



## Coronavirus (COVID-19) Risk Minimization and Outbreak Response Plan

### I. Introduction

#### Background Information

Coronaviruses are a family of viruses that occur in humans and many species of animals, such as camels, cattle, cats, and bats. In fact, the common cold is caused by a coronavirus. A novel form of coronavirus, referred to as “severe acute respiratory syndrome coronavirus 2” (SARS-CoV-2) first appeared in Wuhan City, China in December 2019, and as of the end of February 2020, has been detected in 60 locations internationally. This name was chosen because the virus is genetically related to the coronavirus responsible for the SARS outbreak of 2003. The World Health Organization (WHO) announced “COVID-19” as the name of the new disease caused by SARS-CoV-2. COVID-19 has spread rapidly in China, and has now spread to many countries world-wide, including the United States. COVID-19 has an estimated incubation period of up to 14 days, but most commonly about 5 days. The Centers for Disease Control and Prevention (CDC) has stated that during this incubation period, the person may show little to no symptoms, yet can transmit the virus.

COVID-19 is believed to be spread from person to person by the infected person coughing or sneezing. This produces respiratory droplets from the infected person being put into the air where they can land in the nose or mouth of people in close proximity or be breathed in by people close by. This, coupled with its long incubation period, has led to its rapid spread. This primary mode of transmittance is why infected persons, and those caring for them, are encouraged to wear masks. The most common symptoms of COVID-19 are fever, tiredness, cough, runny nose, and trouble breathing (e.g., pneumonia symptoms). Some patients have reported aches and pains, nasal congestion, sore throat or diarrhea. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. About 1 out of every 6 people that contract COVID-19 become seriously ill, and develop difficulty breathing. Although most cases are not life-threatening, COVID-19 affects older individuals with chronic health conditions (e.g., high blood pressure, heart disease, diabetes) most severely, and can be fatal. Thus, people with fever, cough and difficulty breathing should seek medical attention.

People with no respiratory symptoms, such as a cough, do not need to wear a medical mask. The WHO recommends the use of masks for people who have symptoms of COVID-19 and for those

caring for individuals who have symptoms, such as cough and fever. The use of masks is crucial for health workers and people who are taking care of someone (at home or in a health care facility).

This virus is currently spreading in the United States. It is important to note that the CDC has stated that the current global circumstances suggest it is likely that this virus will cause a pandemic (i.e., an international epidemic). The COVID-19 situation is a rapidly evolving situation and the risk assessment is being updated regularly by the CDC (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>).

Although health officials are working on a vaccine for COVID-19, no vaccine is currently available, and likely will not be available until later this year, or early 2021. Consequently, we all need to work together to limit the spread of COVID-19 in our community. The information presented in this document is taken from the websites listed in the references section of this plan, which also serve as sources for additional information for District employees.

### **Purpose and Intended Use for this Plan**

This COVID-19 Risk Minimization and Outbreak Response Plan (Plan) has been developed by the Elk Grove Water District (District) to best protect its employees against the risk (current and future) posed by COVID-19. The specific objectives of this plan are to: 1) identify precautionary measures that District employees can implement to best protect themselves and each other against contracting and spreading of COVID-19, and 2) to maintain critical operations of the District if COVID-19 becomes established in Elk Grove. Following the introduction, this plan has three 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 Elk Grove.
- *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 and CDC and WHO updates.

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

## **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 the virus.

### **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 (i.e., the flu). Other precautionary measures have been added that are specific to COVID-19 at this time, as recommended by the CDC and other health authorities.

- Employees who have symptoms of acute respiratory illness (i.e., fever and cough, and possibly trouble breathing) need to 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.
- All employees should practice the following respiratory etiquette and related practices to minimize their risk of contracting and spreading COVID-19.
  - Avoid close contact with people who are sick. Maintain 6 ft or greater distance between yourself and anyone who is coughing or sneezing.
  - Cover your nose and mouth when you cough or sneeze with a tissue and then throw the tissue away or do so into your elbow or shoulder if no tissue is available.
  - Wash your hands frequently with soap and water for at least 20 seconds.
  - 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, mouse, desktop phones, cell phones, countertops, and doorknobs. Use disinfecting wipes to wipe-down common-surface places, where appropriate.

