COVID-19 PANDEMIC SAFETY PROTOCOLS - SOCIAL DISTANCING, SANITATION, FACE COVERING, ETC.
Revised: OCTOBER 21, 2020

The Soquel Creek Water District has implemented COVID-19 Pandemic Safety Protocols following guidance and compliance orders from the County of Santa Cruz County Public Health Officer, the State of California Department of Public Health and Governor’s Office, and the Federal Centers for Disease Control (CDC).

Signage:
To minimize exposure, the District continues 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.
- Entrances have signs posted informing all employees and customers to:
  - Wear a Face Covering in compliance with the County’s Order;
  - Do not enter the facility if they have a cough, fever or other COVID-19 symptoms;
  - Maintain a minimum six-foot distance from one another;
  - Do not shake hands or engage in any unnecessary physical contact.
- The main office, the field office and HR have posted copies of these protocols and mandatory Department of Labor compliance posters including Families First Coronavirus Response Act information.

Measures to Protect Employee Health:
The District has closed its main office to the public and has deployed the following measures to ensure off-site and on-site staff safety by minimizing the spread of COVID-19 infection:
- Remote work deployment for employees able to carry out work duties from home, with some limited or occasional return to the District office work site.
- All employees are required to stay home if sick.
- All employees are to conduct daily symptom and temp checks before coming to the District work site.
- All occupied desks or individual workstations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas (hard surfaces, switches, security keypads, fixtures, doorknobs, kitchen appliance handles, etc.) are disinfected upon use, on a frequent basis, and on the following schedule:
  - Break rooms: main office, field office and shop - throughout the day after use by on-site staff and daily after hours.
  - Bathrooms: main office, field office and shop - throughout the day after use by on-site staff and daily after hours.
  - Sanitizer, disinfectant, soap and water and related supplies are available to all employees in: main office bathrooms and breakroom; field office bathrooms and breakroom; CSF office bathroom and sink area; shop bathrooms and sink areas.
- Gloves are used to collect drop-box payments and mail.
- Air purifiers are in use in all indoor workspace office areas to mitigate airborne particles.
- UV purifiers are available in the main office to purify surfaces (e.g: phones, computer mice, pin pads)
- Health and safety procedures and measures are posted visual areas and regular reminders sent electronically.
- HVAC System was upgraded with forced air filters and settings adjusted to CDC Covid-19 recommended settings.
- Outside cleaning services follow all District protocols and are directed to focus on disinfection and mitigating spread of infection.
- Protective shield guard/sneeze barriers installed at the front counter (to be used when opened).
• Protective shield guard/sneeze barriers installed in Engineering department “bull-pen” to provide extra measure of separation if more than one staff on site.
• Oral thermometers distributed to all staff for daily temperature checks upon reporting to District office.
• Protocols distributed to all employees and posted on the District intranet.
• All staff provided required COVID-19 training on protecting oneself at work and understanding infection, cleaning, disinfection, return-to-work, etc.
• Off-site business travel halted except for essential work/needs.

**Measures to Prevent Gathering Crowds and to Keep People at Least Six Feet Apart:**

- District office remains closed to customers until further notice with posted signs at entrances reminding people we continue to conduct public business remotely (staff using remote desktop technology and phone relay for normal District service.)
- Deploy staff to work at home, where practicable.
- Public and non-public meetings conducted electronically, using virtual space.
- Number of employees in common areas limited to one-at-a-time in bathrooms, changing areas, etc.
- Field crews deploying directly to vehicles,
- Newly remodeled outside seating area expanding available, usable space.
- If necessary, in-person meetings conducted outside using social distance guidelines.
- On-site staff required to maintain at least six feet distance from others, except when necessary to accept, transfer or deliver items, goods or services, or as otherwise necessary.
- On-site field staff are required to use separate vehicles - only one person in a vehicle at all times.
- Protective shield guard/sneeze barriers installed at 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:
  - inside of, or in line to enter any indoor public space;
  - 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:
  - interacting in person with any member of the public;
  - 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 face coverings aren’t 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.
  - when a person engaged in outdoor work is alone, is in a space not regularly visited by the public, and/or is 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

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coworkers are nearby, when being visited by a client or customer, and when anywhere members of the public or other coworkers are regularly present.

- Limited Exceptions and Alternatives:
  - Staff with a medical condition, mental health condition or disability that prevents wearing a face covering are exempt. (Note: persons exempted under this exception 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.)
  - Staff 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 (although a see-through face shield could be an accommodation.)
  - Staff 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.
- Employees will continue to take reasonable measures to remind employees, customers and the public that they must wear a face covering.
- 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.
- Employees are not required to wear a face covering who are seated while eating or drinking, provided they maintain a distance of at least 6 feet away from others.
- 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 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.

