



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 #39 – Coronavirus Disease (COVID-19)
Date: April 23, 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 | 17 | 2 | 1 |

Our one Positive has recovered and is back at work.

Strategy Guidance

Staying at Home – Here's some tips on how to get along

For many of us, the orders to stay at home to slow the spread of coronavirus might have seemed like a welcome break, maybe even a little romantic. Finally, we could do jigsaw puzzles with our kids, take bike rides with our partners, or bake bread with roommates. Then the reality set in: Your teenagers interrupt you when you're on a conference call. Your spouse leaves lunch dishes in the sink. *Every. Single. Day.*

Suddenly, we're spending 24/7 with the people we used to see only in the evenings and on weekends. Add coronavirus anxiety to the mix, and this can be a recipe for friction. But with a thoughtful approach and a few practical strategies, our stay-at-home time could bring us closer together. Here's how to survive all this togetherness:

Talk about your needs and expectations to get ahead of potential conflicts

Each person needs to look at their schedules and see what they need to accomplish each day. Then brainstorm about how to make this happen. School-age children, for example, may need internet access during the day to attend classes online. Because the internet is strained beyond capacity at the moment, this may mean that a parent can't schedule a Zoom call at the same time. One possible solution: Schedule parents' Zoom calls at the kids' lunchtime.

Or, if there are younger children in the house, working parents may need to create a schedule in which they alternate childcare, taking into account each parent's (paid and unpaid) workload.



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Creating a clear plan that includes everyone's needs can also provide structure at a time when we need it most.

Accept that we all have different needs

This is a great time to practice—or learn—acceptance. Everyone has different needs and may experience anxiety differently.

You can use this time to try to understand where the person you are living with is coming from. It's also a good idea to recognize what *you* are feeling and label it. Maybe the reason you don't want to hear all the updates is because you're experiencing fear. If you let the people you live with know that you don't want to feel more afraid, they may be more careful about what they share with you.

Create time apart

Everyone needs some time alone every day. When we're cooped up in a house or apartment together, that alone time is more important than ever. Someone could go for a walk or to different room within the house to get some space.

Don't be quick to blame others

All the uncertainty we're living with can set us on edge, and we might be tempted to vent our frustration on others. You might be trying to write a report, for example, but your husband keeps popping into your makeshift office to give you the latest news. While you may want to rip his head off, get honest with yourself: Is it possible that you were already struggling to write that report? Instead of yelling at him, could you simply tell him you need to work and shut the door?



Have fun

What are creative ways that you can have fun with your partner, family, or roommates right now? How can you balance what's happening in the world with joy? It may be too cold to go outside for a family picnic, but why not have one in the Livingroom?

See the best in the people around you

focus on the good

There's no denying that these are challenging times. But at times like these, people often rise above their circumstances and show us their strength and beauty. How are the people around you reacting? Perhaps your spouse got down on the floor all morning and played Candy Land with the kids. Maybe your roommate braved the outside world to bring home disinfectant wipes. Or maybe your partner simply said a kind word when you needed it most.

Adapted from an article at northwell.edu



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Working Remotely – Tip of the Day

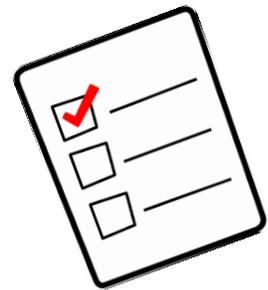
Develop a Morning Routine



Another enjoyable perk of working from home is not having to get up, rush out of the house, and commute to an office. However, working from home doesn't mean you get to skip your morning routine altogether.

Get up early, take a shower, make your coffee and breakfast, and prepare your lunch, just like you have to leave the house.

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.



Daily Self-Checker

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 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, sore throat, difficulty breathing, and/or cough?
6. Am I currently experiencing any of the following symptoms – fever greater than 100°F, sore throat, difficulty breathing, and/or cough?

Social distancing only works
if we all participate.
And slowing down or preventing
the spread of the virus
will save lives.



We all are responsible for protecting
those at higher risk.



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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 |
|------------------|---|--------------------------|--------------|--|
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| 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 |
| Rudy Kunz | Safety Officer/Liaison Officer (Alt) | 518-647-8198 ext. 227 | 518-275-5583 | rkunz@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 |

"I hope you're proud of yourself for the times you've said "yes," when all it meant was extra work for you and was seemingly helpful only to someone else." – Mr. Fred Rogers