Use cleaning products that contain >60% alcohol, 0.5% hydrogen peroxide, 0.1% sodium hypochlorite (bleach), or other active ingredients known to kill viruses.

- Check the “[CDC’s Traveler’s Health Notices](https://wwwnc.cdc.gov/travel)” [https://wwwnc.cdc.gov/travel] for the latest guidance and recommendations before you travel to other countries. Avoid travel to level 3 and 4 countries until the CDC has indicated that it is safe to do so.
- Do not travel by airplane, bus, cruise ship or other means with large numbers of people if you are experiencing symptoms of acute respiratory illness.

### **Precautionary Actions for Immediate Implementation by District Management**

- Stay aware of the latest information on the COVID-19 outbreak, available on the WHO and CDC websites.
- 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.

### **III. Tiered Plan for Maintaining District Operations**

This section identifies how District operations, including individual employee roles, may need to change if COVID-19 becomes established in Elk Grove. 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 supply operations for the community. The plan for maintaining District operations is tiered based on the COVID-19 risk level in Elk Grove, 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, and no Confirmed Cases in Sacramento County and Surrounding Counties.***

*Trigger Points: Risk Level 1 shall be declared by the General Manager when confirmed cases of COVID-19 were announced in the United States and in the state of California.*

Under Risk Level 1, the risk to employees of contracting COVID-19 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 few Confirmed Cases in Sacramento and/or Surrounding Counties.***

*Trigger Points: Risk Level 2 shall be declared by the General Manager when confirmed cases of COVID-19 are announced in Sacramento County and/or surrounding counties.*

We are currently operating under Risk Level 2, due to the recent confirmed cases of COVID-19 in Sacramento County and surrounding counties.

Under Risk Level 2, the risk to employees of contracting COVID-19 remains relatively low, but the risk level is increasing due to increasing numbers of confirmed cases in the country, state, Sacramento County and surrounding counties.

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 and bathrooms more frequently.
  - Supplement through employee efforts to sanitize identified administrative office surfaces on days that the cleaning service does not do so.
- Those collecting money at the front counter from the public are to wear rubber 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 and wash hands prior to eating or touching common-surface places within the office.
- Limit routine in-person meetings in favor of conference calls.
- Ensure all supplies for treating water 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 COVID-19 symptoms but becomes sick (e.g., headache and/or upset stomach), the employee shall stay home until no longer contagious. The General Manager will direct the employee to go home if the employee is exhibiting sickness symptoms at work. In either case, the employee will not be compensated while absent from work unless they use personal time off or vacation time.
- The General Manager will coordinate with local agencies including water agencies to discuss procedures and mutual aid.

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.

***Risk Level 3: Continued Increases in the Number of Confirmed Cases of COVID-19 in the United States, California, and Numerous Cases in Sacramento County and Surrounding Counties.***

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 Sacramento County and surrounding counties.*

At Risk Level 3, COVID-19 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 Sacramento 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 all 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 now focus on how best to maintain essential services with reduced staff, should one or more District employees contract the virus. Additional operational modifications to be implemented at Risk Level 3 shall include, but not necessarily be limited to, the following.

- Cease collecting payments at the front office from the general public and, instead, require all customers to mail in payments and conduct business by phone.
  - Notify the public by website, media, answering service, and arrow board.
  - Close-down the administrative office to the general public.
  - Notify other local agencies and vendors of the District's office closure to the public.
- Board meetings shall be postponed or conducted by teleconference (if possible) rather than by in-person meetings.
- Implement practices developed, including staggered shifts, less interaction with homeowners, methods of leaving door notices, etc. to increase physical distance among employees and between employees and the public, as further directed in **Attachment A**.
  - Separate departments and minimize in-person interactions between District administrative, operations, and distribution employees to the maximum extent possible.
    - Within departments, minimize face-to-face interactions of key personnel as well.
    - Coordinate by email, phone, and text messages whenever possible and effective.

