



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

February 11, 2021

BOARD OF DIRECTORS

AMBERROSE MERINO

Division 1

DON WILSON

Division 2

GLORIA DIZMANG

Division 3

KATHY MAC LAREN-GOMEZ

Division 4

VINCENT DINO

Division 5

**AGENDA FOR A MEETING
OF THE PERSONNEL COMMITTEE
OF THE PALMDALE WATER DISTRICT**
Committee Members: Kathy Mac Laren-Gomez-Chair, Amberrose Merino

TO BE HELD VIA TELECONFERENCE ONLY

DIAL-IN NUMBER: 571-748-4021 ATTENDEE PIN: 663-263-466#

Submit Public Comments at: <https://www.gomeet.com/663-263-466>

WEDNESDAY, FEBRUARY 17, 2021

1:00 p.m.

DENNIS D. LaMOREAUX

General Manager

ALESHIRE & WYNDER LLP

Attorneys

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and possible action on approval of minutes of meeting held January 20, 2021.
- 4.2) Consideration and possible action on a recommendation on the Palmdale Water District's COVID-19 Prevention Program. (No Budget Impact – Human Resources Director Emery)
- 5) Reports.
 - 5.1) Human Resources Director Emery:
 - a) Personnel policy effects of COVID-19 event.
- 6) Board members' requests for future agenda items.
- 7) Date of next Committee meeting.
- 8) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

**PALMDALE WATER DISTRICT
BOARD MEMORANDUM**

DATE:	February 10, 2021	February 17, 2021
TO:	PERSONNEL COMMITTEE	Personnel Committee Meeting
FROM:	Jennifer Emery, Human Resources Director	
VIA:	Mr. Dennis D. LaMoreaux, General Manager	
RE:	<i>AGENDA ITEM NO. 4.2 – CONSIDERATION AND POSSIBLE ACTION ON A RECOMMENDATION ON THE PALMDALE WATER DISTRICT’S COVID-19 PREVENTION PROGRAM. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)</i>	

Recommendation:

Staff recommends that the Personnel Committee recommend the full Board approve the District’s COVID-19 Prevention Program.

Impact of Taking No Action:

Our current COVID-19 Plan does not have the latest Cal OSHA updates, so it would not be compliant with the new guidelines.

Background:

Cal OSHA has come out with new requirements for organizations to include in their COVID-19 Prevention Program. The District approved a Covid-19 Plan soon after the virus began to affect the United States and has been updating this Plan based on CDC, California Public Health, and Los Angeles County Public Health updates. This Prevention Program includes those updates along with the new recommendations from Cal OSHA.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence. This item directly relates to the District’s Mission Statement.

Budget:

There is no effect on budget.

Supporting Documents:

- COVID-19 Prevention Plan – highlighted/red-lined version
- COVID-19 Prevention Plan - final

PALMDALE WATER DISTRICT

Covid-19 Prevention Program

The District's coronavirus disease pandemic response plan has been developed to ensure continuity of water services in the event of a pandemic and to protect the health and safety of District employees. Recommendations from the Center for Disease Control (CDC) have been incorporated into this plan. The plan will be implemented when the World Health Organization (WHO) declares a level 6 pandemic level, Los Angeles County declares a state of emergency due to the pandemic or at the discretion of the General Manager. Any violations of this Plan can result in disciplinary actions. The Safety and Training Technician has overall authority and responsibility for implementing the provisions of this CPP in our workplace. In addition, all managers and supervisors are responsible for implementing and maintaining the CPP in their assigned work areas and for ensuring employees receive answers to questions about the program in a language they understand.

All employees are responsible for using safe work practices, following all directives, policies, and procedures, and assisting in maintaining a safe work environment.

Identification and Evaluation of COVID-19 Hazards

We will implement the following in our workplace:

- Conduct workplace-specific evaluations using the **Appendix B: Identification of COVID-19 Hazards** form.
- Evaluate employees' potential workplace exposures to all persons at, or who may enter, our workplace.
- Review applicable orders and general and industry-specific guidance from the State of California, Cal/OSHA, and the local health department related to COVID-19 hazards and prevention.
- Evaluate existing COVID-19 prevention controls in our workplace and the need for different or additional controls.
- Conduct periodic inspections using the **Appendix C: COVID-19 Inspections form** as needed to identify unhealthy conditions, work practices, and work procedures related to COVID-19 and to ensure compliance with our COVID-19 policies and procedures.

Correction of COVID-19 Hazards

Unsafe or unhealthy work conditions, practices or procedures will be documented on the **Appendix B: COVID-19 Inspections** form and corrected in a timely manner based on the severity of the hazards, as follows:

- The Department Manager along with the Safety and Training Technician will evaluate the severity of the hazard, depending on this evaluation an appropriate time frame for correction will be allotted. Department Managers will be responsible to ensure the hazard is corrected within the time frame allotted and the Safety and Training Technician will follow up to review completion.

