



COVID-19 Preparedness Plan & Response Guide

Workplace Health and Safety

Guidance for Orcas Power & Light Cooperative
For Internal Use Only

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1.0 INTRODUCTION

As a utility, Orcas Power & Light Cooperative (OPALCO, Cooperative) provides critical infrastructure services to the community. Governor's Inslee has decreed essential worker status for *"workers who maintain, ensure, or restore the generation, transmission, and distribution of electric power, including call centers, utility workers, reliability engineers and fleet maintenance technicians."*

As essential workers, we hold ourselves to a higher standard because our membership depends on us to keep the lights on. In response to the novel coronavirus disease (COVID-19) pandemic, the Cooperative has developed a COVID-19 preparedness plan. This document outlines the Cooperative's response and preventative measures relating to COVID-19 to ensure we keep our employees healthy and continue to provide critical services to San Juan County.

OPALCO follows the health and safety precautions for COVID-19 as established by the CDC and in accordance with the San Juan County Health Department.

1.1 What Is COVID-19?

Novel coronavirus (COVID-19) is a new virus strain spreading from person-to-person that has not been previously identified. It is currently in the United States and most other countries in the world. Health experts are concerned because this new virus spreads easily and has the potential to cause severe illness and pneumonia in some people — especially people over age 60 or who have weakened immune systems.

COVID-19 is thought to spread mainly through close contact from person-to-person. Some people without symptoms may be able to spread the virus. COVID-19 may also be spread by a person touching a surface or object that has the virus on it, then touching their own mouth, nose, or eyes. This is not thought to be the main way this virus is spreading. The virus that causes COVID-19 spreads very easily between people in the following ways:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, laughs or talks.
- These droplets can land in the mouths, eyes or noses of people nearby or be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.
- People with COVID-19 have had a wide range of symptoms – ranging from mild symptoms to severe illness.
- Symptoms may appear 2-14 days after exposure to the virus.

1.2 Common Symptoms

Symptoms vary and may include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache

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- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

There may be more symptoms than listed above. Please visit [CDC's website about symptoms of COVID-19](#) as the CDC will continue to update this list as they learn more.

1.3 COVID-19 Prevention

Employees are expected to help prevent the spread of COVID-19 by:

- **Wear face coverings** which fit snugly but comfortably against the side of the face, covering the mouth and nose.
- **Social distancing** (at least 6 feet of distance) must be followed: think about your interactions differently.
- **Sanitize:** Use disinfectant to wipe down counters, keyboard & mouse, door handles, and tools frequently.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.
- **Cover your mouth** and nose with a tissue when you cough or sneeze. If you do not have a tissue, cough or sneeze into your elbow, not your hands.
- **Wash hands** often and thoroughly with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol.
- **Stay home** if you feel ill or if you think you could have been exposed to someone who is sick.
- **Use Teledoc:** Avoid urgent care waiting rooms. Teledoc offers doctor visits via phone, video, or internet. <https://www.teladoc.com>
- **Don't spread rumors:** Repeating unconfirmed information only increases anxiety and stress. Visit San Juan County Department of Health at <https://www.sanjuan.co/1668/2019-Novel-Coronavirus> for accurate subject matter.

1.4 Social and Physical Distancing Guidelines

The Cooperative's employee's health and safety as well as the health and safety of our community is our primary concern, therefore we must all use new safety measures and find new ways to serve our community.

SOCIAL DISTANCING AT WORK:

Our operational needs may make maintaining 6' of physical distance between people challenging at times. Performing tasks in close proximity should only be considered when other methods are not available. When circumstances require employees to work with less than 6' between them, everyone must follow applicable safety guidelines including wearing appropriate PPE such as masks designed to guard against COVID-19. When able, we expect all employees to socially distance and wear masks.

MAINTAINING 6' OF DISTANCE:

Please be mindful of the physical distance between you and other people moving through our shared areas. If an in-person conversation is needed, everyone must maintain 6' of space. When 6' cannot be maintained within a space, employees are encouraged to:

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- Find a different location to meet and/or interact.
- Arrange virtual meetings via Zoom or Microsoft Teams
- Stagger tasks when possible.
- Create new ways of accomplishing the same goal.
- Correspond via phone, email, teams chat when possible.

Employees traveling to job sites should arrange to travel individually in separate vehicles.

In general, give each other plenty of space in the work area, halls, break rooms, and the like.

Many of us have different views on COVID-19, and what is responsible social distancing may look very different to each person.

1.5 Self-Monitoring & Wellness Screening

CURRENTLY WORKING ON-SITE: The Cooperative requires self-screening EVERY DAY OF THE WEEK by filling out the COVID-19 Daily Intake Form. We ask that employees monitor themselves for symptoms and take their temperature DAILY. If you feel ill, stay home regardless of your symptoms. Each morning, employees will be sent a link to an online self-screening form (COVID Daily Staff Intake Form), which will ask the following questions:

1. Who were you in contact with since last reporting?
2. Does your current temperature exceed 100.4 degrees F?
4. Are you experiencing any cold or flu-like symptoms?
5. Are you currently experiencing any COVID-19 symptoms? Check all that apply.
 - Fever greater than or equal to 100.4F
 - Chills
 - Congestion or running nose
 - Cough
 - Diarrhea
 - Fatigue
 - Headache
 - Muscle or Body Aches
 - Nausea or vomiting
 - New loss of taste or smell
 - Shortness of breath or difficulty breathing
 - Sore throat
6. In the last 14 days, have you had known close contact (within 6' for a cumulative total of 15 minutes or more within a 24-hour period) with anyone who has tested positive for COVID-19?
7. In the past 14 days, have you had close contact with a person visibly sick with COVID-19 symptoms or who says they are sick with COVID-19 symptoms?
8. Have you traveled off island since last reporting?

