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

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To: Northline Utilities and NorPro Employees  
From: Emergency Operations Team  
Re: Guidance Sheet #13 – Coronavirus Disease (COVID-19)  
Date: March 28, 2020

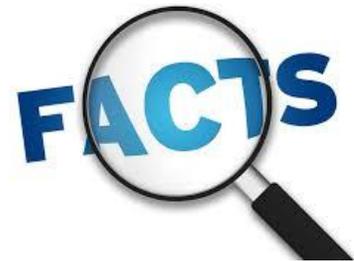
## Dashboard

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
6	5	1	0

## Strategy Guidance

*“In a time of crisis, facts matter most.” - CNN*



## Working Remotely – Tip of the Day

### Set Multiple Alarms



Even if you don't have to be up as early to leave for the office, you should still set an alarm to commit to wake up at the same time. This will prevent you from sleeping in too late and will keep you on a healthy sleep schedule.

Human beings are creatures of habit. We are incredibly dependent on routines, schedules, and structure. Alarms aren't just for waking up. Consider adding an alarm for lunch and wrap-up since working from home tends to blur these lines.

Follow a strict routine and set specific work hours to be more focused, more alert, and more productive.



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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

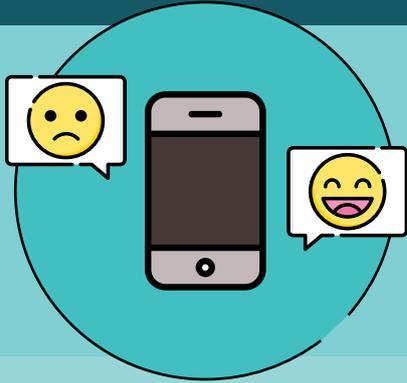
This notice must be directed to Ricardo Aguilar, Emergency Operations Team Liaison Officer at [raguilar@northlinellc.com](mailto:raguilar@northlinellc.com) or by cell phone (518)-420-7078. The assigned Northline Project Manager will be notified and in turn the Project Owner, trade contractors and suppliers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

**Please print and post the following poster in common areas of your work space.**

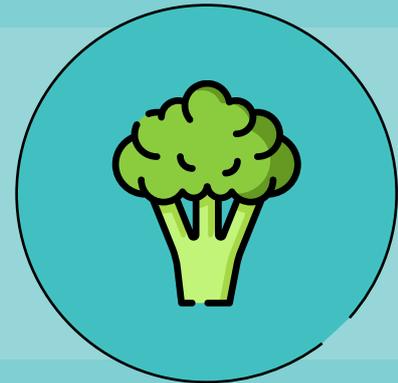
# Coping with stress during the 2019-nCoV outbreak



It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

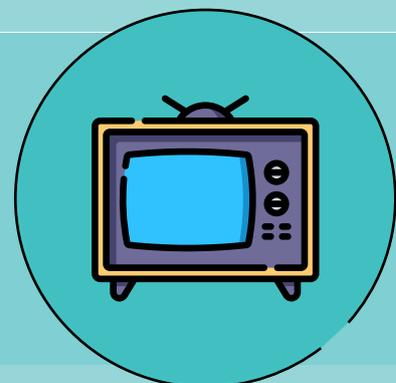
If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.



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

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.



Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.

