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To: Northline Utilities and Nor Pro Employees  
From: Emergency Operations Team  
Re: Guidance Sheet #56 – Coronavirus Disease (COVID-19)  
Date: May 14, 2020

## 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
20	19	0	1

Our one Positive has recovered and is back at work.

## Strategy Guidance

### World Health Organization - Q&A: Adolescents, Youth and COVID-19

*These questions and answers were developed by the World Health Organization, UNESCO, UNFPA and UNICEF. The Adolescents and Youth Constituency of the Partnership for Maternal, Newborn and Child Health contributed to the development of these questions and answers.*



For a full listing of the Q&As available from the WHO please visit:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub>

### **Q: I am feeling really anxious about COVID-19 and its impact on my life. What should I do?**

A: In situations like a pandemic it is very normal to feel anxious and powerless, and that is ok. Here are a few suggestions on things that could help you proactively manage your anxiety:

**Think about how you are feeling.** Don't ignore your feelings, especially if you don't feel well. When your life is disrupted, it is normal to have many different feelings: worry, frustration, sad, stress, anger, anxiety - this can happen to everyone. Draw on skills and strategies you have used in the past that have helped you to manage life challenges, and skills to help you manage your emotions.



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Here are a few examples:

- Keep a diary / journal
- Express your feelings through art, like writing a poem, drawing, dancing, or playing music
- Talk about your feelings and concerns with someone you trust
- Try some breathing exercises. You may find guided breathing exercises online if you have access to internet.

**Do something active every day:** Any exercise will help, as it reduces levels of the body's stress hormones, which can help your body and mind relax. Exercise also produces a "feel good hormone" called endorphins which can help to improve your mood. Try taking a walk, running, or any physical activity outdoors while keeping a distance from others. For those who are unable to leave the house, you could open the window for fresh air and do some indoor exercises to stay active.

**Don't use smoking, eating, alcohol or other drugs to deal with your emotions.**

**Stay connected with friends and family** either by communicating with them by phone or internet if you can., If you live close to them and the local rules allow you to, you could also talk to them in person while keeping your distance.

**Keep a daily routine as much as possible.** Try to go to bed and wake up at the same times every day, making sure you get enough sleep. Plan ahead and try to have a balance of activities such as keeping up with schoolwork, physical exercise, connecting with friends and family, doing things you enjoy, and eating regular meals.

**Talk to a health worker or counselor** if you, or someone you care about:

- feel overwhelmed with emotions like sadness, fears and worries
- feel like stress gets in the way of your daily routines, or
- feel like you want to harm yourself or others.



**Q: Some of my friends are not sticking to the rules about physical distancing. What should I do?**

A: Explain to your friends why it is important to protect themselves and others by washing their hands, avoiding touching their face, always coughing or sneezing into their elbow, sleeve, or a tissue, and cooperating with physical distancing measures and movement restrictions when called on to do so. Maybe you can share ideas for fun virtual activities that your friends can participate in, and you can encourage them to do them together with you or with other friends. This way you are giving them alternatives rather than just telling them to stay at home. But, remember that you do not have control over other peoples' actions so do not get into an argument or a fight to try to change their minds.



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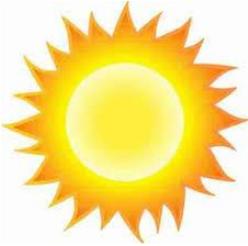
### The North Wind & the Sun - The Æsop Fable

The North Wind and the Sun had a quarrel about which of them was the stronger. While they were disputing with much heat and bluster, a Traveler passed along the road wrapped in a cloak.

"Let us agree," said the Sun, "that he is the stronger who can strip that Traveler of his cloak."

"Very well," growled the North Wind, and at once sent a cold, howling blast against the Traveler.

With the first gust of wind the ends of the cloak whipped about the Traveler's body. But he immediately wrapped it closely around him, and the harder the Wind blew, the tighter he held it to him. The North Wind tore angrily at the cloak, but all his efforts were in vain.



Then the Sun began to shine. At first his beams were gentle, and in the pleasant warmth after the bitter cold of the North Wind, the Traveler unfastened his cloak and let it hang loosely from his shoulders. The Sun's rays grew warmer and warmer. The man took off his cap and mopped his brow. At last he became so heated that he pulled off his cloak, and, to escape the blazing sunshine, threw himself down in the welcome shade of a tree by the roadside.

*Gentleness and kind persuasion win where force and bluster fail.*

### 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?




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**Notification**

Remember, as part of our Northline Notification Protocol:

These are the reasons to contact Ricardo Aguilar ([raguilar@northlinellc.com](mailto: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](mailto: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](mailto: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	<a href="mailto:jatkins@northlinellc.com">jatkins@northlinellc.com</a>
Lori Mayott	Public Information Officer/Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730	<a href="mailto:lmayott@northlinellc.com">lmayott@northlinellc.com</a>
Rick Aguilar	Liaison Officer/Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078	<a href="mailto:raguilar@northlinellc.com">raguilar@northlinellc.com</a>
Rudy Kunz	Safety Officer/Liaison Officer (Alt)	518-647-8198 ext. 227	518-275-5583	<a href="mailto:rkunz@northlinellc.com">rkunz@northlinellc.com</a>
William Straight	Business-Customer Liaison/Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140	<a href="mailto:wstraight@northlinellc.com">wstraight@northlinellc.com</a>
Lee Pray	Human Resources/Safety Officer (Alt)	518-647-8198 ext. 234	518-726-6724	<a href="mailto:lpray@northlinellc.com">lpray@northlinellc.com</a>
Brandy Rousseau	Business-Customer Liaison (Alt)	518-647-8198 ext. 236	518-423-4914	<a href="mailto:brousseau@northlinellc.com">brousseau@northlinellc.com</a>
William Murty	Field Liaison	N/A	716-609-7461	<a href="mailto:BMurty@NorProLLC.com">BMurty@NorProLLC.com</a>

***“Setting an example is not the main means of influencing others; it is the only means.” – Albert Einstein***

