

**SAN JUAN WATER DISTRICT  
COVID-19 STAGE 2 OPERATIONAL PLAN  
MAY 21, 2020**

**DISTRICT SPECIFIC STAGE 2 OBJECTIVES:**

This plan defines the procedures that the District will use to provide a clean, safe environment for employees and visitors. It is based on the guidelines from the California Department of Health and the California Department of Industrial Relations and will be used for the purposes of implementing Stage 2 of the California Covid-19 Resiliency Roadmap for an essential business such as our District. This plan also draws on information from the Centers for Disease Control and Prevention and Public Health Directives from Placer and Sacramento Counties. Based on the information in these resources, this plan defines more specific measures that employees are required to implement, to prevent the introduction of COVID-19 into our work environment and prevent the transmission of the virus. Some of these measures may be more protective than those recommended in these guidance documents.

The objectives and assumptions for this operational plan include:

- Developing and implementing best practices to protect employees against COVID-19;
- Establishing District wide procedures and policies;
- Understanding that this plan will guide operations for the foreseeable future;
- Achieving operations as close as possible to pre-pandemic levels;
- Using remote working options where practical;
- Developing Operational Training and Increased Communication

**TRAINING**

Ensuring that all employees have the information they need to implement this plan will be critical for success. The following items will be covered in the training program for all employees. Depending on the topic, training will be conducted either in person or online, and will be assigned and managed via Target Solutions. Training will primarily be provided by the District's Safety/Regulatory Compliance Coordinator, with support and implementation oversight to be provided by department managers.

**Training Topics:**

1. Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
2. Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
3. The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
4. To seek medical attention if employees exhibit COVID-19 symptoms, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
5. The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).

6. The importance of physical distancing, both at work and at other times (see Physical Distancing section below).
7. Proper use of face coverings, including:
  - a. Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - b. Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - c. Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - d. Avoid touching eyes, nose, and mouth.
  - e. Face coverings should be washed after each shift.
8. Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
9. Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
10. Use repeated safety toolbox/tailgates – while maintaining physical distancing - to re-emphasize the training.
11. Ensuring the understanding that all employees are responsible for implementing this plan.

### **Individual Control Measures, Screening, & Testing**

1. Self-screening at home:
  - a. Screening will be performed prior to the employee leaving the home for their shift and follows CDC guidelines, as described in the Topics for Employee Training section above.
  - b. Prior to coming to work, employees will perform the self-screening checklist and e-mail the completed checklist to their Supervisor.
  - c. If an employee does not meet the requirements of the checklist, he/she will notify their Department Manager, and will not come in to the office and should not submit the checklist. If a checklist is submitted with a YES answer, it will be provided to Toni Darr for filing in the employee's confidential medical file.
  - d. The self-screening checklist should be provided to and completed by all contractors visiting District facilities or worksites if the company has not already provided the District with their COVID-19 response plan.
2. Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary.
3. Employers should consider where disposable gloves use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
4. Provide the necessary equipment and accommodations for field crews that may need to respond to emergencies, including all required safety equipment for crews operating in areas with high numbers of infections.