Symptoms:

People with COVID-19 have had a wide range of symptoms reported ranging from mild symptoms to severe illness. Symptoms may appear **2 – 14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

Section 1 - Protocols for Employees Who Become Ill

Maintaining adequate staffing levels during a pandemic is accomplished in part by reducing the spread of disease in the workplace. The primary method recommended to achieve this objective is for ill employees to stay home. The reasons for employees reporting to work when they do not feel well are varied. Some employees feel they will be penalized if they do not report to work; others attempt to save their sick time; and some have low sick leave balances. This section will address these issues and provide guidance in managing the human infrastructure as recommended by the CDC, WHO, and the District's policy. Employees are asked to act responsibly, not only for themselves, but for others in the workplace. Employees shall be informed of the following:

- Employees will not be reprimanded if they are acting responsibly by staying home when they are symptomatic or must care for a person in their immediate family who has become ill. In fact, the emphasis will be on the importance for employees to stay home, particularly if they are exhibiting pandemic illness symptoms. Employees who have symptoms are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms without the use of fever-reducing or other symptom-altering medicines for at least 24hrs (e.g. cough suppressants)¹. Employees should notify their supervisor and stay home if they are sick. **Failure to comply can result in disciplinary action.** Employee must be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.
- Employees who exhibit symptoms will use their sick leave. If sick leave becomes exhausted, employees can then use admin leave and/or vacation and floating holidays, if available. Once all leave has been used, employees can accrue a negative sick leave balance in order to continue to receive a full paycheck while recovering from the coronavirus. **An employee may also take leave without pay if approved by the General Manager.**
- Employees who become ill shall complete the recommended isolation period and return only when they are no longer infectious. To assist with determining the appropriate range of days, the CDC guidelines state that "people with acute respiratory illness should stay home and not go back to school or work until at least 72 hours after they are free of a fever of 100 degrees

Fahrenheit or more, without using fever-reducing medicines or cough suppressants.” Expect employees to be out from two weeks (mild cases) to six weeks (critical cases). Employee must be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.

- Employees who have already recovered from the coronavirus should be encouraged to report to work. If a supervisor suspects that an employee is well but fearful of coming to work, the supervisor should consult with Human Resources Director for advice.
- CDC recommends that employees who appear to have symptoms upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- Employees who come to work and are obviously symptomatic will be asked by their supervisor to go home. Supervisors and department heads have the discretion to ask employees to go home when, in the judgment of the supervisor or department head, the presence of the employee at work would endanger the health and welfare of other employees or when the illness or injury of the employee interferes with the performance of such employee’s duties. Employee must be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.
- When possible and if they can tolerate it, workers with symptoms should be given a mask to wear before they go home if they cannot be isolated.
- The usual requirement for a doctor’s note after four consecutive days of absence can be waived or extended by the General Manager. If this requirement is waived, employees would be required to call Human Resources or individual supervisors with an update on their condition each day after four consecutive days have elapsed. Doctor’s offices may be extremely busy, and employees may not be able to get a note or see a doctor in a timely manner.
- The protocol for a person who begins to feel ill while at work or has observed another person exhibiting coronavirus symptoms at work is to contact their supervisor. The supervisor will notify the department head. The department head will contact either the Human Resources Director or the Safety and Training Technician, who will document the illness using the form located in Appendix A. If they are not available, one of the department heads will document the illness and determine if the employee should be sent home. If an employee becomes ill and must go home immediately, the employee can go home and personnel from Human Resources or Safety will contact the supervisor as soon as possible.

Duties of designated Human Resources and Safety personnel:

- Discuss the symptoms the employee is experiencing. Document illness using assessment form located in Appendix A.
- Notify department head of evaluation results and if employee will be sent home.
- Offer the use of a disposable mask to the employee during the time they are gathering their belongings and preparing to leave the workplace.
- Encourage the employee to keep in contact and let them know about phone-in and follow-up procedures.
- Encourage employees to return to work upon recovery.
- If an employee calls in sick with coronavirus-like illness or if the reason for the employee’s illness is unknown, personnel from Human Resources or Safety will contact the employee to document the illness.

- If an employee leaves work due to the onset of coronavirus symptoms, the protocol also includes the disinfection of the employee's workstation. Department heads or supervisors will be responsible for assigning personnel for disinfection of work areas.
- Human Resources will be responsible for tracking employee absenteeism due to coronavirus. Severe levels of absenteeism will be reported to the General Manager.
- If coronavirus severity increases, all employees shall be asked about symptoms consistent with the coronavirus illness at the beginning of each workday.

Section 2 - Infection Control & Employee Protection

- **Masks/Face Coverings:** Masks/face coverings are required for all public areas and meeting rooms. A mask/face covering is also required any time an employee is unable to be six feet from another person or while being in common areas inside the District's buildings. Masks/face coverings must be worn whenever interacting with a member of the public regardless of any physical barrier, such as glass partitions. Masks/face coverings are also required when working outdoors on job sites away from the District. Masks/face coverings are not required if outdoors at the District as long as the employee is alone. Masks/face coverings must be always on the employee and in the event they are approached by another individual they must put on their masks/face coverings. Mask/face coverings must be worn in common work areas including cubicles, this includes desk with partitions. All employees must wear face coverings except while alone in an office or while eating and drinking during break time provided employees are 6ft apart. Employees who cannot wear face coverings due to a medical or mental health condition or disability, or who are hearing-impaired or communicating with a hearing-impaired person. Alternatives will be considered on a case-by-case basis.
1. Wear the mask/face coverings over the nose and mouth. Make sure you can breathe easily. CDC does not recommend use of masks/face coverings or cloth masks for source control if they have an exhalation valve or vent.
 2. Properly remove mask/face coverings and wash hands after handling the mask/face coverings.
 3. Masks/face coverings should be washed regularly: include the mask/face covering with regular laundry; use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the mask/face covering; use the highest heat setting and leave in the dryer until completely dry.
 4. Masks/face coverings will always be kept in stock. If you need a new mask/face covering please advise Safety and Training Technician and a new mask/face covering will be provided.

Safeguarding the health of employees and customers during a coronavirus pandemic is a key objective for the District. A variety of infection control measures, including heightened hygiene practices, social distancing, closing the District lobby to customers, masks/face coverings, and disinfection procedures may be utilized to slow the spread of disease. One of the best strategies to reduce the risk of becoming ill with coronavirus is to avoid crowded settings and other situations that increase the risk of exposure to someone who may be infected. Some basic hygiene and social distancing precautions that can be used include the following:

- Stay home if you are sick.

