



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 #50 – Coronavirus Disease (COVID-19)
Date: May 6, 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

Raise Your Emotional Intelligence at Work

What do you do when someone jumps in front of you at the deli counter, cuts you off on the freeway or takes credit for your work? How you address these, and similar situations constitutes your emotional intelligence (EQ).

"If you wish you had behaved differently in any of those situations, you may be a victim of 'emotional hijacking,'" says Adele B. Lynn, president of the Adele Lynn Leadership Group in Belle Vernon, Pa., and author of *The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work*.



An emotional hijacking is when the rational, thinking part of your brain is bypassed because of your intense emotions. When this happens, you're so emotionally fired up you can't think or solve problems.

How high is your EQ?

We all know that IQ measures a person's intelligence. But what exactly is EQ? Ms. Lynn defines emotional intelligence as your ability to manage yourself and your relationships.



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Why do you think employers interview prospective employees when they could easily spend less time just testing them for their intelligence? Here's why: In interviews, employers are looking for personality traits. When doing interviews, managers can experience how people communicate, determine their personality and whether they'll fit in with the rest of the staff.

This is important, as one employee who can't get along can disrupt an entire workplace. At your office, you may know some very intelligent workers who can't get along with people, and whose emotions easily get out of hand. Their inability to handle their emotions makes them destructive employees, in spite of their intelligence.

Start with yourself

You don't have control over other people's behavior, but you can learn to control your own. Therefore, you need to start by raising your own EQ. A notebook is an important tool for raising your EQ. Writing down your reactions to emotional situations will help you become aware of your behavior and think rationally.

In *The EQ Difference*, Ms. Lynn discusses seven steps to improve emotional intelligence. Three of those steps are:

Observe

"Pay attention to your emotions. Try to observe while you're 'in the moment,' especially during conflict situations," says Ms. Lynn.



Observe both your feelings and reactions in difficult or stressful situations. Are you thinking only of yourself, or can you empathize with the other person? A person with a high EQ is able to think not only of his own needs, but also empathize with others. Observe how others react in their words and body language or behavior.

Interpret

"Try to determine your triggers and other indicators that prompt you to lose your cool or become fearful," says Ms. Lynn. When you have intense negative emotions, they're usually related to your fears.

Write down any fears you believe may have triggered your reaction. Then go over them one by one and determine which, if any, are realistic in this situation. Most fears come from past experiences, so take this one step further and try to remember when this fear started. When you analyze your fears, you take away their power to control your emotions.

Pause



Engage in a long pause to help you regain your intentions. Without the pause, you may react without thinking. Many people avoid pauses because they feel uncomfortable when there's a silence. It's OK to feel uncomfortable and take that long pause anyway.

Next, when by yourself, write in your notebook what you observed, your interpretation and how you will handle a similar situation next time.

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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](https://www.headspace.com/ny)

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.



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP

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 a reach a counselor**. Services are free and confidential.

Working Remotely – Tip of the Day

Avoid Family, Friends & Pets

This can be difficult, especially if you have young children at home, or have multiple pets, all of whom want your attention. If you are home all day, every day, then family and friends might interrupt you without knowing better.



It's best to set some clear boundaries with your family while you work. It's not being mean if it results in better performance at work.

The counterpoint to this work from home tip is you must be present for your family and friends when away from work. Show up 100% and put your business phone away outside of work hours.

Set and stick to specific work hours and communicate those hours clearly with your family and friends.

CAUTION: Alcohol-Based Hand Sanitizers Can Ignite

Important Safety Precautions

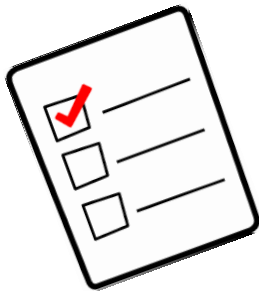
- Always follow the manufacturer's instructions and the Safety Data Sheet (SDS) information for use and precautions.
- Use only a dime-sized amount of sanitizer; too much liquid may not evaporate quickly.
- Make sure all liquid has evaporated before touching any surface.
- If spilled or otherwise released, immediately remove all ignition sources from the area to mitigate the possibility of a fire.





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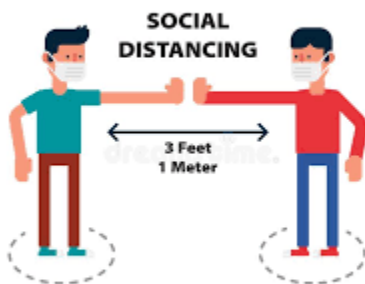
- If spilled, clean up with water immediately. (This is a chemical and should not be combined with other cleaning agents.)
- Store away from all heat and ignition sources, including (but not limited to) sparks, open flames, any types of electrical outlets, switches or equipment, and extreme heat or hot temperatures.
- No smoking should be allowed when in use and all sparks and flames should be avoided.
- In case of eye contact, remove contact lenses (if present) and wash immediately with clear water for at least 15 minutes. If irritation occurs, contact a physician immediately.
- In case of accidental ingestion, drink water to dilute. Do not induce vomiting. Contact a physician immediately.



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 lab 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, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
6. 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), 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
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

***“If you are tuned out of your Own emotions,
You will be poor at reading them in Other
People.” – Daniel Goleman***