Your supervisor will review your form each day and contact you if your answers warrant any additional safety or wellness precautions.

1.6 Face Covering Guidelines

According to the CDC, face coverings can help prevent the spread of COVID-19. All employees are required to wear a cloth facial covering, except when working alone or unless face coverings create a dangerous working condition risk that exceeds COVID-19 related benefits of slowing the

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spread of the virus (i.e. vision interference, unable to hear direction on a work site). Please contact your supervisor for clarification.

EXAMPLES OF WORKING ALONE:

- Working alone in an office with 4 walls and a door.
- Alone inside a cubicle with 4 walls (one with an opening for an entryway) that are high enough to block the breathing zone of anyone walking by, and whose work activity will not require anyone to come inside of the cubicle.
- Alone inside a vehicle or heavy equipment.
- When alone on a job site or other open area with no anticipated contact with others.

ACCEPTABLE FACE COVERINGS:

The face covering must cover the nose and mouth and be comfortable enough that it can be tolerated for periods of time where social distancing cannot occur. The masking protocol applies to both office and field employees. OPALCO provides appropriate face coverings to employees and specialized gear for line workers where their exposure dictates a higher level of protection under the Department of Labor and Industries' safety and health rules and guidance. <https://www.lni.wa.gov/safety-health/safety-topics/topics/coronavirus>. Please contact your supervisor if you are in need of a face mask.

CAN I WEAR MY OWN FACE COVERING AT WORK?

Yes. You must ensure your face covering fits snugly but comfortably against the side of the face, covering the mouth and nose. Coverings should also include a couple of layers of fabric and allow for breathing without restriction. Please note that a face shield is not a substitute for a mask but may be worn in conjunction with a mask.

HOW DO I CARE FOR MY FACE COVERING?

Reusable coverings should be laundered regularly, ideally after each use, or at least daily. They can be cleaned with detergent and hot water. If face coverings must be re-worn before washing, the wearer should wash their hands immediately after putting the covering back on.

Face coverings should be disposed of if:

- They no longer cover the nose and mouth.
- They have stretched out or have damaged ties or straps.
- They cannot stay on the wearer's face.
- Have holes or tears in the fabric.

FACE COVERINGS IN THE FIELD: Employees working in the field must wear facial coverings if there is any chance that they may come in contact (within 6 feet) of other co-workers or members of the public. Arc rated masks are to be utilized when wearing a mask during energized tasks. If the facial covering interferes with the safe operation of equipment (bucket truck communication requirements) or interferes with other PPE (safety goggles fogging), the mask can be removed while working the energized task. Once the task is complete, the mask must be worn.

WHAT IF I CANNOT WEAR A FACEMASK? Employees who feel that they cannot wear a face covering for medical reasons must notify Administration immediately to determine acceptable COVID-19 complainant accommodations.

FACE MASK VIOLATIONS Employees observed not wearing an appropriate face mask will be cautioned. Face mask violations will be reported to an employee's supervisor for follow-up communication. Non-compliance will not be tolerated.

1.7. Employee COVID-19 Leave Options & Guidelines

WHAT ARE OPTIONS FOR TAKING TIME OFF? There are different types of leave that may apply; contact Administration to confirm which is correct for your situation:

- Personal Time Off (PTO), Sick, Vacation and/or Comp Time may be used to ensure continuation of pay and benefits while ill or to care for an ill family member.
- Federal Family Medical Leave Act (FMLA) is unpaid job protection and benefit continuation. FMLA leave requires a request form and a physician's certification with information about the reason for leave and the anticipated length of leave.
- Washington Paid Family & Medical Leave (PFML) is administered by the State Employment Security Department. The Cooperative does not administer this leave program. For more information visit the state web site at www.paidleave.wa.gov.

2.0 PURPOSE

The COVID-19 Preparedness Plan (Plan) was developed as part of ongoing business continuity efforts for Orcas Power & Light Cooperative. (Cooperative or OPALCO). The intended purpose of this Plan is to provide guidance and framework to support continuity of operations. This framework is flexible due to the anticipated varying levels of severity of the COVID-19 pandemic. We are prepared to refine our response plan if a potentially more serious/severe COVID-19 outbreak evolves. This is a management framework to facilitate the planning and actions required to foresee, potentially prevent, and respond to a disruptive COVID-19 incident. It enhances OPALCO's capacity to manage a COVID-19 event, while outlining the appropriate actions to help ensure the Cooperative has continued viability. This document is intended to support OPALCO's responsibility to employees, customers, and stakeholders to plan for its resiliency.

3.0 SCOPE

What: The purpose of this Plan is to outline actions to support OPALCO's objectives, maintain operation of *critical business functions* and delivery of *essential services*, protect the health and welfare of our employees, protect OPALCO assets, and effectively communicate to our employees, members, and our community during a COVID-19 outbreak.