- Employees who had potential COVID-19 exposure in our workplace will be offered Covid-19 testing at no cost during their working hours. When potential Covid 19 exposure occurs outside of work Human Resources or Safety and Training Technician can provide you with testing locations if needed.
- Wash your hands frequently with soap and water for 20 seconds or use a hand sanitizer if soap and water are not available.
- Avoid touching your nose, mouth, and eyes.
- Cover your coughs and sneezes with a tissue, or cough and sneeze into your elbow or upper sleeve (avoid sneezing or coughing into the hands).
- Dispose of tissues in no-touch trash receptacles.
- Wash your hands or use a hand sanitizer after coughing, sneezing, or blowing your nose. Hand sanitizer is kept on stock and available through the Purchasing Technicians. Wash hands for a minimum of 20 seconds.
- Avoid close contact (within 6 feet) with coworkers and customers.
- Avoid shaking hands, the high-five, and the knuckle bump as these can still spread germs. If you do have physical contact with others, always wash your hands immediately afterward.
- If wearing gloves, wash your hands after removing them.
- Keep frequently touched common surfaces (telephones, computer equipment, etc.) clean.
- When possible, do not use other employees' phones, desks, offices, or other work tools and equipment.
- Employees who are well but have a sick family member at home with coronavirus should notify their supervisor and refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.²
- Minimize group meetings; use e-mails and phones when possible. If meetings are absolutely necessary, avoid close contact (within 6 feet) with others and ensure that the meeting room is well ventilated.
- During times of moderate to severe levels of illness, telephone communications is the preferred method of contact.
- Consider removing magazines and other frequently touched materials from common areas.
- Front desk, engineering services and finance personnel have been instructed to use hand sanitizer after handling mail and after each customer transaction.
- Additional hand sanitizer, disinfecting wipes, and tissues have been placed in commonly used areas.
- Customer hand sanitizing stations have been placed by the front door and at customer service counters. Tissues and CDC educational posters have been posted at various locations in the District offices.
- Partitions have been installed in the lobby between each customer window. Partitions have also been placed between each Customer Care desk.
- At all times, all District policies and requirements regarding smoking and vaping will be strictly adhered to, including not smoking or using vaping products inside any District buildings. Smoking areas are identified in the Employee Manual.

- Adopting severe levels of coronavirus and protocol will follow emergency declarations by the U.S. President, California Governor, City of Palmdale, and the Los Angeles County Board of Supervisors, and measures may include, but not be limited to:
 1. At severe levels of coronavirus, the workplace will be closed and be available to appointment-only customers, and where possible, appointments will be conducted virtually or by phone.
 2. At severe levels of coronavirus, vendor contacts with District personnel will be conducted virtually or by phone.
 3. At severe levels of coronavirus, notices will be posted at facility entry points indicating that the facility is open to the public by appointment only with customers being advised to use online, drop-box, or other drop off payment locations. And that staff and visitors are not to enter if they have coronavirus symptoms.
 4. At severe levels of coronavirus, customer contact will be limited by encouraging telephone contact only, dropping off payments in drop-box, mailing payments and online payments. In addition, customers will be advised that front counter staff are only accepting credit card payments and/or processing water service applications.
 5. At severe levels of coronavirus, employees with higher risk of influenza complications will be sent home if age 65 or older or if they have other health complications leading to a compromised immune system, including, but not limited to, lung issues, insulin dependent diabetes, or heart disease.
 6. At severe levels of coronavirus, the District office will close to the public if sanitation supplies are depleted.
 7. At severe levels of coronavirus, the District will implement levels of half-staffing and 40-hour/week work-from-home accommodations.
 8. At severe levels of coronavirus, the District will implement shelter-in-place requirements.
 9. At severe levels of coronavirus, entry into the Water Treatment Plant Operator's room will be minimized.

² <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

Section 3 - Disinfection Procedures

The District is currently using germicidal wipes for general clean up and disinfectant spray when it is necessary to disinfect offices or other commonly used areas. Employees are encouraged to wipe down surfaces and objects that they touch throughout the day. Managers, supervisors, and leads are to give the time needed to accomplish disinfecting the workplace. Disinfectant spray and/or wipes are placed all throughout the District and are available through the Purchasing Technicians when needing to be replaced. Routine approaches for cleaning and disinfection are adequate in these areas, but areas of high traffic should be disinfected twice a day. Personnel cleaning the areas should wear gloves and a mask and should discard them when finished. Hands must be washed or sanitized at the completion of the procedure.

When a person with suspected virus is identified and has left the workplace, the supervisor will assign personnel to conduct a thorough cleaning of the workplace where the sick individual was present. Included in the cleaning will be auxiliary places they conduct work or they have been in contact with, such as counter tops, vaults, common office equipment, locker room areas, District vehicles and equipment. Special attention should be paid to telephones, computer keyboards, the mouse, desktop, steering wheels, and District radios. Doorknobs, sinks, drawer handles, light switches, etc. in the

vicinity should also be disinfected. If possible, do not disturb the person’s clothing or other fabrics during the cleaning process. Areas that cannot be disinfected, such as electrical equipment, employees will wear masks and gloves while working in the area, or the area will be isolated.

Section 4 – Communications Plan

The District will provide ongoing information and guidance to employees, customers, and vendors throughout the pandemic phases. Important communication information includes:

Prepare	<ul style="list-style-type: none"> o General information such as how to develop a personal/family preparedness kit, where to get information during a pandemic (websites, telephone numbers)
Respond with an emphasis on the continued safety of PWD water	<ul style="list-style-type: none"> o Updates on the status of the pandemic o Components of the District’s pandemic plan such as: <ul style="list-style-type: none"> o Infection measures to be utilized at work o Illness reporting o Job reassignments o Services available to customers o Office closures
Recover	<ul style="list-style-type: none"> o Updates on the status of the pandemic o Restoration of normal business practices o Update plan if necessary

Modes of Dissemination: Information will be disseminated to employees using the modes of communication described below. Multiple strategies will be used to create redundancy and ensure that employees and customers receive messages.

