SOCIAL DISTANCING, SANITATION, SAFETY AND FACE COVERING PROTOCOLS-COVID-19 PANDEMIC

Revised: JUNE 18, 2020

The Soquel Creek Water District has implemented the following Safety and Social Distance protocols in compliance with the County of Santa Cruz “Shelter-in-Place” Orders issued by the County Public Health Officer. The County has recently lifted some of the Shelter-in-Place restrictions, aligning with the Governors’ 4-Stage reopening process. The District will continue to abide by the following protocols until further notice.

**Signage:**

To minimize exposure, the District will continue to keep its Main District office closed to public customer access until further notice. There are posted signs at the public entrances. Some District buildings may be accessed by select suppliers, such as essential deliveries and services.

All entrances have signs posted which inform all employees and customers that they should:

- Wear a Face Covering in compliance with the County's Order; avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.

**Measures to Protect Employee Health:**

The District has closed its Main District office and has deployed the following measures to ensure staff safety and minimize the spread of COVID-19 infection:

- We are continuing remote work deployment for employees who can carry out their work duties from home, with some limited or occasional return to the District office work site.
- All employees have been instructed not to come to work if sick.
- Symptom checks according to County Public Health directives verified before employees are authorized to return to work from illness.
- All occupied desks or individual workstations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas (hard surfaces, e.g.: switches, security keypads, fixtures, doorknobs, kitchen appliance handles, etc.) are being disinfected upon use or on a frequent basis, on the following schedule:
  - Break rooms: Main office - throughout the day after use by limited on-site staff. Field Office and Shop - throughout the day after use by limited on-site staff and Daily after hours.
  - Bathrooms: Main office - throughout the day after use by limited on-site staff. Field Office and Shop - throughout the day after use by limited on-site staff and Daily after hours.
- Disinfectant and related supplies are available to all employees at the following location(s):
  - Soap and water are available to all employees at the following location(s): District office bathrooms and breakroom; Field office bathrooms and breakroom; CSF office bathroom and sink area; Shop bathrooms and sink areas.
- Gloves are in use by those collecting drop-box payments and mail.
- Air purifiers in use in the Main office to mitigate airborne particles.
- UV purifiers in use in Main Office to purify surfaces (e.g: phones, computer mice, pin pads, etc.)
• Promotion of health and safety procedures and measures by posting signs in visual areas and sending regular reminders electronically and by other means.
• HVAC System has been addressed to utilize settings to intensify ventilation.
• Outside cleaning services have been continuous with a directed focus on disinfection and mitigating spread of infection.
• Protective shield guard/sneeze barriers are being constructed for the front counter and other specific office space areas to ensure social distancing protocols are in force.
• All employees working at the District office location are required to do a symptom self-check daily.
• All staff have been issued oral thermometers to conduct temperature checks daily before reporting to the District office location.
• Copies of this Protocol have been distributed to all employees.
• Staff training available in understanding COVID-19, cleaning and disinfection, and returning to work.
• Off-site business travel has been halted except for essential work.

**Measures to Prevent Crowds From Gathering:**

• District office to remain closed to customers until further notice to mitigate gathering in lobby.
• Conducting public meetings electronically, using virtual space.
• Limiting the number of employees able to enter the bathroom and changing areas to one-at-a-time, which allows for employees to easily maintain at least six-foot distance from one another at all practicable times.
• Deploying field crews directly to vehicles rather than typical gathering spots.
• Conducting virtual staff meetings for safety and information.

**Measures to Keep People At Least Six Feet Apart:**

• Deploying staff to work at home, where practicable.
• Signs posted outside the physical entrance reminding people the District office is closed and continuing to conduct public business remotely by forwarding public calls to staff deployed at home and using remote desktop technology to access normal District processes.
• Employees instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept, transfer or deliver items, goods or services, or as otherwise necessary.
• Deploying staff to field using separate vehicles and authorizing only one person in a vehicle at all times.
• Protective shield guard/sneeze barriers are being constructed for the front counter and other specific office space areas to ensure social distancing protocols are in force.
• Pre-visit notices sent to customers for home irrigation site visits with specific safety, distancing and interaction protocols.

**Measures for Face Covering While At Work:**

• In accordance with the state Governor’s Order and the Santa Cruz County Public Health Order, all members of the public must wear a face covering when:
  o inside of, or in line to enter any indoor public space;
  o inside of, in line to enter or when conducting business through a car window with any business (such as Soquel Creek Water District.)
• District employees (including District contractors and volunteers) must wear a face covering at the workplace and when performing work off-site any time while:
  o interacting in person with any member of the public;

Revised 6/18/2020
• working in any space visited by members of the public, such as service counters, waiting rooms, and other spaces used to interact with the public, regardless of whether anyone from the public is present at the time;
• working in or walking through common areas such as hallways, breakrooms and parking facilities;
• in any room or enclosed area when other people (who are not members of the same household or residence) are present, when unable to physically distance.
• while outdoors in public spaces, when maintaining a physical distance of 6 feet from other people (who are not members of the same household or residence) is not feasible.

