



Coronavirus (COVID-19) Home to Office Playbook

Purpose

This COVID-19 Home to Office Playbook (Playbook) has been developed by the Elk Grove Water District (District) to best protect employees as they return to working on-site. This playbook will offer tiered steps to return employees to a safe working environment, while maintaining precautionary measures to best protect themselves and each other against contracting and spreading COVID-19. This Playbook does not replace the COVID-19 Risk Minimization and Outbreak Response Plan (Plan) and will be referred to as needed. The General Manager reserves the right to modify any element of this Playbook at any time based on his discretion, changed circumstance, and/or direction or request made by health authorities or other agencies.

Precautionary Measures to Reduce the Spread of COVID-19 in the Workplace

The following is a list of Precautionary Actions that will be continually implemented throughout Steps 1-3 of this Playbook. This list of actions is recommended by the CDC and other health authorities to help reduce the risk of contracting and spreading COVID-19.

- Employees who have symptoms of acute respiratory illness (i.e., fever and cough, and possibly trouble breathing) shall notify their supervisor and stay home and not come back to work until they are free of fever (100.4°F) or greater (using an oral thermometer), signs of fever, or other respiratory illness symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines.
- If you have a family member that becomes ill with acute respiratory illness symptoms, notify your supervisor, who may request that you stay home 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, shortness of breath or other acute respiratory illness symptoms while at work, separate yourself from your co-workers, notify your supervisor, and immediately go home.

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Practice social distancing by staying at least 6 feet from other people and following Appendix A: Social Distancing Protocol form developed by Sacramento County Health Officer.
- Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Provide tissues and no-touch disposal receptacles for use by all employees.
- Provide alcohol-based hand sanitizers that contain at least 60% alcohol at various locations in the workplace.
- Provide disposable wipes for employee use for wiping down frequently touched surfaces within the workplace.
- Have cleaning service disinfect identified surfaces and bathrooms more frequently.
 - Supplement through employee efforts to sanitize identified administrative office surfaces on days that the cleaning service does not do so.

Tiered Steps for Returning to Working On-Site

This section identifies how District operations, including individual employee roles, will change as we transition from working at home to the office.

Step 1

Trigger Point: Step 1 shall be declared by the General Manager to meet the intent of the Governor's Executive Order N-33-20, which directs all residents to stay home at their places of residence except as needed to maintain continuity of operations of the federal critical infrastructure sectors.

In addition to the precautionary measures identified earlier in the Playbook, actions to be implemented at Step 1 include, but may not be limited to, the following.

District Wide:

- In general, all employees are required to stay at home, except when reporting to work is required to maintain essential service to the community.
- Face coverings, including masks, bandanas, or face shields, are mandatory in common areas if six feet of separation is not possible.
- The General Manager will declare the District is at Risk Level 3.5 in the Plan and District operations will conform to Attachment B.
- All employees must report to work within two (2) hours if requested during normal District working hours, except those exhibiting symptoms of COVID-19, or those excluded by orders from the Governor, or unless they already have received pre-approved time off.
- Weekly staff meetings will be held by teleconference.
- Board meetings shall be conducted by teleconference rather than by in-person meetings.
- Continue practicing social distancing.

Administration:

- On a rotational basis, one Customer Service employee will physically report to the office daily to complete the necessary tasks. The Customer Service employee will be responsible for performing the daily mail run, posting any payments from the drop box, refilling printers with paper and ink and completing any necessary mailings as necessary.
- The Finance Manager and Finance Supervisor will report to the office on an as needed basis and for support.
- The Customer Service lobby will remain closed to the public.
- The Human Resources Administrator and Administrative Assistant II (Confidential) will report to the office on an as needed basis and for support, coordinating with the Finance/Customer Service Department.
- The General Manager will work from the Administration Office or remotely from home.
- The Program Manager will work from the MOC Building or remotely from home.
- All Staff will continue working from home when not reporting to the office.

Operations:

- The Assistant General Manager will work from the MOC Building or remotely from home.
- The Administrative Assistant will work primarily from home but will work from the MOC Building as needed.
- Distribution
 - On a rotational basis, Distribution and Utility operators will physically report to the Railroad Treatment Water Facility to perform task orientated duties.
- Treatment
 - Continued isolation between Treatment and Distribution, Utility, Technical Services staff and Information Technology consultants.
- Only one person may occupy a vehicle at a time, shared vehicles will be sanitized after each use.