Electronic Systems: Mass e-mail message, website posting, intranet posting

Hard Copy: Mailing, interoffice mail, notice board postings, paycheck mailing

In Person: Meetings, presentations, and, as necessary, training (not during a severe pandemic)

Media- TV, Radio, Newspaper: Issue press releases to keep the public fully informed.

Section 5 – Critical Job Functions

Rates of absenteeism will depend on the severity of the pandemic. In a severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach 40% during the peak weeks of an outbreak.

Using these estimates as a guideline, the General Manager and department heads identified the personnel responsible for performing critical tasks and a sufficient number of temporary alternates to ensure that each critical task is given the appropriate priority during a reduction in normal staffing levels. The General Manager and department heads will direct personnel to respond to more pressing issues and priorities based on pandemic severity. Additionally, during a severe pandemic, regulatory requirements may be impacted by a reduction in staffing levels, causing delinquency in reporting.

DEPARTMENT/DIVISION	CRITICAL JOB FUNCTION
Administration	<ul style="list-style-type: none"> • Communications with employees, Board of Directors, media and customers • Provide analytics to department managers • Ensure the availability of water resources
Finance	<ul style="list-style-type: none"> • Processing payroll • Generating water bills • Accounts payable (During a severe pandemic, this may be limited if there are personnel shortages.) • Processing payments received from customers • Shut offs may be suspended during a severe pandemic to ensure customers have water for hygiene purposes
Information Systems	<ul style="list-style-type: none"> • System Backup • User Support • District website updates • Work-at-home equipment
Engineering	<ul style="list-style-type: none"> • Engineering customer services • Mark outs • Inspections – inspect construction of facilities to District standards (During a severe pandemic, this may be suspended if there are personnel shortages.) • Inspect dam after rapidly changing lake levels or earthquake
Customer Care	<ul style="list-style-type: none"> • Fielding customer calls • Cashiering • New customer applications
Field Customer Care	<ul style="list-style-type: none"> • Reading water meters • Respond to service leaks • Respond to customer service orders
Facilities	<ul style="list-style-type: none"> • Respond to electrical, SCADA and pump problems • Respond to pipeline failure leaks, critical easement damage and fire hydrant damage • Ordering of parts/supplies necessary for day-to-day operations • Well runs, system maintenance
Operations	<ul style="list-style-type: none"> • Water quality compliance reporting • Water quality monitoring (sampling & analyses)

	<ul style="list-style-type: none"> • System monitoring (flows, reservoir level, pressures, water orders, water quality, etc) • Filing regulatory agency reports or notifications of delay • Inspect dam after rapidly changing lake levels or earthquake
Human Resources	<ul style="list-style-type: none"> • Employee benefits • Processing, tracking & reporting injury/illness • Health education and other employee training • Stocking supplies critical for emergency response

The following steps have been taken to ensure that adequate personnel levels are maintained to perform critical job functions.

- Finance personnel are cross-trained in performing critical finance functions.
- Field personnel have been extensively cross-trained to ensure continuation of water service.
- N-95 masks, hand sanitizers and surface sanitizing wipes will be kept in stock, if possible.
- Equipment, such as District telephones and laptops/iPads, will be provided to the extent possible in the event the District implements half-staffing. If this becomes extended, limited ergonomic systems will be implemented for home use.

Training and Instruction

We will provide effective training and instruction that includes:

- Our COVID-19 policies and procedures to protect employees from COVID-19 hazards.
- Information regarding COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws.
- The fact that:
 - COVID-19 is an infectious disease that can be spread through the air.
 - COVID-19 may be transmitted when a person touches a contaminated object and then touches their eyes, nose, or mouth.
 - An infectious person may have no symptoms.
- Methods of physical distancing of at least six feet and the importance of combining physical distancing with the wearing of face coverings.
- The fact that particles containing the virus can travel more than six feet, especially indoors, so physical distancing must be combined with other controls, including face coverings and hand hygiene, to be effective.
- The importance of frequent hand washing with soap and water for at least 20 seconds and using hand sanitizer when employees do not have immediate access to a sink or hand washing facility, and that hand sanitizer does not work if the hands are soiled.
- Proper use of face coverings and the fact that face coverings are not respiratory protective equipment - face coverings are intended to primarily protect other individuals from the wearer of the face covering.
- COVID-19 symptoms, and the importance of obtaining a COVID-19 test and not coming to work if the employee has COVID-19 symptoms.

Appendix A

Coronavirus-like Illness Symptom Assessment Form

CONFIDENTIAL

Employee Name: _____ Date _____

Check all symptoms that apply:

<input type="checkbox"/>	Fever (temperature greater than 100° F) or chills
<input type="checkbox"/>	Cough
<input type="checkbox"/>	Shortness of breath
<input type="checkbox"/>	Fatigue
<input type="checkbox"/>	Muscle or body aches
<input type="checkbox"/>	Headache
<input type="checkbox"/>	New loss of taste or smell
<input type="checkbox"/>	Sore throat
<input type="checkbox"/>	Congestion or runny nose
<input type="checkbox"/>	Nausea or vomiting
<input type="checkbox"/>	Diarrhea

If you have any one of the symptoms above:

<input checked="" type="checkbox"/>	Coronavirus-like illness is suspected
<input checked="" type="checkbox"/>	Stay home and avoid contact with other people except to get medical care;
<input checked="" type="checkbox"/>	Monitor symptoms and if they deteriorate seek medical care immediately.
<input checked="" type="checkbox"/>	If you have underlying medical conditions, contact your medical provider immediately

Form completed by:

Name

Title

INFORMATION CONTAINED ON THIS FORM IS STRICTLY CONFIDENTIAL

Appendix C: COVID-19 Inspections

Review the information available at www.dir.ca.gov/dosh/coronavirus/ for additional guidance on what to regularly inspect for, including issues that may be more pertinent to your particular type of workplace. You will need to modify form accordingly.]