Who: This plan applies to all OPALCO employees (internal document)

When: This plan first became effective on March 13, 2020

Not in Scope: *This document does not attempt to identify and address all potential COVID-19 issues related to workforce personnel shortages. It serves only as a high-level effort to identify issues, prioritize efforts, and outline potential mitigating actions for the Cooperative's COVID-19 response.*

4.0 ROLES AND DUTIES

The following roles and duties are assigned under this Plan:

4.1 Management

Responsible for supporting the objectives, countermeasures, and communication efforts as outlined in this Plan. Determine Cooperative-wide prioritization of essential services in the event of high absenteeism. Responsible for prioritizing department's essential services and ensuring that the department is adequately staffed to continue operating. Disseminate all COVID-19 messaging to their respective group and provide information and requests regarding resource needs to both the Incident Management Team and Administration. Implement management directives and appropriate COVID-19 Incident Management Team recommendations in an effort to support overall Cooperative objectives and operational needs.

4.2 COVID-19 Incident Management Team (Team)

OPALCO utilizes the Incident Command System (ICS) model to achieve the Cooperatives objectives. OPALCO's response team will be led by the General Manager in the role of Incident Commander and include leaders that represent various sections of the Cooperative's procedures, including but not limited to, Operations, Safety, Communications, Administration and Information Technology. The authority to make decisions within the Team will vary by incident and will be defined by the Incident Commander. The expectations for the Team and OPALCO objectives will be clearly communicated by the Incident Commander at the time of plan activation.

Following any and each COVID-19 incident, the Team will participate in the review to offer suggestions, changes, and feedback for continually improvement to the Plan.

The Cooperative's COVID-19 Incident Management Team is modeled after the federal government's National Incident Management System (NIMS). Employees/Staff and resources will be added to or removed from the command structure as the ongoing situational needs dictate. The following describes each Team position and core responsibilities with the recommended department to supply the personnel in parenthesis:

Command Staff	Core Responsibilities
Incident Commander (General Manager)	Organizes and directs all aspects of the incident response
Public Information and Liaison Officer (Public Relations Administrator)	Creates and releases upon approval from the incident commander all information to the staff, media, and public. Establishes and maintains relationships with outside organizations

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Operations Section Chief and Safety Coordinator (Manager of Engineering and Operations)	Initiates, implements and manages ongoing operations throughout a pandemic. Ensures the safety of all persons involved with the pandemic. Could also serve as Cooperative Health Officer or COVID-19 Manager
Planning Section Chief (Executive Assistant to General Manager)	Collects information and resources potentially relevant to the pandemic and company operations; distributes to command staff
Finance and Logistics Section Chief (Manager of Administration, Finance and Member Services)	Monitors all expenditures and ensures fiscal resource availability during the pandemic. Prepares internal financial reports as needed. Meets the goods, services, and staffing needs of the operation during the pandemic

4.3 OPALCO Employees

Responsible to maintain flexibility, including reassignment, to meet Cooperative staffing/resource needs. Voluntarily report absence(s) either due to sickness or for assistance of a sick family member, in an effort to support COVID-19-tracking efforts. Cooperate with any OPALCO implemented health mitigation measures and follow the actions outlined and prescribed in this Plan.

5.0 COVID-19 PLANNING ASSUMPTIONS

The potential for a widespread COVID-19 outbreak (or similar illness) has become a recognized threat. Studies regarding the implications of a pandemic COVID-19 event and the ramifications to utilities have identified specific business continuity issues the COVID-19 outbreak would not typically be associated with either a natural or a manmade disaster (e.g. earthquake, windstorm, ice/snow emergency event). A short-term incident or small-scale emergency usually occurs at a specific point in time and in a specific location (facility or system). A natural or manmade disaster can be mitigated by focusing on resiliency measures, post-incident recovery, and the deployment of additional resources.

Pandemic events are fundamentally different, and the implications for strategic communication, planning efforts and the successful execution of actions are enormous. A pandemic event could last for weeks, and then return in waves. It is much more difficult to determine the potential impacts of a COVID-19 outbreak because the scale and duration are unknown factors. The most significant challenge resulting from this type of event will likely be high absenteeism. During an event, there will likely be difficulties in coordinating an effective response not only due to staffing shortages, but in the multiple levels of coordination (local/state/federal health authorities) that will be required. The Cooperative and its employees will need to identify baseline operational resource needs and commit to remaining agile to complete our critical activities during a pandemic incident. This document formalizes OPALCO's action plan to mitigate the severity of impact during a COVID-19 event.

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COVID-19 will likely spread rapidly and easily from person to person affecting all businesses due to personnel shortages. All businesses will be facing similar absentee rates, and potentially will not be likely to provide essential materials or service personnel to maintain daily business operations. OPALCO managers must identify their essential/critical components of their departments' business operation(s).

The Cooperative has developed and will continue to develop partnerships, alliances, and third-party resource suppliers to support arrangements that will maintain continuity of operations during a pandemic.

This Plan has specific operational levels, countermeasures, and actions that are triggered by a COVID-19 situation including a clear chart of command for personnel roles and responsibilities.

There may be a period of informal situation monitoring of any impending COVID-19 threat. Monitoring will be performed by the Public Information Officer and communicated to the leadership team. During this time of monitoring, OPALCO reserves the right to utilize portions of this Plan and determine the need for further actions or formal (full) Plan initiation.