• For clarity:
  o a Face Covering is not required when one person is in a personal office (a single room) when others are not present, so long as there is the ability to physically distance and/or the public does not regularly visit the room.
  o persons who are engaged in outdoor work...when alone or when they are able to maintain a distance of at least 6 feet from others.
    ➢ for example and without limitation, a construction worker, plumber, manager, accountant, or repair person is not required to wear a Face Covering if that individual is alone and in a space not regularly visited by the public, but that individual must put on a Face Covering when coworkers are nearby, when being visited by a client or customer, and when anywhere members of the public or other coworkers are regularly present.

• Very Limited Exceptions:
  o persons with a medical condition, mental health condition or disability that prevents wearing a face covering are exempt. (Note: persons exempted from wearing a face covering due to a medical condition who are employed in a job involving regular contact with others should wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it.)
  o persons who are hearing impaired or communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication are exempt.
  o persons for whom wearing a face covering would create a risk to the person related to their work, as determined by local, state or federal regulators or workplace safety guidelines are exempt.
  o persons who are seated....while they are eating or drinking, provided they are able to maintain a distance of at least 6 feet away from others are exempt.

• District staff have taken and will continue to take reasonable measures to remind employees, customers and the public that they must wear a Face Covering in compliance with the County Order.
• The District Office will remain closed to the public until further notice. For the limited amount of visitation by suppliers, vendors, etc. the District and its employees will take all reasonable steps to prohibit entry to any member of the public who is not wearing a Face Covering as required by the Order and should not provide or receive services from that person.
• Employees are not required to wear a Face Covering while driving alone in a motor vehicle.
• An Employee is not required to wear a Face Covering if the person can show wearing a Face Covering would create a risk to the person related to their work as determined by local, state, or federal regulators or workplace safety guidelines.
• A Face Covering should not be used by anyone who has trouble breathing or is unconscious, incapacitated, or otherwise unable to remove the Face Covering without assistance.
• Face Coverings should be comfortable, allowing the wearer to breathe comfortably through the nose and without need to adjust frequently, avoiding the need to touch ones face.
• The District will provide employees an adequate supply of Face Coverings for the assigned work performed. Face Coverings may be made of cloth, fabric or permeable materials, without holes, and are intended to cover only the nose, mouth and surrounding areas of the lower face. Employees may also choose to wear a Face Covering of their own choosing which can include a scarf or bandana; a neck gaiter; a homemade covering made from a t-shirt, sweatshirt, or towel held on with rubber bands or

Revised 6/18/2020
Otherwise; or a mask (which need not be medical grade). A Face Covering may be factory-made or may be handmade from ordinary household materials.

- A video showing how to make a Face Covering and additional information about how to wear and clean Face Coverings may be found at the website of the Centers for Disease Control and Prevention, at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/div-cloth-face-coverings.html

**Measures to Prevent Unnecessary Contact:**

- Providing for and encouragement of contactless customer payment.
  - On-line payments
  - Phone-in payments
  - Drop boxes or mail

- Implementing and encouraging creation of more electronic processes, elimination of passing paper.
- Encouraging staff to refill water bottles at home before coming to site.
- Encouraging staff in uniform to temporarily change and wash clothing at home.

**Measures to Increase Sanitization:**

- Disinfecting wipes that are effective against COVID-19 have been distributed within each Department and available in common areas.

- On-site employee(s) assigned to disinfect high-touch areas regularly and outside cleaning service has been directed to focus on disinfection cleaning practices and mitigating potential spread of infection.

- The District office will remain closed to the public until further notice. Soap and water, bleach wipes or effective disinfectant is available to staff in all areas of the main facility.

- Disinfecting shared surfaces in Field Break Room after each use (e.g: keyboards, cupboard doors, doorknobs, kitchen and bathroom fixtures and switches, appliances, etc.)

- Disinfecting all payment portals, including drop-box units and mail deliveries.

- Disinfecting all high-contact surfaces frequently.

- Disinfecting all vehicles after each use.

- Frequent disinfection of personal communications devices and technology tools (e.g: radios, laptops, tablets, cell phones, etc.) and Daily at the end of shift.

You may contact the following person with any questions or comments about this protocol:

**Name:** Traci Hart, Human Resources Manager. **Phone number:** (831) 475-8501 ext. 131 or (831) 239-8074