Date: [enter date]

Name of person conducting the inspection: [enter names]

Work location evaluated: [enter information]

Exposure Controls	Status	Person Assigned to Correct	Date Corrected
Engineering			
Barriers/partitions			
Ventilation (amount of fresh air and filtration maximized)			
Additional room air filtration			
[add any additional controls your workplace is using]			
[add any additional controls your workplace is using]			
Administrative			
Physical distancing			
Surface cleaning and disinfection (frequently enough and adequate supplies)			
Hand washing facilities (adequate numbers and supplies)			
Disinfecting and hand sanitizing solutions being used according to manufacturer instructions			
[add any additional controls your workplace is using]			
[add any additional controls your workplace is using]			
PPE (not shared, available and being worn)			
Face coverings (cleaned sufficiently often)			

¹ <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

Gloves			
Face shields/goggles			
Respiratory protection			
[add any additional controls your workplace is using]			

PALMDALE WATER DISTRICT COVID-19 Prevention Program

The District's COVID-19 Prevention Program has been developed to ensure continuity of water services in the event of a pandemic and to protect the health and safety of District employees. Recommendations from the Center for Disease Control (CDC) have been incorporated into this plan. The plan will be implemented when the World Health Organization (WHO) declares a level 6 pandemic level, Los Angeles County declares a state of emergency due to the pandemic or at the discretion of the General Manager. Any violations of this Plan can result in disciplinary actions. The Safety and Training Technician has overall authority and responsibility for implementing the provisions of this CPP in our workplace. In addition, all managers and supervisors are responsible for implementing and maintaining the CPP in their assigned work areas and for ensuring employees receive answers to questions about the program in a language they understand.

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- Evaluate existing COVID-19 prevention controls in our workplace and the need for different or additional controls.
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- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

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Section 1 - Protocols for Employees Who Become Ill:

Maintaining adequate staffing levels during a pandemic is accomplished in part by reducing the spread of disease in the workplace. The primary method recommended to achieve this objective is for ill employees to stay home. The reasons for employees reporting to work when they do not feel well are varied. Some employees feel they will be penalized if they do not report to work; others attempt to save their sick time; and some have low sick leave balances. This section will address these issues and provide guidance in managing the human infrastructure as recommended by the CDC, WHO, and the District's policy. Employees are asked to act responsibly, not only for themselves, but for others in the workplace. Employees shall be informed of the following:

- Employees will not be reprimanded if they are acting responsibly by staying home when they are symptomatic or must care for a person in their immediate family who has become ill. In fact, the emphasis will be on the importance for employees to stay home, particularly if they are exhibiting pandemic illness symptoms. Employees who have symptoms are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms without the use of fever-reducing or other symptom-altering medicines for at least 24hrs (e.g. cough suppressants)¹. Employees should notify their supervisor and stay home if they are sick. Failure to comply can result in disciplinary action. Employee must be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.
- Employees who exhibit symptoms will use their sick leave. If sick leave becomes exhausted, employees can then use admin leave and/or vacation and floating holidays, if available. Once all leave has been used, employees can accrue a negative sick leave balance in order to continue to receive a full paycheck while recovering from the coronavirus. An employee may also take leave without pay if approved by the General Manager.
- Employees who become ill shall complete the recommended isolation period and return only when they are no longer infectious. To assist with determining the appropriate range of days, the CDC guidelines state that "people with acute respiratory illness should stay home and not go back to school or work until at least 72 hours after they are free of a fever of 100 degrees Fahrenheit or more, without using fever-reducing medicines or cough suppressants." Expect employees to be out from two weeks (mild cases) to six weeks (critical cases). Employee must

be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.

- Employees who have already recovered from the coronavirus should be encouraged to report to work. If a supervisor suspects that an employee is well but fearful of coming to work, the supervisor should consult with Human Resources Director for advice.
- CDC recommends that employees who appear to have symptoms upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- Employees who come to work and are obviously symptomatic will be asked by their supervisor to go home. Supervisors and department heads have the discretion to ask employees to go home when, in the judgment of the supervisor or department head, the presence of the employee at work would endanger the health and welfare of other employees or when the illness or injury of the employee interferes with the performance of such employee's duties. Employee must be cleared by Safety and Training Technician or Human Resources Director prior to returning to work.
- When possible and if they can tolerate it, workers with symptoms should be given a mask to wear before they go home if they cannot be isolated.
- The usual requirement for a doctor's note after four consecutive days of absence can be waived or extended by the General Manager. If this requirement is waived, employees would be required to call Human Resources or individual supervisors with an update on their condition each day after four consecutive days have elapsed. Doctor's offices may be extremely busy, and employees may not be able to get a note or see a doctor in a timely manner.
- The protocol for a person who begins to feel ill while at work or has observed another person exhibiting coronavirus symptoms at work is to contact their supervisor. The supervisor will notify the department head. The department head will contact either the Human Resources Director or the Safety and Training Technician, who will document the illness using the form located in Appendix A. If they are not available, one of the department heads will document the illness and determine if the employee should be sent home. If an employee becomes ill and must go home immediately, the employee can go home and personnel from Human Resources or Safety will contact the supervisor as soon as possible.

