

4. Adjournment.

Posted this 27th day of March 2020.

Dan Muelrath

Dan Muelrath, General Manager/Secretary

DIABLO WATER DISTRICT
March 30, 2020 Board Meeting
Item Number 3

TO: Each Director

FROM: Dan Muelrath, General Manager

SUBJECT: COVID-19 Emergency Proclamation and District Response.

Due the COVID-19 (a.k.a – Coronavirus) pandemic, the Federal, State and County governments have declared a state of emergency. The District, via the attached proclamation should also acknowledge the local emergency. This is due to the financial impacts to our customers and their potentially limited ability to pay water bills, plus uncompensated actions the District is taking to prevent the spread of COVID-19.

In addition to the proclamation, the District needs to adopt our Continuity of Operation Plan for Communicable Diseases (Plan) and Remote Work Regulation. Both of the documents will formalize current District practices and provide required backup to bolster the District’s Federal Emergency Management Agency’s (FEMA) reimbursement request. The attached Plan has been modified to reflect the operational needs of the District. The proposed Remote Work Regulation solidifies current practices and provides additional clarification for its expanded use during times of emergencies.

While there is no guarantee of financial reimbursement from FEMA, the District has been proactively tracking all time attributed to the pandemic. This tracking action, plus the proclamation and other documents, supports the District’s FEMA reimbursement request.

RECOMMENDATION:

1. Issue Emergency Proclamation.
2. Adopt the Continuity of Operations Plan – Communicable Disease Pandemic, dated March 2020.
3. Adopt Resolution Number 2020-09, establishing Regulation 130.

Dan Muelrath
Dan Muelrath – General Manager

Attached: Emergency Proclamation
Continuity of Operations Plan – Communicable Disease Pandemic (March 2020)
Resolution Number 2020-09
Proposed District Regulation 130

**PROCLAMATION OF THE BOARD OF DIRECTORS
OF DIABLO WATER DISTRICT
ACKNOWLEDGING THE LOCAL EMERGENCY DECLARED
TO EXIST WITHIN THE DIABLO WATER DISTRICT SERVICE AREA
RELATED TO THE COVID-19 PANDEMIC**

WHEREAS, on January 30, 2020, the World Health Organization declared the COVID-19 outbreak a global health emergency of international concern and on January 31, 2020, the United States Department of Health and Human Services declared a public health emergency; and

WHEREAS, the United States Center for Disease Control and Prevention has determined that the virus presents a serious public health threat, requiring coordination among state and local health departments to ensure readiness for health threats associated with the virus; and

WHEREAS, on March 4, 2020, the Governor of California proclaimed a state of emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS, on March 10, 2020, due to the introduction of COVID-19 into the County, the Contra Costa County Board of Supervisors proclaimed the existence of a local emergency throughout Contra Costa County (County Resolution No. 2020/92) and requested that the Governor proclaim Contra Costa County to be in a state of emergency (County Resolution No. 2020/91); and

WHEREAS, the District provides services that are critical to human life and safety that must be sustained during this time of emergency; and

WHEREAS, the District has taken proactive actions to protect its employees from the spread of COVID-19; and

WHEREAS, the District expects to experience a financial impact based on our customers ability to pay their water bills due to being furloughed and laid off because of the COVID-19 outbreak.

NOW, THEREFORE, BE IT PROCLAIMED that the Board of Directors of Diablo Water District:

1. Remains committed to delivering safe and high-quality drinking water and expects to continue to do so regardless of the current emergency; and

2. Has taken emergency actions to help protect their staff; and
3. Assigns their General Manager to serve as the liaison with local and county emergency operations centers (alternates: Manager of Water Operations and/or Construction and Maintenance Manager; and
4. Will coordinate with the Federal Emergency Management Agency and the California Office of Emergency Services to seek financial reimbursements for lost revenue and other costs associated with the emergency.

* * * * *

I hereby certify that the foregoing is a true and complete copy of the proclamation duly and regularly adopted by the Board of Directors of Diablo Water District at a meeting thereof held on March 30, 2020, by the following vote:

AYES:

NOES:

ABSENT:

DATED:

Dan Muelrath, Secretary

CONTINUITY OF OPERATIONS PLAN

Communicable Disease Pandemic



March 2020

Section I. Purpose.

