



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 NorPro Employees  
 From: Emergency Operations Team  
 Re: Guidance Sheet #45 – Coronavirus Disease (COVID-19)  
 Date: April 29, 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

### Working Remotely – Tip of the Day

#### Assume Positive Intent



One limitation of working from home is that team chat messaging sometimes falls short of expressing ideas clearly. It's easy to think a quick remark was made to be rude or even flippant. Remind yourself not to take seemingly short or snide responses offensively. For some members of the remote workforce, they are just efficient in their replies. Consider using emoji to support your intent in your declarations with your team.

Focus on the facts and assume positive intent where it might not otherwise be seen. Use emoji and emoticons to convey emotions with your team.

### Employee Assistance Group - ESI

#### Login Instructions

**NEW!** Online COVID-19 Resource Center



1. To access the COVID-19 Resource Center, simply log in to [www.theEAP.com/TotalCare-EAP](http://www.theEAP.com/TotalCare-EAP).
2. Click the Employee & Family login in the top menu bar.
3. Click the red **Coronavirus (Covid-19) Resource and Training Center**.
4. If you already have a User Name and Password, simply enter that info in the appropriate boxes.
5. If you have not registered, complete the Registration fields/boxes.
6. **You only need to register once.**

If you need help logging in or you want to speak with a counselor, call 800-252-4555.



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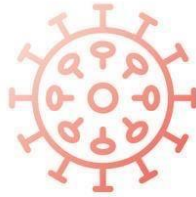
## Protect Yourself & Others from Coronavirus



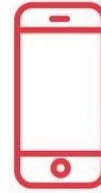
### When At Home



Wash your hands  
for 20 seconds  
with soap

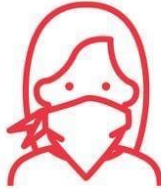


Soap breaks  
down the virus

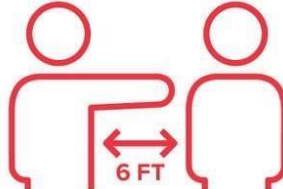


Disinfect frequently  
touched surfaces  
and items

### When In Public



Cover your mouth and  
nose with a mask  
or cloth covering



Keep 6 feet  
of distance  
from others



Don't shake hands  
and avoid any  
direct contact



Cough or sneeze  
into the bend of your  
elbow not your hand



Don't touch your face - mouth,  
nose or eyes - to avoid giving  
a pathway to germs into your body

**STAY HOME. STOP THE SPREAD. SAVE LIVES.**

Stay up to date [www.ny.gov/coronavirus](http://www.ny.gov/coronavirus)



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### 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?



S O C I A L   D I S T A N C I N G




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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>

***“I figure I’d have time alone with my thoughts. But it turns out I don’t have as many thoughts as you think.”***

**— Joey, Friends**