Duties of designated Human Resources and Safety personnel:

- Discuss the symptoms the employee is experiencing. Document illness using assessment form located in Appendix A.
 - Notify department head of evaluation results and if employee will be sent home.
 - Offer the use of a disposable mask to the employee during the time they are gathering their belongings and preparing to leave the workplace.
 - Encourage the employee to keep in contact and let them know about phone-in and follow-up procedures.
 - Encourage employees to return to work upon recovery.
- If an employee calls in sick with coronavirus-like illness or if the reason for the employee's illness is unknown, personnel from Human Resources or Safety will contact the employee to document the illness.

- If an employee leaves work due to the onset of coronavirus symptoms, the protocol also includes the disinfection of the employee's workstation. Department heads or supervisors will be responsible for assigning personnel for disinfection of work areas.
- Human Resources will be responsible for tracking employee absenteeism due to coronavirus. Severe levels of absenteeism will be reported to the General Manager.
- If coronavirus severity increases, all employees shall be asked about symptoms consistent with the coronavirus illness at the beginning of each workday.

Section 2 - Infection Control & Employee Protection:

- **Masks/Face Coverings:** Masks/face coverings are required for all public areas and meeting rooms. A mask/face covering is also required any time an employee is unable to be six feet from another person or while being in common areas inside the District's buildings. Masks/face coverings must be worn whenever interacting with a member of the public regardless of any physical barrier, such as glass partitions. Masks/face coverings are also required when working outdoors on job sites away from the District. Masks/face coverings are not required if outdoors at the District as long as the employee is alone. Masks/face coverings must be always on the employee and in the event they are approached by another individual they must put on their masks/face coverings. Mask/face coverings must be worn in common work areas including cubicles, this includes desk with partitions. All employees must wear face coverings except while alone in an office or while eating and drinking during break time provided employees are 6ft apart. Employees who cannot wear face coverings due to a medical or mental health condition or disability, or who are hearing-impaired or communicating with a hearing-impaired person. Alternatives will be considered on a case-by-case basis.
 1. Wear the mask/face coverings over the nose and mouth. Make sure you can breathe easily. CDC does not recommend use of masks/face coverings or cloth masks for source control if they have an exhalation valve or vent.
 2. Properly remove mask/face coverings and wash hands after handling the mask/face coverings.
 3. Masks/face coverings should be washed regularly: include the mask/face covering with regular laundry; use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the mask/face covering; use the highest heat setting and leave in the dryer until completely dry.
 4. Masks/face coverings will always be kept in stock. If you need a new mask/face covering please advise Safety and Training Technician and a new mask/face covering will be provided.

Safeguarding the health of employees and customers during a coronavirus pandemic is a key objective for the District. A variety of infection control measures, including heightened hygiene practices, social distancing, closing the District lobby to customers, masks/face coverings, and disinfection procedures may be utilized to slow the spread of disease. One of the best strategies to reduce the risk of becoming ill with coronavirus is to avoid crowded settings and other situations that increase the risk of exposure to someone who may be infected. Some basic hygiene and social distancing precautions that can be used include the following:

- Stay home if you are sick.
- Employees who had potential COVID-19 exposure in our workplace will be **offered Covid-19 testing at no cost during their working hours. When potential Covid 19 exposure occurs outside of work Human Resources or Safety and Training Technician can provide you with testing locations if needed.**
- Wash your hands frequently with soap and water for 20 seconds or use a hand sanitizer if soap and water are not available.
- Avoid touching your nose, mouth, and eyes.
- Cover your coughs and sneezes with a tissue, or cough and sneeze into your elbow or upper sleeve (avoid sneezing or coughing into the hands).
- Dispose of tissues in no-touch trash receptacles.
- Wash your hands or use a hand sanitizer after coughing, sneezing, or blowing your nose. Hand sanitizer is kept on stock and available through the Purchasing Technicians. Wash hands for a minimum of 20 seconds.
- Avoid close contact (within 6 feet) with coworkers and customers.
- Avoid shaking hands, the high-five, and the knuckle bump as these can still spread germs. If you do have physical contact with others, always wash your hands immediately afterward.
- If wearing gloves, wash your hands after removing them.
- Keep frequently touched common surfaces (telephones, computer equipment, etc.) clean.
- When possible, do not use other employees' phones, desks, offices, or other work tools and equipment.
- Employees who are well but have a sick family member at home with coronavirus should notify their supervisor and refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.²
- Minimize group meetings; use e-mails and phones when possible. If meetings are absolutely necessary, avoid close contact (within 6 feet) with others and ensure that the meeting room is well ventilated.
- During times of moderate to severe levels of illness, telephone communications is the preferred method of contact.
- Consider removing magazines and other frequently touched materials from common areas.
- Front desk, engineering services and finance personnel have been instructed to use hand sanitizer after handling mail and after each customer transaction.
- Additional hand sanitizer, disinfecting wipes, and tissues have been placed in commonly used areas.
- Customer hand sanitizing stations have been placed by the front door and at customer service counters. Tissues and CDC educational posters have been posted at various locations in the District offices.
- Partitions have been installed in the lobby between each customer window. Partitions have also been placed between each Customer Care desk.
- At all times, all District policies and requirements regarding smoking and vaping will be strictly adhered to, including not smoking or using vaping products inside any District buildings. Smoking areas are identified in the Employee Manual.
- Adopting severe levels of coronavirus and protocol will follow emergency declarations by the U.S. President, California Governor, City of Palmdale, and the Los Angeles County Board of Supervisors, and measures may include, but not be limited to:
 1. At severe levels of coronavirus, the workplace will be closed and be available to appointment-only customers, and where possible, appointments will be conducted virtually or by phone.
 2. At severe levels of coronavirus, vendor contacts with District personnel will be conducted virtually or by phone.