- Accounts Payable documents and general mail will be scanned and emailed to associated departments (i.e., Aurelia Camilo or another individual as assigned by Bruce Kamilos).
- At the direction of the General Manager, certain employees may be directed to perform their duties from home or during a particular shift.

***Risk Level 3.5: Enforced to Meet the Intent of the Governor’s Executive Order N-33-20.***

*Trigger Point: Risk Level 3.5 will be declared by the General Manager in order 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, as outlined at <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19>.*

In addition to the actions and operational procedures already being implemented, additional operational modifications/actions to be implemented at Risk Level 3.5 shall include, but not necessarily be limited to, the following:

- All employees will remain home, or practice social distancing while in the workplace, unless directed otherwise by the General Manager or Assistant General Manager.
  - Each employee will be compensated by the District up to 30 working days without having to use personal time off or vacation time.
  - Employees will be on-call for work activities, at the direction of the General Manager, Assistant General Manager, or their direct supervisor. All on-call employees must respond and be at work within 2 hours if called upon to work.
- Board meetings shall be postponed or conducted by teleconference rather than by in-person meetings.
- Implement social distancing (minimum of 6’ separation) and any other actions to minimize in-person contact among employees and between employees and the public.
- Implement all identified essential functions necessary to maintain essential District services, with essential personnel, as further defined in Attachment B.
- CIP work is temporarily suspended. Other actions may be implemented at the direction of the General Manager or Assistant General Manager, the CDC, or local health authorities.

***Risk Level 4: Initial Confirmed Case(s) of COVID-19 Among District Employees.***

*Trigger Point: Risk Level 4 will be declared by the General Manager if one or more District employees, or an immediate family member of an employee has tested positive for COVID-19.*

Because of the small size of the District, operating out of a single administrative office, one or more District employees (or their immediate family members) being confirmed to have contracted

COVID-19 is a situation that poses a relatively high risk to other District employees of contracting the virus.

In addition to the actions and operational procedures already being implemented, additional operational modifications/actions to be implemented at Risk Level 4 shall include, but not necessarily be limited to, the following.

- All employees will remain home until directed otherwise by the General Manager or Assistant General Manager.
  - Each employee will be compensated by the District up to 30 working days without having to use personal time off or vacation time until the employee is cleared to return to work by a health official or the General Manager.
  - Employees not exhibiting symptoms of COVID-19 will be on-call for work activities, at the direction of the General Manager, Assistant General Manager, or their direct supervisor. All on-call employees must respond and be at work within 2 hours if called upon to work.
  - Any employees reporting to work shall wear a face mask and gloves when interacting with other parties.
- Employee(s) that have contracted COVID-19 (or employees who have family members that have confirmed COVID-19) will not be allowed to return to work until they can provide a doctor's note, clearing them of COVID-19.
- If an employee has been confirmed to have COVID-19, the General Manager will inform other employees, using the phone tree, of their possible exposure to COVID-19, but will maintain confidentiality of the infected employee. All District employees will be instructed to stay home.
- Employees should refer to the CDC guidance for "[how to conduct a risk assessment](https://www.cdc.gov/coronavirus/2019-ncov/summary.html#risk-assessment)" of their potential exposure (CDC Website: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html#risk-assessment>).
- Board meetings shall continue to be postponed or conducted by teleconference rather than by in-person meetings.
- Implement any potential remaining actions identified to minimize in-person contact among employees and between employees and the public.
- Implement all identified minimum essential functions necessary to maintain only essential District services, with essential personnel, as further defined in **Attachment C**.
- CIP work is temporarily suspended. Other actions may be implemented at the direction of the General Manager or Assistant General Manager, the CDC, or local health authorities.

## VI. References

Websites that contributed information to this plan are listed below. They also serve as reference sites for employees to obtain further information about COVID-19.