7.0 SITUATION MANAGEMENT AND RESPONSE

7.1 Plan Initiation Process

Once in the monitoring and surveillance stages, the Public Information Officer with assistance from the Planning Section Chief (see Section 4), will ensure that the Incident Team are apprised of COVID-19 monitoring efforts and changes to illness severity that may affect resources, operations or reliability. If it is determined that the current COVID-19 situation may affect the Cooperative's employees, the General Manager may decide to activate this Plan. The Plan outlines and assigns response, actions, and management of the Cooperative's efforts to the COVID-19 Incident Management Team. Upon activation of the Plan, and subsequent activation of the COVID-19 Incident Management Team, the following steps will be taken:

- Assess and monitor the ongoing COVID-19 situation to gain situational awareness and identify the current phase of response and its associated actions and counter-measures;
- Ensure assignment of appropriate personnel to any remaining positions on the team;
- Create and disseminate COVID-19 situation updates;
- Communicate and post relevant COVID-19 information to employees;
- Provide health hygiene guidance and appropriate supplies to employees to prevent or mitigate the spread of the illness; and
- Provide guidance and recommendations to the management team.

The ICS structure is internal and utilized to bring about a coordinated multi-departmental Cooperative response. If appropriate, it will be activated in response to a health COVID-19 emergency.

7.2 COVID-19 Manager Assignment

Close contact with the San Juan County Public Health, San Juan County Department of Emergency Management (DEM), and the Washington State Department of Health Services (DHS) will provide the Cooperative context with regards to community wide surveillance efforts and implemented public health measures. Simultaneous with COVID-19 Team activation, the

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Cooperative may choose to appoint a “COVID-19 Manager” responsible as a health care resource to employees. The current Safety Officer position in the Command Staff may suffice and perform dual roles depending on availability.

The assigned duties for the Cooperative’s COVID-19 Manager are as follows:

- Providing weekly or daily reports to the COVID-19 Incident Response Team that need to be implemented.
- Facilitating a partnership and communication with the San Juan County Health, DEM and DHS to make available regional/local updates regarding local prevalence and subsequent transmission of the COVID-19 in our community. (Note: This is normally a function of the Liaison Officer in an ICS Team, but would be performed by the COVID-19 Manager if assigned).
- Coordinating with Administration to resolve any “collection of employee data” issues in order to successfully track and monitor employee absenteeism.

7.3 COVID-19 Team Objectives

The duration and severity of a COVID-19 event will be one of the deciding factors for the type of objectives that the COVID-19 Incident Management Team needs to develop.

Cooperative objectives for a pandemic will include, but are not limited to, the following components at a minimum:

- Maintain operation of *critical business functions* and delivery of *essential services*
- Protect the health and welfare of our employees
- Protect OPALCO assets
- Effectively communicate to our employees, our customers, and our stakeholders

7.4 Situation Monitoring (Surveillance) and Assessment

The Planning Section Chief or delegate in the COVID-19 Incident Management Team will monitor and assess the status of pandemic activity using a variety of sources, including but not limited to, the World Health Organization (WHO), the Centers for Disease Control (CDC), WA Department of Health and local health agencies. Information generated through these types of integrated surveillance will be used to:

- Determine when a COVID-19 incident begins;
- Track its course globally, nationally, regionally, and locally;
- Disseminate and communicate COVID-19-related health guidance;
- Notify employees of vaccine distribution (if available); and
- Evaluate and align the Cooperative’s on-going COVID-19-response efforts.

The CDC website serves as an excellent surveillance tool. This website may provide valuable information to help monitor and track the spread of COVID-19 both nationally and regionally. It may also provide guidance and resources for the public and businesses.

7.5 Situation Updates/Briefings

The duration, severity, and regional situation of a COVID-19 outbreak will determine the frequency of Cooperative’s COVID-19 situation updates. The Public Information Officer (PIO) position will

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coordinate all relevant guidance and/or resources for postings and appropriate distribution to employees. Situation updates may include; information and statistics from the national, state, and local COVID-19 outbreak, any relevant decisions, headlines or articles, and current COVID-19 prevention guidance.

The San Juan County Health, DEM, DHS, the CDC, and our local medical facilities will be valuable in obtaining information pertaining to indications of possible pandemic activity in our immediate area and help anticipate regional/local impacts.

Tools for Surveillance: Internet (website) surveillance resources include:

- World Health Organization (WHO) Pandemic (www.who.int)
- Center for Disease Control (CDC) (www.pandemicCOVID-19.gov or www.cdc.gov)
- San Juan County Health Services (www.sanjuanco.com/378/Health-Community-Services)
- Department of Emergency Management (<http://joomla.sanjuandem.net/>)
- Washington State Department of Health (<https://www.doh.wa.gov/emergencies>)

7.6 Partnerships and Regional Coordination

During a COVID-19 outbreak, the Cooperative will actively engage in conversations with the San Juan County Health Department, to understand the potential impacts and local effects from the onset of a COVID-19 outbreak. The Cooperative's Liaison or COVID-19 Manager position should understand the processes that the DHS utilizes when documenting and reporting illnesses. These conversations will ensure that the Cooperative's information, subsequent monitoring, and communication are accurate.

7.7 Virtual Emergency Operations Center (VEOC)

In the event of a COVID-19 incident, social distancing measures will likely be recommended. Therefore, it is suggested that the COVID-19 Incident Management Team operate as much as feasible via conference calls, email, designated team intranet collaborative workspace, or Zoom to minimize contact.