3. At severe levels of coronavirus, notices will be posted at facility entry points indicating that the facility is open to the public by appointment only with customers being advised to use online, drop-box, or other drop off payment locations. And that staff and visitors are not to enter if they have coronavirus symptoms.
4. At severe levels of coronavirus, customer contact will be limited by encouraging telephone contact only, dropping off payments in drop-box, mailing payments and online payments. In addition, customers will be advised that front counter staff are only accepting credit card payments and/or processing water service applications.
5. At severe levels of coronavirus, employees with higher risk of influenza complications will be sent home if age 65 or older or if they have other health complications leading to a compromised immune system, including, but not limited to, lung issues, insulin dependent diabetes, or heart disease.
6. At severe levels of coronavirus, the District office will close to the public if sanitation supplies are depleted.
7. At severe levels of coronavirus, the District will implement levels of half-staffing and 40-hour/week work-from-home accommodations.
8. At severe levels of coronavirus, the District will implement shelter-in-place requirements.
9. At severe levels of coronavirus, entry into the Water Treatment Plant Operator's room will be minimized.

² <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

Section 3 - Disinfection Procedures:

The District is currently using germicidal wipes for general clean up and disinfectant spray when it is necessary to disinfect offices or other commonly used areas. Employees are encouraged to wipe down surfaces and objects that they touch throughout the day. Managers, supervisors, and leads are to give the time needed to accomplish disinfecting the workplace. Disinfectant spray and/or wipes are placed all throughout the District and are available through the Purchasing Technicians when needing to be replaced. Routine approaches for cleaning and disinfection are adequate in these areas, but areas of high traffic should be disinfected twice a day. Personnel cleaning the areas should wear gloves and a mask and should discard them when finished. Hands must be washed or sanitized at the completion of the procedure.

When a person with suspected virus is identified and has left the workplace, the supervisor will assign personnel to conduct a thorough cleaning of the workplace where the sick individual was present. Included in the cleaning will be auxiliary places they conduct work or they have been in contact with, such as counter tops, vaults, common office equipment, locker room areas, District vehicles and equipment. Special attention should be paid to telephones, computer keyboards, the mouse, desktop, steering wheels, and District radios. Doorknobs, sinks, drawer handles, light switches, etc. in the vicinity should also be disinfected. If possible, do not disturb the person's clothing or other fabrics during the cleaning process. Areas that cannot be disinfected, such as electrical equipment, employees will wear masks and gloves while working in the area, or the area will be isolated.

Section 4 – Communications Plan

The District will provide ongoing information and guidance to employees, customers, and vendors throughout the pandemic phases. Important communication information includes:

Prepare	<ul style="list-style-type: none"> o General information such as how to develop a personal/family preparedness kit, where to get information during a pandemic (websites, telephone numbers)
Respond with an emphasis on the continued safety of PWD water	<ul style="list-style-type: none"> o Updates on the status of the pandemic o Components of the District's pandemic plan such as: <ul style="list-style-type: none"> o Infection measures to be utilized at work o Illness reporting o Job reassignments o Services available to customers o Office closures
Recover	<ul style="list-style-type: none"> o Updates on the status of the pandemic o Restoration of normal business practices o Update plan if necessary

Modes of Dissemination: Information will be disseminated to employees using the modes of communication described below. Multiple strategies will be used to create redundancy and ensure that employees and customers receive messages.

Electronic Systems: Mass e-mail message, website posting, intranet posting

Hard Copy: Mailing, interoffice mail, notice board postings, paycheck mailing

In Person: Meetings, presentations, and, as necessary, training (not during a severe pandemic)

Media- TV, Radio, Newspaper: Issue press releases to keep the public fully informed.

Section 5 – Critical Job Functions:

Rates of absenteeism will depend on the severity of the pandemic. In a severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach 40% during the peak weeks of an outbreak.

Using these estimates as a guideline, the General Manager and department heads identified the personnel responsible for performing critical tasks and a sufficient number of temporary alternates to ensure that each critical task is given the appropriate priority during a reduction in normal staffing levels. The General Manager and department heads will direct personnel to respond to more pressing issues and priorities based on pandemic severity. Additionally, during a severe pandemic, regulatory requirements may be impacted by a reduction in staffing levels, causing delinquency in reporting.

DEPARTMENT/DIVISION	CRITICAL JOB FUNCTION
Administration	<ul style="list-style-type: none"> • Communications with employees, Board of Directors, media and customers • Provide analytics to department managers • Ensure the availability of water resources
Finance	<ul style="list-style-type: none"> • Processing payroll • Generating water bills • Accounts payable (During a severe pandemic, this may be limited if there are personnel shortages.) • Processing payments received from customers • Shut offs may be suspended during a severe pandemic to ensure customers have water for hygiene purposes
Information Systems	<ul style="list-style-type: none"> • System Backup • User Support • District website updates • Work-at-home equipment
Engineering	<ul style="list-style-type: none"> • Engineering customer services • Mark outs • Inspections – inspect construction of facilities to District standards (During a severe pandemic, this may be suspended if there are personnel shortages.) • Inspect dam after rapidly changing lake levels or earthquake
Customer Care	<ul style="list-style-type: none"> • Fielding customer calls • Cashiering • New customer applications
Field Customer Care	<ul style="list-style-type: none"> • Reading water meters • Respond to service leaks • Respond to customer service orders
Facilities	<ul style="list-style-type: none"> • Respond to electrical, SCADA and pump problems • Respond to pipeline failure leaks, critical easement damage and fire hydrant damage • Ordering of parts/supplies necessary for day-to-day operations • Well runs, system maintenance
Operations	<ul style="list-style-type: none"> • Water quality compliance reporting • Water quality monitoring (sampling & analyses) • System monitoring (flows, reservoir level, pressures, water orders, water quality, etc.) • Filing regulatory agency reports or notifications of delay • Inspect dam after rapidly changing lake levels or earthquake
Human Resources	<ul style="list-style-type: none"> • Employee benefits • Processing, tracking & reporting injury/illness • Health education and other employee training • Stocking supplies critical for emergency response