[https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-business-response.html)

<https://www.osha.gov/SLTC/covid-19/>

<https://www.cnn.com/2020/02/16/health/coronavirus-how-to-protect-yourself-trnd/index.html>

<https://q13fox.com/2020/02/26/how-you-and-your-workplace-can-protect-yourselves-from-the-novel-coronavirus/>

<https://www.livescience.com/how-long-coronavirus-last-surfaces.html>

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/address-workplace-coronavirus-concerns.aspx>

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html.html>

<https://hrexecutive.com/coronavirus-hrs-role/>

## Approved and implemented



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**MARK J. MADISON, P.E.**

**Attachment A**  
**Action Plan for Risk Level 3**

# **Attachment A**

## **Action Plan for Risk Level 3**

### **Operations:**

Operations personnel will isolate themselves into the following groups. There shall be no person-to-person interactions between these two groups.

Group 1: Treatment staff

Group 2: Distribution, Utility, Technical Services staff and Information Technology consultants

- The Water Treatment Supervisor and Water Treatment Lead Operator will remain at the Railroad Water Treatment Plant (WTP) Control Building. The Water Treatment Operator will conduct regular treatment responsibilities, including well checks, plant inspections, basic maintenance, and State-required water quality sampling.
- The Distribution and Utility Departments will generally remain back in the Maintenance/Operations Center and Training/IT Center. These Departments will respond in person to service calls only for the most serious situations such as no water service and/or water line breaks. Customers who have water quality complaints or pressure problems will be responded to with telephone calls in a concerted effort to resolve the problems. Meter reading and basic water distribution maintenance activities will continue to the extent that employees can maintain safe distances from the general public. The Utility Department will continue to conduct CIP work with the understanding that employees need to maintain safe distances from the general public.

### **Administration:**

Administrative personnel will continue to conduct business as normal, except that the Administration Building will be closed to the public. All interaction with the public will be by telephone or email.

Administrative personnel will isolate themselves from Operations personnel and all contact will be conducted through telephone or email.

Meter reading equipment will need to be relocated to the Training/I.T. Center to create social distancing and isolation between Administrative personnel and Operations personnel.

### **Information Technology:**

Thomas Dainat (Consultant) will be posted at the Training/I.T. Center at the Railroad WTP.

Garrett Bigart (Consultant) will be posted at the Administration Building.

**Attachment B**  
**Action Plan for Risk Level 3.5**

## **Attachment B**

### **Action Plan for Risk Level 3.5**

#### **Operations:**

Operations will be modified for a period of time to be determined on a day-to-day basis by the General Manager. During this time:

#### Treatment:

- Using a daily rotation schedule of Treatment staff, one Water Treatment Operator will conduct well checks, plant inspections, minimal corrective maintenance, and State-required water sampling during normal business hours.
- Using the District's Outlook calendar, Steve Shaw, or a delegate, will identify which Treatment Operator (Aaron Hewitt, Brandon Wagner, or Steve Shaw) will be working on each day, and who will be on call for the week.
- If the Treatment Department does not have an Operator available, then Steve Shaw, or a delegate, will assign a Distributor Operator to assume basic operational responsibilities.

#### Distribution:

- The Distribution Supervisors, Sean Hinton and Alan Aragon, will rotate on a daily basis so that one Distribution Supervisor is always at the workplace during normal business hours.

#### Non-Meter Reading Days

- Using a daily rotation schedule of Distribution staff, one Distribution Operator will monitor the distribution system by completely driving Service Areas 1 and 2 during normal business hours. The Distribution Operator will also respond to customer complaints deemed significant.
- Using the District's Outlook calendar, Sean Hinton, or a delegate, will identify which Distribution Operator will be working on each day, and who will be on call for the week.

#### Meter Reading Days

- Sean Hinton, or a delegate, will assign three (3) Distribution Operators or Operators-in-Training to conduct meter reading, and will use the District's Outlook calendar to identify the three (3) individuals. The basic operations listed under Non-Meter Reading Days will also occur.
- All Distribution and Treatment Operators not exhibiting symptoms of COVID-19 will be on call.

