, certain employees may be directed to perform their duties from home or during a particular shift.
- The District may provide emergency leave on a case-by-case basis.
- Social Distancing: All District Staff must practice social distancing including:
 - Staying at least 6 feet away from other employees, customers, vendors, contractors and consultants.
 - Field staff are to drive alone and attend to tasks alone, unless a task requires a 2nd operator for safety reasons. (Tasks that require a 2nd operator should be postponed if non-essential.)
 - Personnel who don't have a need to be in an area, should not "visit" or congregate. Use the phone, text or email. Reducing interaction with other Staff, contact and exposure can literally save a life, yours or a coworker.
 - Congregation of 3 or more Staff in any enclosed quarters/building areas is not allowed, unless 6 feet of social distancing can be maintained. Staff members are encouraged to communicate with each other via phone, text, email, or radio. For Staff meetings, conference call numbers will be provided. (Open air yard meetings can occur if social distancing of 6 feet is maintained at all times.)
 - Staff are to wipe down all surfaces, light switches, door knobs, etc. with disinfectants/sanitizers before leaving the premises at the end of a shift.
- Door tagging: Door tagging of customer locations for non-payment and shut-offs will be suspended during the Risk Level 3. Customer shut-offs for non-payment will be suspended during Risk Level 3 and Risk Level 4.

- Board meetings shall be postponed or conducted by teleconference (if possible) rather than by in-person meetings.
- Board members will receive weekly briefings via email.
- Consumables/Supplies: Inventories of critical (sanitary) supplies, chemicals (assuming no loss of degradation) and repair parts should be stocked at a minimum of a 6-month supply. Each division will prepare a critical inventory list of materials deemed critical and note supply vulnerabilities, storage shelf life and or other information of importance. Diesel fuel, Bulk chemicals and other commodities should be evaluated from several aspects: Production, transportation, storage, shelf life, alternative vendors, alternative delivery, alternative materials etc.
- Laboratory Services: Staff will use the established list of alternative laboratories (and to specifically address The Total Coliform Rules) to ensure that all of the critical testing can continue during the Level 3 crisis. The plans should consider courier delays, lab closures, and lab backlogs due to labs being short-staffed. Print maps/driving directions to lab drop off locations (for example the County lab is on the second floor of a hospital in San Mateo) and keep copies in various District locations for easy access.
- Inventories of sampling supplies and kits are to be significantly increased to accommodate a slowdown in deliveries or a failure of the supply chain. Cross Train staff to allow alternative staff to collect samples during a staffing shortage.
- Human Resources: The Office Manager and General Manager will coordinate with JPIA, the District's legal counsel, and other resources to address employee-related questions and state and federal directives. Staff should feel comfortable to contact the Office Manager and General Manager with questions.
- Public Relations/Communications: The District Water Resource Analyst at the direction of the General Manager, will develop and distribute communications as indicated to our customers, other agencies, and social media, etc. and will coordinate updates to our websites. The General Manager shall act as the District's Public Information Officer and is responsible for communicating directly with the media.
- Water Quality - review all water testing due in the next six months. Request a reschedule of all non-acute testing from the regulator for example: (lead & copper) annual well tests, disinfection byproducts for example.
- Review if any staff have license renewals due in the next six months. As the state has already canceled spring exams, this should be a simple letter to the license agency stating a six-month postponement.

Risk Level 4: Staffing shortages have the potential to impact water quality or quantity.

Trigger Point: Risk Level 4 is activated when staffing shortages in any department are too low to continue operating under Risk level Three protocol.

Risk level 4 establishes work environment priorities in order:

1. Staff are to evaluate tasks to ensure the procedure is safe (examples are: Traffic Control, Chemical unloading, Heavy Equipment operation and staff exhaustion levels, pathogen exposure etc.)
2. Maintaining adequate production of high quality potable water service to all of the District's customers will be the primary focus. Fighting fire, washing, flushing toilets all saves more lives than insufficient quantity high quality water. Deviations from required water quality standards MUST be reported to the regulator immediately.
3. Use all resources for support as needed and available. Sheriffs can provide traffic control. Contractors can unload materials, provide pipe repairs, answer phones, use the Water Agency Response Network for assistance.
4. Supervisors must take responsibility to assure that staff do NOT work exhausted.
5. Notify the regulator that the District is operating under duress due to _____ (explain the issues, staff shortages, materials shortage etc). Request state and federal assistance in solving the problem.