7.8 Operational Levels and Corresponding Countermeasures

Strategies and countermeasures developed within the Cooperative will include both proactive (what can be done now?) and reactive measures (what will be done if/when a pandemic begins?).

The COVID-19 Team Incident Commander (I.C.) is responsible to determine the current operational level by utilizing the table below. The operational level suggests the countermeasures that OPALCO will utilize. These countermeasures will be communicated to employees.

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PLAN PHASE	INTERNAL MEASURES	OPERATION LEVEL
Phase 1 Pre-COVID	<ul style="list-style-type: none"> ▪ Review and assess crisis preparation plans including updates to ERP ▪ Inventory and order supplies (PPE, cleaning) ▪ Provision remote work stations 	LOW
Phase 2 Initial COVID-19 Alert Cases in US	<ul style="list-style-type: none"> ▪ Increased internal action/communication about wellness precautions ▪ Escalate supply procurement ▪ Masks provided and encouraged when distancing not possible ▪ Increased janitorial services to meet CDC guidelines ▪ Cancel large group gatherings such as annual meeting ▪ Limit non-essential staff business travel 	GUARDED
Phase 3 COVID-19 Alert Cases in WA	<ul style="list-style-type: none"> ▪ Masks required (per WA LNI specs) except at distanced workstations ▪ All meetings with > 5 people are held remotely ▪ Prepare staff and crew for remote work and social distancing options ▪ Increased janitorial services: protocol and frequency ▪ Close offices to public; maintain business as usual ▪ Increased internal communication and regular remote staff meetings ▪ Cancel non-essential staff business travel ▪ Increase member outreach about accessing member services, bill paying options and safety 	ELEVATED
Phase 4 COVID-19 Widespread US with Local Impact	<ul style="list-style-type: none"> ▪ Masks required (per WA LNI specs) except at distanced workstations ▪ Most staff in remote workplaces; provide IT support ▪ Staff required to complete COVID Tracking SmartSheet every day before beginning shift (includes temperature and symptom check) ▪ Staff assigned to an office workplace maintain distance (10 feet) ▪ Meetings remote; staff check in with supervisor at start/end each day ▪ Staff follow CDC guidelines for social distancing and hygiene; limited/no-contact with public ▪ Increased janitorial services: protocol and frequency ▪ Crew work limited to individual projects or joint maintenance projects with distancing and safeguards in place. ▪ Crew take home assigned work trucks: one crew member per truck ▪ Limit warehouse visits to maintain distance from co-workers ▪ Increase member outreach and efforts to offer support to members impacted ▪ Crew must wear PPE when close contact conditions cannot be avoided (e.g. vehicles, boats and other equipment) 	SEVERE

7.9 HOW DOES THE COOPERATIVE HANDLE A POSITIVE COVID-19 CASE?

Managers review COVID Daily Staff Intake Form (see attached) daily and act accordingly. IF:

- Symptoms are present: Employee is isolated and encouraged to contact health provider
- Exposure is reported:
 - Employee is isolated and directed to get tested (within 48 hrs)
 - Maintain a full 14-day quarantine period* and get tested if any symptoms appear.
 - Note that a negative test result does not rule out COVID-19. Keep watching for symptoms for 14 days.
 - Provide information and support for sick and COVID leave benefits
- Positive test result:
 - Isolate employees
 - Gather details from employee/s with positive test result
 - Review contacts from Daily Intake Form and create tree of possible exposure
 - Contact County Health Dept (within 24 hrs) and cooperate with contact tracing
 - Communicate with potential contacts and isolate, if necessary, following CDC recommendations (<https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html>).
 - Maintain a full 14-day quarantine period*.
 - Provide information and support for sick and COVID leave benefits.
- Clean and disinfect workplace and equipment potentially exposed to COVID-19 following WA State Department of Health best practices.
- Update Crew Availability Spreadsheet daily with information on quarantine duration and symptoms. Plan for staff coverage, if necessary.
- Notify staff of the potential workplace exposure while maintaining confidentiality and reinforce wellness precautions.
- Return to work (See Section 9: Staffing Plan)

**OPALCO follows the CDC guidance on Safety Practices for Critical Infrastructure Workers. Employers in critical infrastructure must manage return to work for potentially exposed workers in ways that best protect the health of those workers, their co-workers, and the general public. See Section 9: Staffing Plan for details.*

8.0 INFECTION PREVENTION MEASURES

Access to vaccines and antiviral drugs during COVID-19 may be extremely limited so non-medical interventions may be the only way to slow or prevent the spread of the illness. Most of the interventions are based on limited evidence. Therefore, transparent decision-making and frank information-sharing will go hand-in-hand with the measures discussed in this section.

8.1 Public Health Measures and Implementation at Work

Public health measures involve providing information to employees on the threat of a pandemic COVID-19 situation, limitations of resources to combat the disease, and educational awareness of the measures that need to be implemented to modify behavior before a pandemic begins.

Examples of public health measures include:

- Utilize good hygiene by following recommended protection and infection control measures
- Minimize exposure by avoiding public gatherings, public places and high risk areas

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- Update vaccinations including seasonal flu and pneumonia
- Keep physically healthy; eat right, drink plenty of fluids, exercise, and get plenty of sleep
- Stay home, report conditions to your supervisor and seek medical care when sick

8.2 Infection Control—Basic Precautions

Guidelines for infection control are important to clarify the routes of transmission and the ways to interrupt transmission through measures of hygiene. Infection control is an essential component of pandemic management and a component of public health measures.