The following steps have been taken to ensure that adequate personnel levels are maintained to perform critical job functions:

- Finance personnel are cross-trained in performing critical finance functions.
- Field personnel have been extensively cross-trained to ensure continuation of water service.
- N-95 masks, hand sanitizers and surface sanitizing wipes will be kept in stock, if possible.
- Equipment, such as District telephones and laptops/iPads, will be provided to the extent possible in the event the District implements half-staffing. If this becomes extended, limited ergonomic systems will be implemented for home use.

Training and Instruction:

We will provide effective training and instruction that includes:

- Our COVID-19 policies and procedures to protect employees from COVID-19 hazards.
- Information regarding COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws.
- The fact that:
 - COVID-19 is an infectious disease that can be spread through the air.
 - COVID-19 may be transmitted when a person touches a contaminated object and then touches their eyes, nose, or mouth.
 - An infectious person may have no symptoms.
- Methods of physical distancing of at least six feet and the importance of combining physical distancing with the wearing of face coverings.
- The fact that particles containing the virus can travel more than six feet, especially indoors, so physical distancing must be combined with other controls, including face coverings and hand hygiene, to be effective.
- The importance of frequent hand washing with soap and water for at least 20 seconds and using hand sanitizer when employees do not have immediate access to a sink or hand washing facility, and that hand sanitizer does not work if the hands are soiled.
- Proper use of face coverings and the fact that face coverings are not respiratory protective equipment - face coverings are intended to primarily protect other individuals from the wearer of the face covering.
- COVID-19 symptoms, and the importance of obtaining a COVID-19 test and not coming to work if the employee has COVID-19 symptoms.

Appendix A

Coronavirus-like Illness Symptom Assessment Form

CONFIDENTIAL

Employee Name: _____ Date _____

Check all symptoms that apply:

<input type="checkbox"/>	Fever (temperature greater than 100° F) or chills
<input type="checkbox"/>	Cough
<input type="checkbox"/>	Shortness of breath
<input type="checkbox"/>	Fatigue
<input type="checkbox"/>	Muscle or body aches
<input type="checkbox"/>	Headache
<input type="checkbox"/>	New loss of taste or smell
<input type="checkbox"/>	Sore throat
<input type="checkbox"/>	Congestion or runny nose
<input type="checkbox"/>	Nausea or vomiting
<input type="checkbox"/>	Diarrhea

If you have any one of the symptoms above:

<input checked="" type="checkbox"/>	Coronavirus-like illness is suspected
<input checked="" type="checkbox"/>	Stay home and avoid contact with other people except to get medical care;
<input checked="" type="checkbox"/>	Monitor symptoms and if they deteriorate seek medical care immediately.
<input checked="" type="checkbox"/>	If you have underlying medical conditions, contact your medical provider immediately

Form completed by:

Name

Title

INFORMATION CONTAINED ON THIS FORM IS STRICTLY CONFIDENTIAL

Appendix B: Identification of COVID-19 Hazards:

All persons, regardless of symptoms or negative COVID-19 test results, will be considered potentially infectious. Particular attention will be paid to areas where people may congregate or come in contact with one another, regardless of whether employees are performing an assigned work task or not. For example: meetings, entrances, bathrooms, hallways, aisles, walkways, elevators, break or eating areas, cool-down areas, and waiting areas.

Evaluation of potential workplace exposure will be to all persons at the workplace or who may enter the workplace, including coworkers, employees of other entities, members of the public, customers or clients, and independent contractors. We will consider how employees and other persons enter, leave, and travel through the workplace, in addition to addressing fixed work locations.

Person conducting the evaluation: [enter name(s)]

Date: [enter date]

Name(s) of employee and authorized employee representative that participated: [enter name(s)]

Interaction, area, activity, work task, process, equipment and material that potentially exposes employees to COVID-19 hazards	Places and times	Potential for COVID-19 exposures and employees affected, including members of the public and employees of other employers	Existing and/or additional COVID-19 prevention controls, including barriers, partitions and ventilation

Appendix C: COVID-19 Inspections

Review the information available at www.dir.ca.gov/dosh/coronavirus/ for additional guidance on what to regularly inspect for, including issues that may be more pertinent to your particular type of workplace. You will need to modify form accordingly.]

Date: [enter date]

Name of person conducting the inspection: [enter names]

Work location evaluated: [enter information]

Exposure Controls	Status	Person Assigned to Correct	Date Corrected
Engineering			
Barriers/partitions			
Ventilation (amount of fresh air and filtration maximized)			
Additional room air filtration			
[add any additional controls your workplace is using]			
[add any additional controls your workplace is using]			
Administrative			
Physical distancing			
Surface cleaning and disinfection (frequently enough and adequate supplies)			
Hand washing facilities (adequate numbers and supplies)			
Disinfecting and hand sanitizing solutions being used according to manufacturer instructions			
[add any additional controls your workplace is using]			
[add any additional controls your workplace is using]			
PPE (not shared, available and being worn)			
Face coverings (cleaned sufficiently often)			
Gloves			
Face shields/goggles			
Respiratory protection			
[add any additional controls your workplace is using]			

¹ <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>