Measures to Prevent Unnecessary Contact:
- District customer service options provide for and encourage contactless customer payment:
  - On-line payments
  - Phone-in payments
  - Drop boxes or mail
- Implement and encourage creation of more electronic processes, elimination of passing paper.
- Staff are encouraged to refill water bottles at home before coming to site.
- Staff in uniform may elect to temporarily change and wash clothing at home (this is not required).

Measures to Increase Sanitization:
- Disinfecting wipes and/or sanitizing agents (effective against COVID-19) have been distributed and are available in common areas, and on-site staff are to disinfect high-touch areas regularly when in use.
- Outside cleaning services follow all District protocols and are directed to focus on disinfection and mitigating spread of infection.
- Soap and water, wipes or effective sanitizer/disinfectant is available to staff in all areas of the facility to regularly & frequently clean hands.

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• Disinfecting shared surfaces in break rooms 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.

**District Plan in Case of Positive Test or Outbreak:**

- Employees are required to notify the District if they have tested positive for COVID-19, have been exposed to someone who has tested positive, exhibit symptoms of COVID-19, or have been exposed to someone suspected of having COVID-19.
- Staff above are required to stay home and will be given guidance from HR on leave rights, obligations and benefits, and to follow up with their health care provider. The District will follow Santa Cruz County Health Department guidance about isolation or quarantine and possible testing.
  - Sick employees should follow [CDC-recommended steps](https://www.cdc.gov/coronavirus/2019-ncov/prepare/when-to-self-isolate.html) and are not permitted to return to work until the [discontinue home isolation](https://www.cdc.gov/coronavirus/2019-ncov/prepare/when-to-self-isolate.html) are met, in consultation with their healthcare provider.
  - Employees must comply with District’s return-to-work certification criteria before returning to work.
- The District will immediately take action to identify potential exposure through contact tracing.
- The District will provide written notification to those who may have been exposed, within one business day after learning that a person who was in the workplace tested positive for COVID-19 or is subject to an isolation order in compliance with California law.
- The District will provide written notification to employees, subcontractors, and the exclusive bargaining representative that there may have been exposure of COVID-19 in the workplace in compliance with California law.
- The District will notify its workers’ compensation carrier within three days of learning that an employee tested positive for COVID-19 (excluding personally identifying information), the date of the test, the place where the employee worked during the 14 days prior to the test and the number of employees at each place where the employee worked for the prior 45 days in compliance with California law.
- The District will notify Cal-OSHA if an employee falls ill during work (for whatever reason, including possible exposure to COVID-19) and is admitted as an inpatient to a hospital for other than medical observation or diagnostic testing in compliance with California law.
- The District will notify the Santa Cruz County Health Department within 48 hours if we become aware of a COVID-19 “outbreak” (3 or more employees who live in different households).
- The District will perform CDC-recommended enhanced criteria for [cleaning and disinfection](https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfecting.html) after anyone suspected or confirmed to have COVID-19 has been in the workplace.
- The District supports the need for staff to be off work for the protection of others by flexible leave policies and has implemented leave policies consistent with federal and state mandates.
- The District’s specific plans and various documents (including these protocols) provide guidance to ensure safety, reduce risk of exposure and respond appropriately to a positive case of COVID-19 or an outbreak.

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

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WaterSmart Customer Portal Soft Launch

Thank you for being an early adopter of the WaterSmart customer portal! The soft launch of the portal will run from October to November prior to the full rollout to District customers. The purpose of the soft launch is to:

- Test the signup process
- Test the billing portal
- Review the bill and consumption tracking features for accuracy
- Find features of the portal that are confusing or unclear
- Familiarize our staff with the process of helping customers through the portal

We are seeking feedback on the usability and understandability of the portal so that we may best prepare our customer service, conservation, and outreach teams to assist customers and answer questions.

Please note: We are not able to customize most aesthetic or content features (i.e. fonts, colors, types of graphs) of the customer portal due to limitations in the WaterSmart software. Please contact Alyssa Abbey (alyssaa@soquelcreekwater.org or (831)475-8500 ext. 124) if you have questions about this.

Directions
1. Register for the customer portal using the link sent to you via email.
2. **Billing**: View and pay bill when available
3. **Billing**: Compare your bill to previous bills
4. **Track**: View your water consumption from at least your last bill period. Drill down to daily and hourly data.
5. **Take Action**: Review the “Recommended Actions” for your household.
6. **Take Action**: Review your “Household Profile”
7. **Settings**: Review your account settings and update if necessary
8. **Settings**: Review and update your communications preferences
9. **Contact Us**: Send us a message
10. Fill out a WaterSmart Early Adopter Feedback Survey (sent by Staff)

Questions? Need Help?
Please try contacting us through the “Contact Us” feature of the portal, call our main line (831)475-8500, or email us at watersmart@soquelcreekwater.org.

Please keep in mind, this is a new experience for staff too! If we don’t have an answer to your question right away, please be patient with us. Finding the answer is an opportunity for us to hone our skills and get better!

Thank you for your help as an early adopter!