Examples of Infection Control Measures:

- **Hygiene – Cough:** Wear a mask and/or cover your mouth and nose with a tissue when coughing or sneezing, or cough into your sleeve. It may prevent those around you from getting sick.
- **Hygiene – Hands:** Wash your hands with soap and water often and well, to avoid spreading and getting germs. Keep alcohol-based hand sanitizers in your purse, car, and office, to use when soap and water is unavailable.
- **Social Distancing:** Avoid close contact with sick people (> 6 feet). If you believe you might be sick, keep your distance from others to protect them from getting sick too.
- **Personal Protection Equipment (PPE):** Use personal protective equipment where appropriate to minimize exposure (e.g. masks, gloves—for handling money, etc.).
- **Enhance Housekeeping:** Wipe down and disinfecting work areas (i.e. keyboards, telephones, desks, etc.) frequently.
- **Stay home when you are sick:** Stay home from work until you have been free of a fever for 24 hours without medication. Also, report conditions to your supervisor and do not run errands when you are sick. You will help prevent others from catching your illness.
- **Flu Shot:** Consider flu shots annually to help protect yourself and your family against the known flu strain.

If COVID-19 strikes, government health officials will issue informational warnings, and work with the media to disseminate advice on how to avoid becoming ill. The COVID-19 Incident Management Team and employees should pay close attention to the guidance provided by local and state health departments.

In a worst-case scenario, a business continuity interruption may occur. Government health officials may have to implement dramatic measures including shutting down businesses. Government health officials may restrict travel, and close schools and federal/state agencies.

8.3 Workstation Cleaning Protocol

Workstation cleaning protocols may need to be communicated to ensure that employees understand their responsibility in protecting their health and the health of their co-workers.

9.0 STAFFING PLAN

During a pandemic, many directors, managers, and supervisors may be out sick or at home taking care of ill family members. The Operations Section Chief will designate additional responsibilities to maintain the Cooperatives operational integrity. Department managers and supervisors must identify their essential/critical components of our business operations. The Cooperative has developed and will continue to develop partnerships, alliances, third parties, and suppliers, to support continuity arrangements that will maintain operations and ensure that critical resources, components, and supplies are available during a pandemic.

9.1 Maintaining Essential Services

Each Department is responsible for analyzing the functions and services they perform during the regular course of business and determining what is considered critical during a pandemic COVID-19 response.

The impact of a COVID-19 pandemic may be devastating to the Cooperative and the services we provide to our customers. Each Department will have a vital role in responding to the pandemic and may be significantly impacted by the pandemic itself. Managers and supervisors may need to prioritize work. The Management Team in concert with the GM, will prioritize overall Cooperative essential business functions.

The key to maintaining essential services is to identify the critical components that may become scarce during a pandemic, and look for ways to create back-up systems, supplies, and secondary resources.

9.2 Critical Business Functions and Services

During a COVID-19 event, department managers and supervisors must be able to balance prioritized critical functions against available staff resources. To manage these resources, OPALCO management must conduct an inventory of all critical business functions. Once the critical functions are identified, OPALCO will develop strategies to ensure the functions continue, even during a pandemic. This may include suspending functions to reassign staff to more critical positions.

The assessment of critical operations includes equipment supplies and Administration. Maintaining critical functions and essential skills is priority; therefore, the Cooperative must identify the essential positions necessary to continue operations during a pandemic incident (for a timeframe of 4-6 weeks). Each department must develop a method to cross-train or back-fill these essential positions. Plans must be flexible and have contingencies/triggers that clearly indicate the department staffing thresholds. Department managers and supervisors must consider creative solutions to operational needs such as, creating partnerships with vendors, suppliers, and personnel management agencies.

Considerations for meeting this objective will include:

- The need to identify essential positions.
- Consider employing contractors to ensure continuity of operations.

9.3 Absence Management—Tracking Mechanism

Because absenteeism may occur for many weeks, the Cooperative will track present and absent staff. To the extent different pay practices will be adopted during a pandemic, the Cooperative will create pay codes (contact Accounting) in iVue so that the Cooperative can better track the type of absenteeism occurring and pay correctly.

9.4 Employee Reassignment and Redeployment

Minimum staffing levels will be identified allowing modification as needed to ensure proper staffing levels are maintained. All departments must identify minimum staffing thresholds to sustain their operations. Staffing shortages below the minimum threshold level may prompt management to make interim staffing changes to facilitate the prioritization of essential services, as permitted by the Bargaining Unit Contract. It is critical that all employees remain open and flexible to reassignment.

OPALCO may need to determine how to do the job with fewer people. Department Managers will develop a plan to identify, train, and activate alternate critical-skilled workforce.

Administration may be asked to research alternative staffing options for leadership team consideration. Staffing options may include employees with identified similar skill sets, former Cooperative employees, contractors and temporary agency workforce assignments.

Staffing options include the following considerations:

- Evaluate immediate hiring options. Assess any available contracted employee agreements for short-term, immediate workforce availability needs.
- Consider contracting with retirees to perform critical work. Contact them to determine interest level.
- Identify and deploy current employees who have previously performed or are qualified to perform identified critical work.
- Encourage Operational Units to update all information and procedures involved with performing critical work functions, so others can do it accurately and completely when necessary.
- Determine modifications to department business practices to address fewer staff available to perform critical functions and communicate those changed business practices to affected parties.
- Consider what activities may be suspended due to staff limitations and determine whether to focus primarily on maintaining reliability vs. maximizing revenue production.
- Determine if shifts can be modified (e.g. fewer, but longer shifts, staggered or extended shifts), as permitted by the Bargaining Unit Contract. Encourage telecommuting where practical to allow for social distancing.