5. Face coverings are required when employees, contractors, vendors, etc. are within six feet of others. Employees should have face coverings available and wear them at work, in offices, during service calls (except when there is the potential for arc flash or respiratory protection may be required), or in a vehicle for work-related travel when traveling with others. Face coverings must not be shared.
  - a. Wear cloth face coverings when employees are away from their workstation or private office if in vicinity of others or required by public health order.
  - b. Cloth face coverings will not be required to be worn when the employees are at their own workstation if distancing is provided, equipped with barriers or private office.
  - c. When face coverings are removed, they should be placed face down on a paper towel or other covering to protect the underlying surface from being contaminated.
  - d. Employees will be reminded that wearing a cloth face covering is supplemental to and not a substitute for physical distancing.
  - e. Wearers should wash or sanitize their hands before and after touching and adjusting the mask.
6. Conduct daily safety briefings prior to field workers going on service calls and develop internal communications that can be regularly updated on the use of PPE and other mitigation requirements.
7. Department Managers will remind workers that they are required to use face coverings per the standards described herein.
8. Hand sanitizing stations will be installed at key building entrance locations. Staff will sanitize their hands upon entry and exit from these locations.
9. Testing is available for Tier 1 Workers (this includes the District). If staff report that they may have been exposed or believe they have COVID symptoms, they are eligible for testing at testing sites located throughout Placer County or at Testing Sites located in the counties in which they reside.
  - a. Exposed or potentially exposed staff may contact HR for assistance related to scheduling testing. Employees may consider requesting such testing via their primary care physician.
  - b. Visit <https://lhi.care/covidtesting> or call 1-888-634-1123 to schedule an appointment
10. Employees who start to experience Covid-19 symptoms at work are required to notify their supervisor and make immediate arrangements to leave work and return home or to seek medical treatment. Employees experiencing Covid-19 symptoms should get tested between 5 and 14 days after the onset of symptoms, to determine if they are infected with Covid-19.
11. If an employee tests positive for Covid-19, he/she shall not come to work. He/she will report contacts that he/she had with other San Juan employees during the three days prior to the Covid-19 test, or three days prior to the onset of Covid-19 symptoms (“contacts” means other employees who had been within six feet for ten minutes or more of the employee who has tested positive). Those employees will be notified of their potential exposure, and they will monitor themselves for Covid-19 symptoms regularly, and will follow the procedures noted above if they begin to experience symptoms. These employees will wear a mask at all times while at work (except when eating) for at least 14 days after their exposure. Management may request that exposed employees get tested for Covid-19 at one of the local testing facilities.

### **Cleaning and Disinfection Protocols**

1. Perform thorough cleaning on high traffic areas such as break rooms, lunch areas, and changing areas, and areas of ingress and egress including, stairways and stairwells, handrails, and frequently disinfect commonly used surfaces, including, doorknobs, toilets, handwashing facilities, etc.

2. Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, handles and latches, and controls on stationary and mobile equipment, including surfaces in the cabs of all vehicles.
3. Employees are to wash their hands or use sanitizer between the use of shared equipment, such as workstation tools, radios, mobilized carts, and other items and allow paid work time to do so.
4. Equipment, such as hard hats and any face shields, shall be sanitized at the end of each shift. Clean and disinfect the inside of the equipment, then the outside, then wash or disinfect hands.
5. Employees should use their own equipment and supplies when possible and avoid sharing phones, office supplies, other work tools, or handheld mobile communications equipment wherever possible. Individually assigned peripheral equipment (keyboards, handsets, headsets, chairs, etc.) should be provided wherever possible. When using shared equipment, clean and disinfect them before and after use.
6. Shared PPE will be disinfected in accordance with manufacturer's instructions, which is included in the training provided.
7. Time will be provided for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
8. Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
9. Provide additional sanitary facilities (including portable toilets and handwashing stations) if feasible and necessary to maintain physical distancing during scheduled breaks.
10. Install hands-free devices, if possible, including soap dispensers, sanitizer dispensers, and paper towel dispensers.
11. When choosing cleaning chemicals, employers should use products approved for use against COVID-19 listed on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectant labels labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
12. The District will evaluate portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.

### **Physical Distancing Protocols**

1. Measures have been implemented to ensure physical distancing of at least six feet between workers. These include use of physical partitions or visual cues (e.g., signs to indicate locations where employees and visitors should stand). Entrance and exits have been designated for entrance/exit and signage has been posted to this effect.
2. Workstations should allow for at least six feet of space between employees. Physical barriers between employees can be used for additional protection.
3. Department Managers will evaluate and implement staffing schedules and placements to maximize separation of employees. These efforts may include renting trailers for remote offices, identifying staff eligible for working from home, and rotating offices to ensure proper spacing of employees.