A. The purpose of this plan is to provide information and action steps for preparation, response, and recovery in the event of a communicable disease pandemic. This plan should be used in conjunction with existing emergency plans.

Section II. Pandemic Alert Levels

A. Diablo Water District will implement its Communicable Disease Pandemic Continuity of Operations Plan (COOP) in response to changes or "triggers" in the Federal Government, State, or Local Response Stages (whichever is most elevated). Preparation and actions are listed in Section III of this plan. The initiation of this COOP, response and strategies will automatically be initiated by the General Manager.

World Health Organization (WHO) Alert Matrix

WHO Phase 1 or 2: Inter-Pandemic Period	WHO Phase 3 Pandemic Alert Period	WHO Phase 4 or 5 Pandemic Alert Period	WHO Phase 6 Pandemic Period			
New Domestic Animal Outbreak in At-Risk Country	Suspected Human Outbreak Overseas	Confirmed Human Outbreak Overseas	Widespread Human Outbreaks in Multiple Locations Overseas	First Human Case in North America	Spread throughout United States	Recovery and Preparation for Subsequent Pandemic Waves
Stage 0	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Water System: Planning Stage	Water System: Pre-Pandemic		Water System: Pandemic		Water System: Pandemic	Water System: Pandemic Recover and Preparation

Section III. Alert Level Actions

A. Stage 0

Pandemic Planning and Preparation
Water System Action
Identify critical functions that must be kept in operation.
Identify critical supplies, e.g. chlorine, necessary to maintain safe water.
Identify essential personnel.
Identify cross training needs and conduct cross training.
Participate in pandemic planning and exercises with local public health and regulatory officials.
Consider developing mutual aid agreements (CalWARN, etc.).
Update Standard Operating Procedures for plant operations and other essential functions.
Define roles and responsibilities for all personnel during a pandemic.
Educate all employees regarding pandemic policy (changes in work rules, etc.), infection control measures (hygiene measures, use of N-95 masks, etc.) and symptoms.
Plan for supply disruptions: develop alternate treatment chemicals, supplies, and power.
Acquire supplies for sanitizing and personal protection: sanitizing stations, sanitizing agents, latex/vinyl gloves, and N-95 masks.
Develop emergency supply kits (food, water, PPE) to critical facilities.
Ensure IT system is capable for telecommuting and provide secure access to appropriate employees.
Establish necessary pandemic policies: Emergency communications, travel, social distancing, telecommuting, sequestering critical staff on or off site, screening employees for illness, etc.
Encourage employees to receive annual influenza vaccinations and to stay home when they are ill.
Set up pandemic surveillance notification system with local public health officials.
Reserve funds for emergency purchases at increased costs.

B. Stages 1 – 2

Pre-Pandemic Preparation
Water System Action
Remind employees regarding pandemic policy (changes in work rules, etc.) and infection control measures (hygiene measures, use of N-95 masks, etc.) and symptoms.
Review preparations for supply disruptions and staffing shortages (cross training and alternate treatment chemicals, suppliers, and backup power systems).
Set up sanitizing stations and provide work areas with sanitizing agents, latex/vinyl gloves, and N-95 masks.
Establish or finalize necessary pandemic policies: Emergency communications, travel, social distancing, telecommuting, sequestering critical staff on or off site, reducing staff density, screening employees for illness, etc.
Encourage employees to receive annual influenza vaccinations and to stay home when they are ill.
Monitor pandemic status.
Maintain contact with critical supply vendors, e.g. chlorine, electric, gas, to determine their ability to deliver supplies.
Suspend travel to locations where human outbreaks are confirmed.

C. Stages 3 – 4

Pandemic and/or Cases in North America
Water System Action
Communicate pandemic status and provide infection control and symptoms of illness refresher training to all employees.
Remind all employees to stay home when they are ill.
Implement illness screening (based on symptoms) of employees.
Suspend travel to locations where human outbreaks are confirmed.
Prepare to implement necessary pandemic policies for social distancing, telecommuting, sequestering critical staff on-site, reducing staff density, screening employees for illness, etc.
Maintain contact with critical supply vendors, e.g. chlorine, electric, gas, to determine their ability to deliver supplies.
Distribute emergency supply kits (food, water, personal protection equipment) to critical facilities.
Prepare for use of cross trained employees.
Review line of succession plans and update as necessary.
Continue to monitor pandemic status
Provide supplies at facilities for sequestering essential staff.
Prepare to start documenting actions and additional expenses.