9.5 Telecommuting Options—Working Remotely

An employee's supervisor must preauthorize his/her employee to telecommute in an effort to limit transmission or to accommodate those employees caring for family members at home. Telecommuting employees will be paid their normal compensation for the period they are directed to work remotely.

9.6 Administration Staffing and Employee Communication

The Cooperative has minimal cross-trained resources for the additional demands that may be expected for benefit information. In the first stages of a pandemic COVID-19 outbreak, numerous workplace and staffing considerations will become necessary. Administration will provide leadership and communication of confidentiality issues, and benefit leave policies.

9.7 Potential Weather Event during a COVID-19 Outbreak

The potential for a weather event during a pandemic COVID-19 outbreak is very probable. The COVID-19 season typically coincides with weather factors such as wind, ice, snowstorms, and utility outages. A weather event will tax our already limited resources.

A shortage of qualified employees to perform repair work will hinder OPALCO's restoration efforts. Responses may be delayed and this may extend the duration or severity of an outage.

An assumption is being made that a pandemic may not strike all utilities equally nor at the same time, even so, the Cooperative has acknowledged that mutual aid may not be a reliable source of support.

Considerations and Subsequent Actions Include:

- Advance prioritization of services, such as suspension of normal maintenance, and our response to certain other events (i.e. ice or windstorm).
- Cross training in advance of outage-responding employees to prevent personnel shortages.

9.8 Emergency Staffing Plan in case of Quarantined Personnel

OPALCO's policy is to follow CDC quarantine protocols and, when necessary, exercise the CDC's Options to Reduce Quarantine Periods for emergency situations that may compromise the health and safety of the public. Decisions about emergency coverage will be made by the General Manager (or their designee) if they determine the danger to the public outweighs the risk of exposure to a COVID-19.

For example, a widespread outage of a long duration puts members on medical equipment and at risk, can cause millions of in damage to perishable goods and, during cold temperatures, can compromise the health and safety of many. In these cases, the General Manager (or their designee) will issue work assignments and hiring/contracting needs based on available qualified workers, their health status, external COVID-19 indicators and internal conditions.

9.8.1 Line Crew and Engineering Staff "Field Personnel"

In the case of a quarantine situation for field personnel, it is possible that an entire crew may be under restriction at the same time, leaving that island/district without local coverage. When field personnel are under quarantine, the General Manager (or their designee) will implement a specific call-out schedule to cover hazard assessment and emergency situations with safety precautions in place for the personnel and general public.

9.8.2 Work Assignments for Asymptomatic Staff

Bringing exposed critical infrastructure or essential workers who are not experiencing any symptoms and have not tested positive back to work should be used as a last resort and only in limited emergency circumstances, such as when the condition of electrical facilities may cause serious harm or danger to public health or safety. See link for CDC guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/community/critical-infrastructure-sectors.html>

OPALCO may consider allowing exposed and asymptomatic critical infrastructure workers to report to work in select instances when it is necessary to preserve the function of critical infrastructure.

Prior to allowing the return to work of asymptomatic staff under quarantine due to COVID-19, specific criteria must be met per San Juan County Health Department requirements:

- 1) COVID-19 Daily Intake form must be complete without any report of symptoms prior to leaving their home;
- 2) Regularly self-monitor and report any symptoms to their supervisor;
- 3) Employee will adhere to all mask requirements as directed by this document;
- 4) Employee will adhere to all hygiene and wellness precautions (including wiping down surfaces, tools and equipment);
- 5) Employee will be eligible exclusively for single-person work efforts keeping a minimum of 6 feet distance between themselves and any other employees and the public;
- 6) Employees will travel for work as the sole occupant of a vehicle.

9.8.3 Inside Office Personnel

In the case of an emergency situation (outages, etc.), inside personnel who are in quarantine may work from home to support the emergency resolution using phone and computer tools. They will use the single worker protocol and follow policy for home office assignments.

9.9 Return to Work

OPALCO will maintain the highest safety posture possible by considering external indicators and internal conditions while delivering on our promise of reliable power to our membership.

9.9.1 Return to Work Principles

The following principles will be applied to workplace decisions:

- The safety of OPALCO workers
- Protocols are consistent with Federal and State directives and aligned with County Health Department best practices.
- To return staff to facilities and full field work assignments, OPALCO will take a flexible and conservative approach and use a deliberate “phased in” strategy (see chart below). This protects our staff and preserves our ability to adapt to a resurgence of COVID-19.
- The plan empowers managers with flexibility to address their team’s unique circumstances (dependent care, vulnerable workers, etc.) through telework and other options.

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9.9.2 Workplace Guidelines

Returning to the workplace includes some new workplace norms and depends on staff each taking responsibility for their own health and hygiene in the office. Staff must develop and maintain new routines for handwashing frequently and thoroughly, keeping social distances, wiping down all work surfaces they come into contact with (supplies provided) and sharing responsibility for wiping down common areas between more frequent professional cleanings. There is a new **zero tolerance policy for employees coming to work with any symptoms of illness**; the COVID-19 Daily Staff Intake Form requirement will continue indefinitely, and employees are responsible for notifying their supervisor, making arrangements to work remotely or take sick time if they, or any household member, are at risk of illness.