After this modified operations period, as declared by the General Manager, Operations staff cleared to return to work will resume operations commensurate to the declared Risk Level.

## **Attachment B**

### **Action Plan for Risk Level 3.5**

#### **Administration:**

Administration operations will be modified for the duration of the modified operations period. During this time:

- The Finance Supervisor (FS) or Human Resources Administrator (HR) will report daily to the Administration Office to process deposits placed into the drop box and perform the mail run. On a rotational basis, a customer service representative will report to the Administration Office to batch drop box payments.
- All other customer service employees will be working from home and will continue to be responsible for their daily tasks. Since each customer service employee's desk line will be forwarded to their personal cell phones, each of these customer service employees will be responsible for taking calls from customers and assisting customers as necessary.
- The FS, HR or HR Assistant will be present at the office as necessary to process accounts payable, payroll, other finance functions, or HR and secretarial functions.
- The Finance Manager will be working from home and will report to the office as needed.
- The General Manager will work from the Administration Office or remotely from home.
- All employees while working in the Administration Office shall practice social distancing.

After this modified operations period, as declared by the General Manager, Administrative staff cleared to return to work will resume duties commensurate to the declared Risk Level.

#### **Technical Services:**

- Technical Services will perform essential duties either through remote access from home, or by practicing social distancing while working in the Maintenance and Operations Control (MOC) Building. These essential duties include but are not limited to administering purchase orders and contractual agreements, processing invoices, preparing the monthly Operations Report, mailing out monthly backflow prevention assembly test report letters, meter read routings, and generalized support of Operations.
- The Administrative Assistant and GIS Technician will work primarily from home but will work from the MOC Building as required.
- The Assistant General Manager will work from the MOC Building or remotely from home.

After this modified operations period, as declared by the General Manager, Technical Services staff cleared to return to work will resume duties commensurate to the declared Risk Level.

## **Attachment B**

### **Action Plan for Risk Level 3.5**

#### **Information Technology:**

- Information Technology (IT) will perform essential duties remotely but will respond to the workplace within one (1) hour if needed.
- The System Administrator will be available by phone, email or through the Teams app (@sysadmin) during regular business hours as well as off-hours.
- The System Technician will be available by phone, email or through the Teams app (@systech) during regular business hours.
- IT will continue regular maintenance (server and systems patching and other security maintenance) and will work closely with the Treatment staff when patching the SCADA Servers (done remotely).

After this modified operations period, as declared by the General Manager, Information Technology staff cleared to return to work will resume duties commensurate to the declared Risk Level.

**Attachment C**  
**Action Plan for Risk Level 4**

## Attachment C

### Action Plan for Risk Level 4

#### **Operations:**

Operations will be suspended for the duration of the quarantine period. The length of the quarantine period will be determined by the General Manager based on the circumstances at the time (including prevalence of COVID-19 in the community), and input from health authorities. (estimated to be approximately 14-28 days). During this time:

- One Water Treatment Operator will conduct well checks, plant inspections, and State-required water sampling during normal business hours. If the Treatment Department does not have an Operator available, then a Distribution Operator will take over these responsibilities.
- Two Distribution Operators will conduct patrols throughout Service Area 1 and Service Area 2 during normal business hours.
- All Distribution and Treatment Operators not exhibiting symptoms of COVID-19 will be on call.

After the quarantine period, as declared by the General Manager, Operations staff cleared to return to work will resume duties commensurate to the declared Risk Level.

#### **Administration:**

Administration operations will be suspended for the duration of the quarantine period (estimated to be approximately 14-28 days). During this time:

- The Finance Manager and Finance Supervisor will only perform essential duties such as payroll, necessary AP vendor payments, and procurement through remote access from home.
- The Human Resources Administrator, or a delegate, will only perform essential duties as necessary through remote access from home.

After the quarantine period, Administrative staff cleared to return to work will resume duties commensurate to the declared Risk Level.

#### **Information Technology:**

Thomas Dainat (Consultant) will work from home and only respond in person to I.T. emergencies if absolutely necessary.