All non-critical tasks are rescheduled or reassigned. Examples include: meter reading, hydrant replacement (i.e., close the auxiliary valve, bag and notify the fire department of the hydrant out of service). All government monitoring agencies (air quality, water rights etc) can be delayed or postponed, some require notification of postponement. The Division of Drinking Water has not and will not accept deviations from testing schedules without prior authorization. District Staff will contact the Division of Drinking Water if any regulatory deadlines may not be met.

- If an employee or a family member has been confirmed to have COVID-19 (or an infectious disease) they are to notify their supervisor and stay home until they can return to work. The district will not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. The State, County health department and employee's Health Care provider can provide the protocol for when the individual is able to return to work.
 - An employee must be cleared by District Management to return to work. Absent of a healthcare provider's note, the District may require the employee to complete a "Employee Certification to Return to Work After Exhibiting Symptoms of COVID-19 or Suspicion of Having or Being Exposed to COVID-19"

- Employees not exhibiting symptoms COVID 19 will be scheduled for work activities, at the direction of their supervisor.
 - Only essential duties will be assigned to ensure ongoing operation of the District's Treatment and Distribution system.
 - Work will be assigned to further enforce social distancing of staff. Unless there is a safety issue, staff members will be asked to work alone.
 - Work schedules may be adjusted to reflect rotations and staggered shifts and on-call/standby schedules to ensure minimal contact with others. When possible, work is to be done at home. For field staff, working from home could include training, ordering supplies, data entry and other special projects.
 - Administrative staff generally must work from home. Exceptions to come into the office must be cleared with the General Manager.
 - Employees with cross training, certifications and the ability to perform tasks of other job classifications may be reassigned to perform essential functions of other job classifications.
 - Any staff that have worked in excess of sixteen hours without eight hours off must notify their supervisor.
- The Board will be notified by email that the district is operating at level four.
- Visits from non-employees on District property are to be suspended (including vendors and consultants allowed under Risk Level 3.) Exceptions must be cleared by the General Manager.
- District Management will continue to work to identify and implement any potential remaining actions to minimize in-person contact among employees and between employees and the public.
- A Staff Member will be assigned to activate a phone tree where our employees (and/or family members) will be contacted regularly (daily or other frequency.) The health and mental wellbeing of our staff and their families is of upmost importance to the District. District Management and the Board want to ensure that our employees feel that they are supported as we all work through the COVID 19 crisis.
- Each Supervisor will submit to the General Manager a list of essential priorities and tasks as well as projects and services which they will be suspending. This may include non-essential service like paper shredding, insurance inspections, vehicle oil changes etc. Large projects will need to be reviewed on an individual basis.
- Establish scheduled and regular contact with the local emergency operations center to establish a communication channel should resources be needed.

Section IV. References

Please find below reference sites for more information on the coronavirus:

San Mateo County CoronaVirus

<https://www.smchealth.org/coronavirus>

San Mateo County Shelter-in-Place FAQs

<https://www.smcgov.org/shelter-place-faqs>

California Coronavirus Response site

<https://covid19.ca.gov/>

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2>

Center for Disease Control

<https://www.cdc.gov/coronavirus/>

World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

The New York Times, Coronavirus special newsfeed

<https://www.nytimes.com/news-event/coronavirus>

Science Magazine

https://www.sciencemag.org/tags/coronavirus?et_rid=60654514&et_cid=3228132

Water Research Foundation <https://www.waterrf.org/event/coronavirus-research-update> (you must enter your email address (register) to view this webcast).

John Hopkins Medicine

<https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus>

EPA website

<https://www.epa.gov/coronavirus>

Section VI. Communications Plan: Public Outreach and Education

Risk Level 1: Alert	Your Water is Safe
	Lobby Open
	Operations are normal
	Management initiates plan
Risk Level 2: Warning	Your Water is Safe
	Lobby Open
	Gloves When Handling Cash
	Hand Sanitizer and/or Disinfectants at Every Work Station
	Start educating staff and customers
Risk Level 3: Alert	Your Water is Safe
	Lobby is Closed
	CCWD is in Full Operations Providing Potable Water/Serving the Community
	No Cash Payments Accepted
	Deliveries only from Purissima Street Entrance
	Interactions with Customers Limited – Social Distancing (and primarily by phone)
	Plan Reviews are Suspended
	Water Capacity Transfers Suspended
	New meters Installations only on a staff available basis
	Capital Projects Continue (depending on contractors/resources)
Risk Level 4: Emergency	Boil Water Notice may be required
	CCWD is Operational Providing Water/serving the community
	Interactions with Customers primarily Limited to Phone calls. Customer Visits are Confined to Emergency Situations
	New Meter Installations are Suspended
	No New Capital Projects Initiated.
	In Progress Capital Projects may need to Be Suspended.
	Meter reading and billing only on a staff available basis