D. Stage 5

Pandemic (Spread throughout North America)
Water System Action
Communicate pandemic status to all employees.
Close all facilities to the public.
Initiate all Employee Health Measures in Section VI.
Focus on conducting essential functions only.
Remind all employees to stay home when they are ill.
Continue illness screening (based on symptoms) of employees.
Consider modifications of treatment to conserve chemicals and energy.
Reduce staff density and alternate work shifts.
Consider sequestering essential personnel at facilities.
Provide daily absentee reports to the General Manager.
Suspend all travel.
Eliminate all face to face meetings.
District vehicle will be taken home to allow direct dispatch to job locations without interactions at cooperation yard.
Maintain contact with critical supply vendors, e.g. chlorine, electric, gas, to determine their ability to deliver supplies.
Continue to monitor pandemic status.
Proclaim a local emergency once the State or Local Officials have done so.
Document actions and additional expenses.
Provide regular updates to the District's Board of Directors.
File Request for Public Assistance with FEMA / CalOES.
Estimate financial loss to the District.
Keep records of employees that have recovered from illness. They will be vital for maintaining operations as they may have acquired immunity.

E. Stage 6

Pandemic Recovery and Preparation	
Water System Action	
	Continue essential functions and evaluate reinstating nonessential activities.
	Communicate pandemic status to all employees.
	Stockpile essential supplies.
	Allow necessary travel on a case by case basis.
	Maintain contact with critical supply vendors, e.g. chlorine, electric, gas, to determine their ability to deliver supplies.
	Evaluate response and update plans.
	Continue to monitor pandemic status.
	Document actions and additional expenses.
	Remind all employees to stay home when they are ill.

Section IV. Pandemic Response Team

- A. The District has designated the General Manager as the Pandemic Coordinator. The Manager of Water Operations, Construction and Maintenance Manager and Finance Manager shall serve as the Alternate Pandemic Co-Coordinators.

Section V. Cross Training and Alternate Work Arrangements.

- A. Cross Training: Employees will be cross-trained in advance of pandemics so that back-up workers are available for essential functions.
- B. Alternate Work Schedules: To promote social distancing and continuity of operations, regular work schedules may be modified in the event of a pandemic. This may include a shift in work hours, the use of staff density

reduction, or telework. Employees assigned to alternate work schedules are subject to all normal District regulations and policies and will continue to be compensated at their normal rates.

Section VI. Employee Health Protection.

A. Vaccinations

1. Employees are encouraged to receive annual seasonal vaccinations.

B. Personal Protective Equipment and Supplies to Stockpile

1. Soap, paper towels and toilet paper within washrooms
2. Soap and paper towels within kitchen areas
3. Hand sanitizer stations at various work areas
4. Tissues
5. Disinfectant spray and wipes for surfaces
6. Extra trash cans and garbage bags for tissue disposal
7. Personal Protective Equipment: Vinyl/latex gloves, N95 masks

C. Basic Employee Hygiene

1. Cover coughs and sneeze with a tissue (or into shirt sleeve if necessary).
Wash hands immediately if using a tissue.
2. During pandemics: Eliminate hand shaking (use alternatives like nodding, elbow bumping, etc.).
3. Keep work area, and home, clean and disinfected.
4. Stay home when ill.

5. Frequently, wash hands with soap and warm water for at least 20 seconds, especially before eating (or touching near mouth, nose or eyes).
6. Hand sanitizers are to be used, only if hands are not soiled (i.e. – no dirt, grease, food, etc.).

D. Disinfection

1. During a pandemic, workplace cleaning measures will be required on a daily basis to minimize transmission of viruses through hard surfaces (counters, door knobs, etc.). Thorough cleaning should be performed before disinfection, especially for the work areas of an ill employee. Disinfectants that can inactivate viruses should be used.
2. Employees should wear a mask and gloves when cleaning and disinfecting. The gloves and masks should be discarded afterwards.
3. Hands must be washed and sanitized after the procedure.

