



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 #48 – Coronavirus Disease (COVID-19)
Date: May 4, 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

Take Short Breaks



We think that by working from home, we will be able to get more done because there will be fewer distractions. Therefore, sometimes we end up over-committing and working too much, which also kills productivity.

Although taking breaks might seem counterproductive, research has shown that taking short breaks can actually increase productivity and creativity levels. If you don't have a work-life balance, then you won't last too long working at home.

STAY HOME. STOP THE SPREAD. SAVE LIVES.

May is Mental Health Awareness Month

COVID-19 has been a crisis for mental health, too. Remember: You are never alone. For free emotional support, consultations and referrals to a provider, call 1-844-863-9314. For free meditation and mindfulness exercises, visit headspace.com/ny

Keeping Your Spirit Healthy

People talk about the importance of keeping their lives in balance. But when it comes down to it, few people really know how to achieve it.



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"When you're stressed, taking steps to strengthen your personal integrity can bring you back to a sense of balance that restores a sense of inner peace and harmony," says Brian Luke Seaward, Ph.D., author of *Quiet Mind, Fearless Heart*. "The human spirit is composed of free-flowing energy. But unresolved anger, fear and other negative emotions can choke the spirit by creating stress."

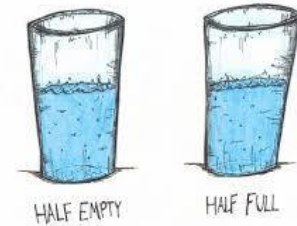
According to Dr. Seaward, you can reduce stress by understanding the unique relationship that exists between less stress and more spirituality in your life. "For many people, spirituality has been the missing link in strengthening the mind-body-spirit continuum that's the basis of a healthy life," he says. "People who have healthy minds and bodies but still feel stressed or uneasy haven't satisfied their spiritual hunger because it can't be satisfied by material things."

The following strategies can help you change or modify behaviors that increase stress and replace them with behaviors that promote harmony.

Keep Everything in Perspective

When you're stressed by a particular event, it's easy to lose perspective, particularly of how good your life is overall.

"When you find yourself focusing on the foreground of a problem or a crisis, take a step back and look at it in the context of the big picture of your life," says Dr. Seaward. "Doing so helps you realize that in many areas of your life things are going well."



Establish Healthy Boundaries

Boundaries let other people know how far they can go before they infringe on your personal integrity. Setting clear boundaries helps minimize misunderstandings between friends, family and coworkers.

Manage Anger



Keep anger under control by changing your expectations. Many episodes of anger in day-to-day life are the result of unmet expectations. By lowering your expectations, especially about things you can't control, you can reduce angry and stressful responses. For instance, plan in advance to let go of things you know will drive you crazy, such as traffic delays.

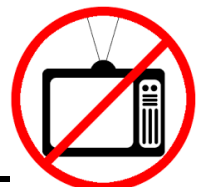
Be Thankful

Adopt an attitude of gratitude by directing your thoughts away from negative thought patterns that are common when you're stressed.

"When you're feeling as if nothing is going right, stop and make a list of all the things you're grateful for or take for granted," says Dr. Seaward. "Start with simple things, like being able to see and breathe. Then move on to personal things, such as family members and your job. Don't stop until you reach 100 items."

Turn Off the TV

Prolonged TV viewing increases stress because of violent or disturbing content and the constant visual stimulation.





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Forgive Others

Carrying the weight of a grudge becomes immobilizing over time. But when you forgive someone, you bring light into your heart and the whole world benefits.

Seize the Day

Choose one of your unmet personal goals and map out a strategy to make it happen. Fill in the specifics, identify the resources you need and come up with an estimated completion date.

"Human behavior is slow to change, but it can be done," says Dr. Seaward. "Start by selecting one strategy from those above and incorporate it into your life for several weeks. Then try another one for a while. Over time, you'll feel more whole and less stressed because you're consciously seeking balance in your life instead of imbalance."

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Employee Assistance Services

Some weeks ago, ESI created the Covid-19 resource center on the ESI member website, 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.

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?

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.



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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
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702	jatkins@northlinellc.com
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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
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William Murty	Field Liaison	N/A	716-609-7461	BMurty@NorProLLC.com

*"That's how we're gonna win.
Not fighting what we hate.
Saving what we love." – Rose Tico, The Last Jedi*