Step 2

Trigger Point: Step 2 shall be declared by the General Manager a minimum of 14 days after Sacramento County enters Stage 3 of California's Resilience Roadmap.

In addition to the actions being implemented under the Precautionary Measures, actions to be implemented at Step 2 include, but may not be limited to, the following.

District Wide:

- In general, all employees shall report to work, except those by orders from the Governor.
- High risk employees will return to work unless a doctor's note is submitted or on file stating they are high risk.
- For those employees that are exempted by orders of the Governor, you may be requested to work from home.
- Face coverings, including masks, bandanas, or face shields, are mandatory in common areas if six feet of separation is not possible.
- The General Manager will declare the District is at Risk Level 3.0 in the Plan and District operations will conform to Attachment A.
- Monthly staff meetings will be held by teleconference or in-person if social distancing requirements can be maintained.

- Board meetings shall be conducted by teleconference rather than by in-person meetings.
- Continue practicing social distancing.
- Maintain physical separation of departments and minimize in-person interaction between District Administrative, Operations, Distribution and Treatment personnel to the maximum extent possible.

Administration:

- The Finance Manager and Finance Supervisor will report to the office daily.
- Customer Service will report to the office daily.
- The Customer Service Lobby will remain closed to the public.
- The Human Resources Administrator and Administrative Assistant II (Confidential) will report to the office daily.
- The General Manager will work from the Administration Office.
- The Program Manager will work from the MOC Building.

Operations:

- Minimize inter-department interactions between Treatment, Distribution, Utility, Technical Services and Information Technology.
- Distribution
 - Distribution and Utility operators will physically report to the Railroad Treatment Water Facility daily.
 - Preventative maintenance operations will begin, i.e. hydrant and valve exercising.
 - Service point maintenance will begin, i.e. meter and backflow installations.
 - Unidirectional flushing may begin.
 - No more than two people in the locker room at a time.
- Treatment
 - Water Treatment Supervisor, Water Treatment Lead Operator and Water Treatment Operator will physically report to the office daily.

- The Assistant General Manager will work from the MOC Building.
- The Administrative Assistant will work from the MOC Building.
- Unless absolutely necessary, only one person may occupy a vehicle at a time, shared vehicles will be sanitized after each use. Face coverings shall also be mandatory when more than one individual is in the same vehicle.

Step 3

Trigger Point: Step 3 shall be declared by the General Manager after Sacramento County enters Stage 4 of California’s Resilience Roadmap; Stay at Home Order is lifted.

In addition to the actions being implemented under the Precautionary Measures, actions to be implemented at Step 3 include, but may not be limited to, the following.

District Wide:

- All District staff shall report to work.
- Face coverings may be worn but shall not be required, unless face coverings are mandated by the Governor, health authorities or other agencies.
- The General Manager will declare the District is at Risk Level 2.0 in the Plan.
- Monthly staff meetings will be held in-person.
- Board meetings will transition to in-person meetings.
- Discontinue the physical separation of departments and minimize in-person interaction between District Administrative, Operations, Distribution and Treatment personnel to the maximum extent possible.
- Continue practicing social distancing.

Administration:

- The Customer Service lobby will re-open to the public and face coverings must be worn at all times in the front office per the June 18, 2020 California Department of Public Health Guidance for the Use of Face Coverings.
- Door tags and shut offs to resume after FRCD Board rescinds Resolution No. 03.31.20.01 and the Governor’s Executive Orders N-42-20 is cancelled, revoked or expires.

Operations:

- Capital improvement program work resumes.
- Multiple operators may occupy a vehicle if necessary, shared vehicles shall be sanitized after each use. Due to the confined space of a vehicle cabin, face coverings shall also be mandatory when more than one individual is in the same vehicle.

Step 4

Trigger Point: Step 4 shall be declared by the General Manager when a COVID-19 vaccine is available.

Actions to be implemented at Step 4 include, but may not be limited to, the following.

District Wide:

- General Manager will declare we are at Risk Level 1.0 in the Plan.
- The District shall conduct normal business operations.