



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

To: Northline Utilities and Nor Pro Employees
From: Emergency Operations Team
Re: Guidance Sheet #100 – Coronavirus Disease (COVID-19)
Date: February 2, 2021

Dashboard

Our Northline Utilities Emergency Operations Team feels that it is important to share an overview of the Northline Family as we monitor how COVID-19 is impacting our population.

Employees Tested for COVID-19	Employees with a Negative Test Result	Employees with COVID-19 Test Results Pending	Employees with a Positive Test Result
110	82	0	28

Strategy Guidance

Lee A. Pray

This week marks the 100th edition of the Northline Utilities Guidance Document. This seems like a milestone that shouldn't pass without mention. In a few weeks, we will have been publishing these Guidance Documents for one full year.

But, how does one appropriately reflect on the last year? How does one capture a year that completely changed our approach to work, school, and family.

I looked back to the first Guidance Documents to remember those days and gain perspective. They were filled with uncertainty, definitions, and best practices. What is Social Distancing? Wait??? How *should* I be washing my hands? How can I run essential errands and be safe? ... What is COVID-19?

I started to reflect on what had been going on in my own life over the past year.

My children have been tucked away in our house, the team sports they love to play are cancelled, and they are trying to navigate remote learning in a virtual classroom. That's a lot to put on two boys that think their sleeves are napkins.

Like many other families, we postponed celebrations and family gatherings, precious time with loved ones, in an effort to keep everyone safe.

We learned how to cough and sneeze into our elbows. We went from having no masks to now having Christmas-themed masks.



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We bought groceries for those in quarantine and when we were quarantined, they returned the favor. We discovered neighbors we didn't know existed.

We dropped loved ones off at the front doors of the hospital, unable to hug them one more time, and anxiously awaited a phone call to know that they were ok.

We experienced loss of loved ones and friends, unable to pay our respects and grieve in ways we had become accustomed due to our "new normal".

It is clear to me that we all have our own unique pandemic stories to tell, some chapters yet to be written. But, there are common elements to everyone's experience.

I found this poem – *We are not in the same boat*. It is attributed to an unknown author, but it may have originated with a tweet by Damian Barr.

I heard that we are in the same boat.
But it's not like that.
We are in the same storm, but not in the same boat.
Your ship can be shipwrecked and mine might not be. Or vice versa.
For some, quarantine is optimal: a moment of reflection, of reconnection.
For others, this is a desperate crisis.
For others it is facing loneliness.
For some, a peace, rest time, vacation.
Yet for others, Torture: How am I going to pay my bills?
Some were concerned about a brand of chocolate for Easter.
Others were concerned about the bread for the weekend, or if the noodles would last for a few more days.

Some were in their "home office".
Others are looking through trash to survive.
Some have experienced the near death of the virus, some have already lost someone from it, some are not sure their loved ones are going to make it, and some don't even believe this is a big deal.
Some of us who are well now may end up experiencing it, and some believe they are infallible and will be blown away if or when this hits someone they know.

So, friends, we are not in the same boat.
We are going through a time when our perceptions and needs are completely different.
And each one will emerge, in his own way, from that storm.
Some with a tan from their pool. Others with scars on the soul (for invisible reasons).
It is very important to see beyond what is seen at first glance. Not just looking. More than looking...
Seeing.
See beyond the political party, beyond religion, beyond the nose on your face.



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Do not underestimate the pain of others if you do not feel it.
Do not judge the good life of the other, do not condemn the bad life of the other.
Don't be a judge.
Let us not judge the one who lacks, as well as the one who exceeds.
We are different ships looking to survive.
Let everyone navigate their route with respect, empathy and responsibility.

No matter what your unique, personal pandemic journey, please remember that we are all in the same storm. I ask that you show kindness to those you encounter, have patience with those that are struggling, and be respectful of those with a different perspective.

Daily Self-Checker



Please remember to keep using the Daily Self Checker. This Daily Self Checker is a list of questions that everyone should ask themselves every morning before work. If you answer "Yes" to any of these questions you should not go to work, and you should immediately reach out to the Emergency Operations Team Liaison Officer, Ricardo Aguilar by cell phone (518)-420-7078.

1. Have I recently traveled from a country/region with widespread sustained transmission of COVID-19?
2. Have I been in contact with someone who has recently traveled from a country/region with widespread sustained transmission of COVID-19 and is now sick?
3. Have I had contact with someone with lab confirmed COVID-19 in the last 14 days?
4. Have I been told by a Public Health Official that I may have been exposed to COVID-19?
5. Have I had any of the following symptoms in the last 14 days – fever greater than 100°F, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
6. Am I currently experiencing any of the above symptoms?

A copy of the Daily Self Checker can be found in the Employee Log-in Section of the Northline Utilities

Employee Assistance Services

COVID-19 has been a crisis for mental health, too. Remember: You are never alone. For free emotional support, consultations and referrals to a provider, call 1-844-863-9314. For free meditation and mindfulness exercises, visit [headspace.com/ny](https://www.headspace.com/ny)

Several months ago, ESI created the Covid-19 resource center on the ESI member website, www.theEAP.com/Union-AP. They continue to update that resource center with new information every few days so login to see what's new.



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP

When you log into the website, click on EMPLOYEE → EMPLOYEE & FAMILY LOGIN → REGISTER HERE → EMPLOYER/UNION = NORTHLINE. If any member or family member needs assistance to deal with anxiety or stress, **call 800.252.4555 to reach a counselor**. Services are free and confidential.



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Notification

Remember, as part of our Northline Notification Protocol:

These are the reasons to contact Ricardo Aguilar (raguilar@northlinellc.com), Emergency Operations Team Liaison Officer:

- I went home with COVID-19 symptoms
- I stayed home sick with COVID-19 symptoms
- I was advised by a Health Care Provider to be tested
- I was made aware of someone else that has COVID-19 symptoms or stayed home
- I was asked to leave the jobsite by the customer due to a potential exposure
- I tested positive for COVID-19
- I encountered someone known to have tested positive for COVID-19, or
- I completed a trip to a CDC-categorized Coronavirus Warning Level 3 location

This notice must be directed to Ricardo Aguilar, Emergency Operations Team Liaison Officer at raguilar@northlinellc.com or by cell phone (518)-420-7078. The assigned Northline Project Manager will be notified and in turn the Project Owner, trade contractors and suppliers of the situation.

If you have any questions regarding this guidance, please do not hesitate to contact a member of the Emergency Operations Team. You are encouraged to send e-mails to Covid19EmOps@northlinellc.com or to specific individuals on the team.

Name	ICS Role	Office Number	Cell Number	E-mail Address
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702	jatkins@northlinellc.com
Lori Mayott	Public Information Officer/Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730	lmayott@northlinellc.com
Rick Aguilar	Liaison Officer/Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078	raguilar@northlinellc.com
William Straight	Business-Customer Liaison/Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140	wstraight@northlinellc.com
Lee Pray	Human Resources/Safety Officer (Alt)	518-647-8198 ext. 234	518-726-6724	lpray@northlinellc.com
Brandy Rousseau	Business-Customer Liaison (Alt)	518-647-8198 ext. 236	518-423-4914	brousseau@northlinellc.com
William Murty	Field Liaison	N/A	716-609-7461	BMurty@NorProLLC.com

“Be kinder than necessary because everyone you meet is fighting some kind of battle.” – J.M. Barrie