Guidelines for Return to Work:

Stage	Indicators	Actions
Phase 1	residential construction open	Crew resumes residential projects with caution Limited staff working in office Meetings are remote PPE and social distancing in place
Phase 2	Stay at Home order lifted Non-essential businesses re-open SJC travel advisory lifted	Crew work expands (PPE/distancing when in close proximity) Limited staff working in offices New cleaning protocols and supplies in place Meetings are remote PPE and social distancing in place
Phase 3	All of the above + Zero cases reported for 30 days	OPALCO lobbies only reopen to public Limited staff working in offices Continual disinfectant program in place Meetings are remote PPE and social distancing in place
Phase 4	All of the above + Zero cases reported for 60 days	OPALCO offices reopen to public with PPE required Crew resumes normal work and projects with caution Staff workplace assignments normalizing PPE and social distancing encouraged Continual disinfectant program in place Meetings of >8 are remote Business travel resumes on limited basis
Phase 5	All of the above + National health indicators restored to normal	Crew work normalized Conference travel and off-site training resumes PPE and social distancing optional Office cleaning reduced to weekly regiment Staff continue to disinfect areas after use Meetings can be in person or remote
Relapse	Uptick in Washington State cases New local cases in SJC	Return to stages 2, 3 or 4 of Pandemic Preparedness Plan PPE required

10.0 COMMUNICATION

The Cooperative will emphasize clear, accurate, and timely communication with employees, customers and the media before, during, and after a pandemic event. Communication will be sensitive to people's psychological well-being and respect individual's privacy.

10.1 Open and Frequent Communication Guidance

Management will need to communicate openly and frequently on many sensitive subjects to update staff on phases, protocols, positive cases in the Cooperative and the status of their work assignments. Communication tone must take into account staff morale, situation fatigue, personal and family health issues and other stressors. Communications will set a positive "tone at the top" with a priority for employee wellness and continuity of operations and encompass:

- Clear and calm direction to both employees and the public about plans for maintaining continuity of services
- Expectations for staying home when sick, voluntary reporting of illness and other related workplace practices during COVID-19 (this discussion should be initiated early in order to solicit feedback)
- Recommendations from state and county agencies about vaccinations
- Discussions regarding continuing operations and regulatory requirements
- Encouraging and modeling good hygiene and health practices
- Clarifying expectations and opportunities for countermeasures such as social distancing, calling in to meetings and using telecommuting (remote log-in)

Communications will address three audiences: employees; local, state, health and regulatory agencies; and the community at large including media sources.

10.1.1 Employees

- Education about available protection (hand wipes, hand sanitizers, etc.) and hygiene protocols
- Education and availability of updated COVID-19 information, guidance, availability of vaccines, etc.
- Information about employee benefits, leave policies and other work-related issues
- Updates on changes in procedures for access to facilities and/or other changes in workplace processes or environment
- Establish one or more methods for communicating with employees at home

10.1.2 Local, state, health and regulatory agencies

- Two-way communication with health officials and agencies that are managing the incident response
- Two-way communication with other local/regional agencies regarding cooperative response efforts and our ability to maintain critical services
- Follow all guidance for reporting to regulatory agencies

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10.1.3 Community and Media

- Keep media informed of restoration progress in case of outages and plans for maintaining essential utility functions
- Provide updates including preparing for possible slower response times to outages, if needed
- Provide information regarding potential shut down of public facilities or alternative methods for customers to make their payments
- Keep public informed about any changes in meeting/event schedules or locations
- Provide a method for media and public to ask questions and obtain additional information

11.0 DOCUMENT MANAGEMENT AND REVISIONS

11.1 Document Owner

Preparer	Department	Email
Kelly Koral	GM Office	kkoral@opalco.com

11.2 Plan Availability

Department managers are responsible for identifying, directing, and implementing critical services and minimum staffing requirements. In addition, they are responsible to educate their department managers/ supervisors to collaborate on solutions for achieving the objectives outlined in this plan.

Department managers are responsible for educating their employees as to what their specific department plan of action is for maintaining service continuity. All employees identified as responsible for performing critical functions will be educated on the Cooperative's plan for a pandemic.

11.3 Post Incident Review

The COVID-19 Incident Management Team will debrief any and each COVID-19 incident to assess the effectiveness of the Cooperative's Plan. This document will be revised, and the revision block updated.

11. 4 Annual Review

The COVID-19 Incident Management Team will assess the effectiveness of the Cooperative's Plan. This document will be revised, and the revision block updated.

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11.5 Plan Modifications

The Document Owner listed below is responsible to modify and improve the Cooperative's Pandemic COVID-19 Business Preparedness Plan as necessary to ensure that all related information is still current. The Document Editors in the revision section of this document will make revisions resulting from need or through the periodic review process.

Revision Date	Version	Section / Item Number(s) Changed
3/13/2020	1.0	Development of Plan
2/5/2021	2.0	Revisions for Quarantined Staff
2/11/21	3.0	Revised to a COVID-19 specific plan with new sections: 1.0 (introduction), 8.8 and 8.9 (staffing plan)
2/15/21	4.0	Roles and ICS Team description merged (resulted in some section re-numbering); replaced "Human Resources" with "Administration