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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 #46 – Coronavirus Disease (COVID-19)  
 Date: April 30, 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

### Employee Assistance Services



Some weeks ago, ESI created the Covid-19 resource center on the ESI member website, [www.theEAP.com/Union-AP](http://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.

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.

### Working Remotely – Tip of the Day

#### Don't Work in the Living Room



This is another productivity killer. Some folks might think “working from home” is a day to binge Netflix. *Wrong!*

It's wise to take to heart why working at home works. It's not about avoiding meetings and conference calls. In fact, quite the opposite. Remote workers know the responsibility that comes with working in their quarters.

Avoid the TV and other digital distractions so you can focus on your work and getting things done. Avoid watching TV while working; it sucks up your focus from the purpose of working at home. Instead, stream music that complements your work style.



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## resilience:

"an ability to recover from or adjust easily to misfortune or change."

—Merriam-Webster Dictionary

### Weathering Life's Storms: How and Why to Be More Resilient

As we all learn to navigate through unprecedented challenges in both our work and home lives, it is resilience that can carry us through. Resilience doesn't remove pain and strife from your life. But it does boost your ability to handle any challenges that come your way.

Resilient people tend to be happier, since they don't let circumstances dictate their mood. Intriguing research suggests they're healthier, too. Resilience has been associated with positive outcomes such as better mental health in people who have physical illness or have been through trauma, and a reduced risk for hospitalization.

Experts aren't entirely sure why this is. Resilient people may take more positive action to manage their health. But biological factors, like genes and hormones, may also play a role.

#### Learn How to Bounce Back

Each person's pathway to resilience looks different. Try one or more of these strategies to build your perseverance toolkit:

- **Recall your triumphs:** In the midst of a trying time, recall a past challenge you've conquered. You were strong enough to handle that hardship—and you're even stronger because of it.
- **See obstacles as opportunities:** In the end, each setback represents a chance to shine. Many people report better relationships, more self-worth, and a greater appreciation for life after difficulties. You can seek out your own silver lining.
- **Take small steps:** You might not be able to tackle a huge problem all at once. But making even one small move toward a solution can help you take steps toward bigger goals.
- **Practice self-compassion:** Instead of judging or blaming yourself for problems, treat yourself kindly. Consider how you would console a friend in the same situation.
- **Prioritize self-care:** Proper stress management, rest, and exercise boost your ability to cope.
- **Seek support:** Resilience doesn't mean being strong enough to handle burdens alone. Rather, it involves reaching out for help when you need it.



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### Practice mindfulness

Mindfulness is all about being present in the moment, which can be a big help during these uncertain times. Focus on what you can do for yourself now because that's the only thing you can really do. Grounding techniques, deep breathing, and mindfulness meditation apps can all help with this. There are plenty of free resources out there that can help get you started and are really beneficial to turn to if you do find yourself starting to spiral.

Box breathing is a very simple and even familiar type of stress management exercise. If you've ever found yourself inhaling and exhaling to a rhythm while you run or listen to music, you've taken the first steps. Box breathing is a type of paced breathing that follows a certain rhythm, and it can help you to minimize stress.

#### *How to Practice Box Breathing*

Box breathing is exceedingly simple to practice. Simply relax your body and do the following:

- Let out all of the air in your lungs to the count of four.
- Keep your lungs empty for a count of four.
- Inhale for a count of four.
- Keep your lungs full for a count of four.



### The Daily Self-Checker has been Updated!



The Centers for Disease Control and Prevention (CDC) and other agencies are constantly updating the information and guidance they provide as more is learned about COVID-19. Most recently, the CDC updated the COVID-19 list of symptoms to include chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell.

As a result of this the Emergency Operations Team has updated the Daily Self Checker to include the newly listed symptoms. Be sure that you have the most up-to-date version!

### Risk Assessment Guidance

The Emergency Operations Team has developed a Daily Self-Checker to be used by employees. 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.

#### SELF CHECK QUESTIONS

- Have I traveled from a country/region with widespread sustained transmission and/or sustained community transmission of COVID-19?
- Have I been in contact with someone who has traveled from either of the above and is now sick?
- Have I had contact with someone with lab confirmed COVID-19 in the last 14 days?
- Have I been told by a public health official that I may have been exposed to COVID-19?
- 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?
- 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
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***“Some days there won’t be a song in your heart. Sing Anyway.”***

***— Emory Austin***