4. Interdepartmental/building travel is restricted and should be avoided unless remote communication cannot be effective and the contact is specifically required for business operations. Casual in-person visits are generally prohibited between buildings.
5. Contractors/vendors who will be onsite or at a project worksite for extended periods of time will provide a copy of their Covid-19 plan to the responsible District employee, which will ensure that their employees are screened daily prior to arriving onsite, and will meet State and County operational guidance.
6. On-site meetings will be scheduled to ensure physical distance and management will implement smaller individual safety meetings at the jobsite to maintain physical distancing guidelines. When possible, meetings and interviews shall be conducted via telephone or videoconference, will be held outside with proper distancing, or if they must be conducted inside, they will be done so with proper distancing.
7. Management/Leads/Chiefs will utilize work practices, when feasible and necessary, to limit the number of workers on the jobsite at one time. This may include scheduling (e.g. staggering shift start/end times) or rotating crew access to a designated area during a shift. Jobsites will be managed to stagger work and limit overlap of work crews.
  - a. See PPE requirements below related to workplace situations in which six-foot separation is not feasible.
8. Employee breaks will be staggered, while still complying with wage and hour regulations, to maintain physical distancing protocols.
9. Some breakrooms may be closed, barriers installed, or distance between tables/chairs increased to separate employees and discourage congregating during breaks. Where possible, outdoor break areas with shade covers and seating should be used to maximize physical distancing.
10. Employees should consider bringing a lunch made at home or purchase take out or delivery where available as long as they can avoid congested areas.
11. Field personnel may call a “safety stop” when they are reluctant to enter what they perceive as an unsafe area. A field worker should call a supervisor and discuss essential vs. non-essential work and proper precautions to take.
12. The following hierarchy to prevent transmission of COVID-19 in production and other work areas will be used: engineering controls, administrative controls, and PPE.
  - a. Engineering controls include creating physical or spatial barriers between employees such as Plexiglas or other sturdy and impermeable partitions. Where appropriate, install such barriers in offices to create separation between workers.
  - b. Administrative controls include changing operations and shifts, within safety requirements, to ensure adequate time for proper cleaning and disinfection protocols.
  - c. PPE includes face shields, respiratory protection, and impermeable gloves. Note that some equipment such as some disposable face shields and N95 respirators are prioritized for health care workers. If those are in use, consider changing to reusable elastomeric respirators to conserve supplies for healthcare facilities.
    - i. Employees included in the District’s respiratory program and fit tested are allowed to work wear the N95 and half masks provided by the District. Therefore, all non-compliant personnel will not be allowed to work in the field within the six-foot separation boundary.

## DEPARTMENT SPECIFIC OPERATIONAL PLANS

### ADMINISTRATION

The Administration Building will be closed to the public, until a plexi-glass barrier is installed at the front counter. When the building is opened to the public, only one party may enter the building at a time. Customers/visitors will be asked by signage to remain outside until invited in. Until the building is opened to the public, all interaction with the public will be by telephone, email, or through the closed front entrance.

Administrative personnel will isolate themselves from Operations and Distribution personnel and all contact will be conducted through telephone or email. Mail inboxes are in the Boardroom foyer.

All staff in the Administration Building will wear a face covering when traveling away from their workstations. See above for proper use and handling of face coverings. Each employee has been provided with at least two washable face masks. Disposable face masks may be available in the vault.

The Safety/Regulatory Compliance Coordinator will be primarily stationed at home, however, if required to report to work, as office space is made available, he shall be stationed at the Administration Building as a central location for Distribution and WTP Operations.

Signs will be posted to remind employees to wear face coverings when away from their workstations, to remind occupants to maintain 6 feet of distance from others and to wash hands for at least 20 seconds.

Only one person at a time will be allowed in the copy room, break room and kitchen. Employees are encouraged to take breaks and eat meals either in the Boardroom (maintaining at least 6 feet distance) or on the back deck.

Mirrors will be installed to assist in avoiding passing each other in the hallways and entering the copy room if already occupied.

Until the HVAC system is improved, windows should be opened to allow fresh air to circulate.

Once the hardware is received, hand sanitizers will be attached to the outside wall at the main entry door. All persons entering the building will be encouraged to sanitize their hands prior to entry.

The building cleaning schedule is posted on kitchen refrigerator.

