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To: Northline Utilities and NorPro Employees  
From: Emergency Operations Team  
Re: Guidance Sheet #9 – Coronavirus Disease (COVID-19)  
Date: March 24, 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
4	3	1	0

## Strategy Guidance

### Coronavirus Rumor Control



FEMA has created a webpage whose purpose is to help the public distinguish between rumors and facts regarding the response to coronavirus (COVID-19) pandemic. Rumors can easily circulate within communities during a crisis. <https://www.fema.gov/coronavirus-rumor-control>

Do your part to stop the spread of disinformation by doing 3 easy things; don't believe the rumors, don't pass them along, and go to trusted sources of information to get the facts about the federal (COVID-19) response.

Always go to trusted sources of information like [coronavirus.gov](http://coronavirus.gov) or your state and local government's official websites or social media accounts for instructions and information specific to your community.

For more information on the coronavirus, please visit [www.coronavirus.gov](http://www.coronavirus.gov). You can also visit the coronavirus (COVID-19) response page <https://www.fema.gov/coronavirus> for more updates on the federal response. Follow state and local officials as well for instructions and information specific to your community.





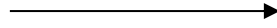
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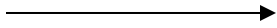
### Change Your Mindset

I'm stuck at home



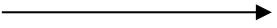
I get to be SAFE in my home and spend time with my family

I will get sick



I will self-isolate and wash my hands. This will significantly DECREASE my chances of getting sick.

I will run out of the items at home during self-isolation



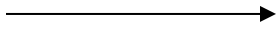
I have prepared for this and I will use my items wisely. I have everything I NEED for now.

Everything is shutting down, I'm panicking



The most IMPORTANT places, such as medical centers, pharmacies, and grocery stores, remain open

There is too much uncertainty right now



While I can't control the situation around me, I CAN control my actions. Doing breathwork, calling loved ones, getting enough sleep and proper nutrition, and doing activities I love at home will all help during this time.

### How Can I Donate or Volunteer?

There are healthy ways to cope with stress and anxiety in a time of uncertainty. One of those ways is to do something for others. This becomes more challenging when trying to be respectful of social distancing guidelines. Here are a few ideas...

#### How to Help - Donations

- Cash donations to the non-profit of your choice IS THE BEST donation. Please do not buy supplies to donate.
- If you have medical supplies or equipment to donate, please email FEMA's National Business Emergency Operations Center at [nbeoc@fema.dhs.gov](mailto:nbeoc@fema.dhs.gov).

#### How to Help - Volunteering

- Adequate supplies of blood are needed to treat patients in hospitals, but many blood drives have been cancelled. Donating blood is a safe process, and blood donation centers have the highest standards of safety and infection control. To find where you can donate blood, visit [www.redcross.org](http://www.redcross.org).



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### **Frequently Asked Questions**

We have asked all of you to elevate your questions regarding the Northline Utilities COVID-19 response to the Emergency Operations Team either directly or through your Functional Manager. Many of these questions brought forth by different groups and individuals are relevant to the whole organization. Therefore, we will be including the questions and the responses in our Guidance Sheets going forward.

Question #1: How are we to properly perform Social Distancing when we (examples) ride in the same truck 4.5ft from each other and hand dig pole holes while right next to each other on a spade and a spoon?

Response #1: The CDC defines social distancing as it applies to COVID-19 as "remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others **when possible**." We understand that the nature of some of our daily tasks require us to work closer to each other than 6 feet.

It's particularly important to maintain that same 6-foot distance from anyone who is demonstrating signs of illness, including coughing, sneezing, or fever.

Along with physical distance, proper hand-washing is important for protecting not only yourself but others around you.

Please remember that what we choose to do in our personal time also has an impact on us and those around us.

### **Essential Business Letters**

The Emergency Operations Team has distributed a letter to all employees that identifies the holder as an employee of an essential vendor for an essential infrastructure business. Our employees should carry this letter with them as they conduct business for Northline Utilities or NorPro. If you have not received your letter, please contact your manager or supervisor.

### **Northline Utilities Website - Employee Page**

This Guidance Sheet as well as previously issued Guidance sheets will be available on the Employee page or the Northline Utilities website. Other important information will be shared here as well.

Please visit [www.northlinellc.com](http://www.northlinellc.com) and click on Employee Login at the bottom of the home page.



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## Working Remotely – Tip of the Day

### Build a Real Workspace

The first step in your “work from home” journey is to designate an area of your home, specifically for getting work done.



This could be an empty or spare bedroom that you convert to a home office. If you are pressed for space, you can set up a desk for your computer and office supplies.

Regardless of space or location, establish an area of your home where you will work, and commit to working in this space every day. Be sure your workspace is quiet so you can focus on the task at hand.

### 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

Also, Immediate Notice is Required to be Given if any individual has:

- Tested positive for COVID-19;
- Encountered someone known to have tested positive for COVID-19; or
- 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.

### Contact Information for the Emergency Operations Team



We have created an e-mail distribution list that is in the Northline Global Address Book. By sending an e-mail to [Covid19EmOps@northlinellc.com](mailto:Covid19EmOps@northlinellc.com) you will be sending an e-mail to everyone on the team. You are encouraged to send e-mails to [Covid19EmOps@northlinellc.com](mailto:Covid19EmOps@northlinellc.com) or to specific individuals on the team.




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If you have any questions regarding this interim guidance, please do not hesitate to contact a member of the Emergency Operations Team.

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*“As you grow older, you will discover that you have two hands.  
 One for helping yourself, the other for helping others.”*  
 - Audrey Hepburn