E. Social Distancing During Pandemic

1. Employees must remain a minimum of 6ft apart at all times.
2. Congregating of staff including social and work meetings will be suspended and alternative work schedules initiated.
3. Employees are to follow all local health officer recommendations at work and at home.

F. Ill Employees

1. Employees with symptoms should be isolated and sent home as soon as possible to prevent the spread of influenza. When the employee's

condition improves to the point where the employee no longer poses a health hazard to fellow employees, the employee shall contact his or her supervisor and arrange for the employee's return to work.

2. Employees exposed to the ill employee will follow local health official advice on whether to self-isolate.
3. Records should be kept of employees who have recovered from pandemic as these employees may have acquired immunity.

RESOLUTION NO. 2020-09

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF DIABLO WATER DISTRICT
ESTABLISHING REGULATION 130**

WHEREAS, the District has Administrative Regulations for the effective and efficient operation of the District;

WHEREAS, new regulations need to be generated for efficient operating and legal practices;

WHEREAS, staff reviewed and sought HR legal counsel in the development of this regulation as shown in attachment: Regulation 130, here-in referenced and incorporated.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Diablo Water District:

Establishes District Regulations 130, as shown in attachment.

* * * * *

I hereby certify that the foregoing is a true and complete copy of a resolution duly and regularly adopted by the Board of Directors of Diablo Water District at a meeting thereof held on March 30, 2020, by the following vote:

AYES:

NOES:

ABSENT:

DATED:

Dan Muelrath, Secretary

DIABLO WATER DISTRICT

REGULATION NO. 130

REMOTE WORK

Section I. Purpose.

- A. The primary purpose of this policy is to establish a formal telecommuting procedure that:
1. Increases continuity of business operations.
 2. Adds resiliency to the District's ability to respond to and implement emergency operations.
 3. Maintains or increases the efficiency of the District.
 4. Reduces absenteeism.
 5. Improves employee health, wellness and morale.
 6. Reduces greenhouse gas emissions.

Section II. Eligibility.

- A. Eligible employees and types of work will be determined by the General Manager, and will be based on maintaining the operational needs of the District.
- B. During times of emergencies that require social distancing or safe alternative work locations, additional employees may become eligible at the General Manager's discretion.

- C. Employees who are not meeting performance and productivity expectations, or that are not responsive during their scheduled shift will have their remote work eligibility rescinded.

Section III. Work Hours.

- A. Except during times of an emergency, work hours will remain as normally scheduled.

Section IV. Worksite and Equipment.

- A. The employee must designate a work area suitable for performing District business. Telecommuting employees must work in an environment that allows them to perform their duties safely, efficiently, and confidentially.
- B. Employee will self-certify the adequacy and safety of their work environment on the District provided checklist.
- C. All furniture, internet, telephone, fax and ergonomic adjustments to make the worksite similar to the District's onsite workstations is the financial responsibility of the employee.
- D. The employee must protect District documents, equipment, software, and supplies from possible theft, damage, and loss. The employee may be responsible for the replacement or repair of District equipment, software, or supplies.
- E. The District is not responsible for damage to an employee's personal equipment or property while the employee is telecommuting.

- F. Employees are prohibited from using personal electronic equipment (cell phone, computer, laptop, etc.) to perform District related work, as they may be subject to the California Records Request Act.

Section V. General Terms and Conditions.

- A. Salary, benefits, work status, and disciplinary process remain unchanged as a result of working remotely.
- B. Requests for overtime and leaves of absence(s) will continue to follow normal District approval processes.
- C. Employees must comply with all District rules, regulations, policies, agreements and procedures.
- D. Employee must comply with all Federal, State and local laws, including Fair Labor Standards Act (FLSA) and Health Insurance Portability and Accountability Act (HIPAA), and applicable labor laws.
- E. Work location must have liability coverage (homeowners insurance or renters insurance) or general liability if working from a business co-work facility.
- F. The employee must return all external phone calls and emails within 24 hours. Internal phone calls and emails require a quicker response and must be responded to in a timely manner, as to not impact the regular operations of the District.