Employees distributing and handling mail shall wear gloves and will be trained in the proper manner of donning and removing gloves.

Paul Helliker and Terri Grant will primarily work from home, coming to the office as needed.

Greg Zlotnick will continue working from his home office.

### CUSTOMER SERVICE

Customer Service staff will return to their normal work schedules, at their normal work stations, with the exception of Devon Barrett. Devon will work from Donna Silva's office on Mondays and from 8-noon on some Wednesdays. The remainder of his work schedule will be completed from home with the District provided laptop and supplies.

Customer Service staff will wear gloves when handling cash and customer supplied paperwork. For those moving to a new workstation, they should bring their phone with them and plug it in at the new workspace.

### WATER EFFICIENCY

Staff shall resume performing in-person audits on customer's properties, driving in separate vehicles,

wearing protective face coverings and maintaining 6 feet distance from customers. Staff will resume their normal work schedules. Staff will continue not performing inspections for rebates however rebates will be granted based on proof of installation provided via photographs. Water Efficiency staff will relocate to new workstations as follows:

- Rose will move to Greg Zlotnick's office (Greg will be working from home)
- Ken will move to Toni's workstation (Toni will be moving to April's office)
- Kurt will move to Devon's workstation (Devon will be either at home or in Donna's office)

For those moving to a new workstation, they should bring their phone with them and plug it in at the new workspace.

## **METER READING**

Meter reading shall continue with the understanding that a distance of 6' from customers must be adhered to if they stop to ask questions. Meter box clearance notifications are on hold to minimize public contact and not add to the call volume for the reduced staff. It is recommended that gloves be worn or alcohol wipes be readily available to use for disinfecting the vehicle being used and cleansing hands.

## **FINANCE/HR/PURCHASING**

In order to free up office space for those employees who must be in the Administration Building and to minimize the number of people in the Administrative Building in general, the following employees will continue to work primarily from their home offices:

- Donna Silva (will come in as needed for weekly check run, payroll review and Finance Committee meetings). Will utilize either her own office, if available, or Teri Grant's office. Office space will be sanitized after use.
- April Naatz
- Rachael Paulson will work both from home and in the office as needed. At a minimum she will be in the office every other Wednesday to process payroll and on Saturday's to clean the building. Her workspace is not being shared.
- Mike Stemple will be in his office on Mondays, Wednesdays and Fridays and will be working from home on Tuesdays and Thursdays.
- Toni Darr will be working her regular hours, in April's office.

Finance staff are required to wear face coverings when working with packets of paper that will be handled by multiple people such as Accounts Payable packet, Payroll packet, Purchase Orders, Inventory Disbursements, etc. Desk phones shall be forwarded to either the employee's home phone or cell phone. For those moving to a new workstation, they should bring their phone with them and plug it in at the new workspace.

## **INFORMATION TECHNOLOGY**

Most support functions can be completed remotely.

## **ENGINEERING/OPERATIONS**

Engineering staff, Operations Manager, and the CMMS/GIS Coordinator will continue to primarily work from home, but may return to work in the office as needed. Staff shall either call, text, or email their direct supervisor prior to coming into the office, and shall adhere to the recommendations and guidance from the CDC and the District to protect themselves and others from exposure to the virus.

When working from home, staff shall forward their desk phones to either the employee's District issued cell

phone or their personal cell phone. Messages on the direct phone line to the Engineering Department will be checked daily by the Engineering Manager.

If an employee begins their shift from home, they still may come to the office as may be necessary to pick up and drop mail or other paperwork, research project files, plot or scan documents, or other related business activities, provided they notify and coordinate with their direct supervisor prior to coming into the office.

Staff shall maintain contact with their direct supervisor on a daily basis and keep them apprised of work plans and other project-related items. Multi-party department meetings, department related work discussions, and meetings with contractors, developers, or outside parties will be conducted via conference calls or web conferencing when necessary.

If working from home, the Construction Inspector may take their assigned vehicle home in order to perform inspections for District and Developer funded projects. Construction Inspector shall adhere to the recommendations from the CDC and the District to protect themselves and others from exposure to the virus (e.g., wear a mask when interacting in person with customers and contractors).

## **WATER TREATMENT**

The water treatment plant will employ a multilayer plan comprised of social distancing, disinfection, work shift, staggering and work modifications (including time off) to defend against the coronavirus (COVID-19).

- Kitchen
  - Stagger breaks and eating times
  - Clean area after each use (eating or drinking)
- Ice and ice machine
  - Wash hands prior or wear disposable gloves prior to accessing ice in refrigerator or ice machine
- Operators' work station
  - Separate SCADA and relocate workstation to different console
  - Implement sanitizer dispensers at each work station. Use prior to touching common keyboards and phones
  - Relocate one operator work station to solids handling work station
  - Reduce use of common equipment
  - Reduce non-operator traffic
    - Non-operator personnel limit Operation Control Room door access to emergency use only.
- Restroom
  - One person in men's bathroom at a time
  - Investigate occupancy indicators on door locks.
- Hallway
  - Look and advance prior to proceeding.
- Work schedules
  - Operators to maintain 48 hours on/4 days off
  - WTP Manager to continue to work from home when possible, and in the office 2-3 days a week
  - WTP Chief Operator to develop a schedule for work from home on certain days. This schedule will typically be the opposite from the WTP Manager
  - Maintenance Chief to investigate possible work from home days/schedule
  - In support of physical distancing, Chief's to investigate potential schedules for staff to work from home

- SRCC to develop at work schedule consisting of working at the office Monday, Wednesday and every other Friday. Non-occupied times the office could be used as an alternate work space for other treatment personnel.
- HVAC
  - Contact HVAC contractor for air quality improvement possibilities
- Shop
  - Sanitize prior to tool use and equipment.
  - Limit personnel interactions with traffic flow changes
    - Operators using north chemical feed room door and loading dock door for non-emergency downstairs operation building access
- Maintenance office
  - Stagger work time in space
  - Wear face coverings when not a desk
- Outside break area
  - Set up EZ up/table and chairs for alternative break location
- Vehicles
  - Disinfect/wipe down commonly touched items (steering wheel, gear shift, handles). Making every effort to maintain distances of at least 6' between working employees, contractors and deliveries. Specific workspaces are assigned to staff to separate and decrease possible contact and cross contamination of previously common areas.

#### **FIELD SERVICES:**

- The Field Services Department will be divided into 2 teams.
  - Team A will start @ 6:30 A.M., take lunch @ 11:30 A.M., & get off @ 4 P.M.
  - Team B will start @ 7 A.M., take lunch @ 12 P.M., & get off @ 4:30 P.M.
- Staff will be required to travel in separate vehicles unless there is a specific reason approved by the department manager. Leads will rotate the usage of Vehicle #12 & sanitize between usages.
- The Teams will be divided as follows:
  - Team A
    - Pump Team
      - Chris Mayer (Vehicle #15)
      - Daniel Griego (Vehicle #37)
    - Distribution Team
      - Mike Heasley (Vehicle #12)
      - Justen Cater (Vehicle #28)
      - Robert Morgan (Vehicle #36)
      - Nick Phillips (Vehicle #23)
  - Team B
    - Pump Team
      - Jason Mayorga (Vehicle #19)
      - Randy Potter (Vehicle #5)
    - Distribution Team
      - Tom Clark (Vehicle #12)
      - Scott DesJardin (Vehicle #24)
      - Kendall Smith (Vehicle #35)

- Darren Van Dusen (Vehicle #32)
    - This rotation will continue until further notice.
- Physical distancing will be practiced per this plan.
  - When physical distancing cannot be maintained, face coverings are required.
  - If workers need to be near each other to perform physical tasks or when working in close quarters, such as leaks or confined space work, they will wear District provided half mask respirators or N95 facemasks.
- Sanitization of will be practiced in line with this plan. On top of regular sanitization, all surfaces will be wiped down after use. This will allow each common area to be sanitized before the following team uses the area and will protect both teams from potential exposure.
- All Team meetings will be held in the shop bay & physical distancing will be practiced.