

**Suffolk County Water Authority**

**Interoffice Memorandum**

**To:** Chairman and Board Members

**From:** Jeffrey W. Szabo, CEO

**Re:** COVID-19 Response Plan - Phase III, SCWA Operations in a COVID Environment

**Date:** July 30, 2020

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SCWA responded to the COVID-19 pandemic by developing and implementing a phased Response Plan. Phase I governed the structural changes necessary to institutionalize social distancing within the workplace and in SCWA practices. As these changes were being implemented 144 employees worked remotely. Phase II guided the return of most of them. Resumption of full SCWA operations in the COVID environment occurs under Phase III.

## Suffolk County Water Authority

### Guidance – COVID-19 Response Plan - Phase III – Operations in a COVID Environment

- Components of Phase III Protocol:
- I. SCWA-Wide Protocols
  - II. Departmental Return to Work Protocols
  - III. Employee Travel
  - IV. Duration of Phase III

#### I. SCWA Wide Protocols

##### A. Families First Coronavirus Response Act (FFCRA) Leave

Employees qualifying for a FFCRA Leave will be permitted to telework if doing so is compatible with their assigned responsibilities. The Chief Human Resources Officer (CHRO) or her designee will determine an employee's eligibility for a FFCRA leave based on the documentation submitted by the employee and their job function. The employee shall cooperate with SCWA to document the qualifying condition. FFCRA determinations may be appealed to the Chief Executive Officer (CEO). SCWA may cancel an employee's telework arrangement under a FFCRA leave if it determines that the employee is unable to telework successfully. If cancelled or if an employee's job function is not compatible with telework, the employee may apply for a FFCRA leave. If approved the employee will receive a prorated salary as provided under FFCRA.

##### B. High Risk Employees

Employees with the conditions identified in the Centers for Disease Control and Prevention guidance, "Coronavirus Disease 2019, People with Certain Medical Conditions," (July 17, 2020), may be permitted to telework if doing so is compatible with their assigned responsibilities. The CHRO or her designee will determine a High Risk Employee's eligibility based on the documentation submitted by the employee and may require an independent medical evaluation, at SCWA's expense, to confirm the status. The employee shall cooperate with SCWA to document the qualifying condition. High Risk Employee determinations may be appealed to the CEO. Information submitted by the employee will be maintained in accordance with applicable privacy laws and regulations.

A teleworking employee with a qualifying condition may return to their workplace upon approval of their medical professional.

Employees currently teleworking due to a medical condition whose condition

does not qualify under the CDC guidance will return to their workplace on or before August 3, 2020.

The CEO shall report monthly to the Board on teleworking High Risk Employees. The CEO may cancel a High Risk Employee's telework arrangement if the employee is unable to telework successfully and/or if the employee's workplace conforms with the measures contained in New York State's Reopening New York – Office Based Work Guidelines for Employers and Employees.

C. Employees Providing Substantial Care for High Risk Individuals

Employees teleworking and simultaneously providing substantial care for a High Risk Individual shall return to their workplace on or before August 3, 2020.

D. Adoption and Incorporation of Phase I and II Protocols

The measures instituted under Phase III are additive and complementary to those implemented under Phases I and II. SCWA through its COVID Response Plan is building layer upon layer of best practices to create and maintain a safe working environment. The Office Return Team shall resolve conflicts between the Phases.

E. Management Employee Shift Changes

The Deputy Chief Executive Officers for Operations and Customer Service, Chief Financial Officer, CHRO, Chief Legal Officer and Chief Technology Officer (the "Executive Staff") may, upon the approval of the CEO, authorize management employees currently working modified hourly schedules to continue their modified schedules. Executive Staff may, upon the CEO's approval, authorize a modified schedule for a management employee or cancel an approved modified schedule as deemed appropriate for SCWA operations. All shift modifications must be reported to the CHRO.

F. Union Employee Shift Changes

SCWA is willing to continue certain shift changes for Union personnel upon the Union's request and negotiation for the same.

G. Remote Work Requirements

Employees approved to telework under a remote work agreement shall maintain a record of their daily work activities and submit the record to their supervisor weekly. A remote work agreement may be terminated if an employee is not sufficiently productive or fails to adequately document their productive time.

## II. Departmental Protocols

### A. Board

Meetings will be held in accord with the Executive Orders of the Governor of New York.

### B. CEO

#### 1. Communications

Continuation of protocols established under Phase I and II.

#### 2. Internal Audit

Continuation of protocols established under Phase I and II.

#### 3. Laboratory

Continuation of protocols established under Phase I and II except that shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

#### 4. Safety

a. Continuation of protocols established under Phase I and II.

b. Safety will resume its training programs and incorporate social distancing into the programs.

#### 5. Strategic Initiatives

Continuation of protocols established under Phase I and II.

### C. Customer Service

#### 1. Customer Service

Continuation of protocols established under Phase I and II with the following modifications.

Beginning on August 5, public access to the Call Center will be permitted on weekdays between the hours of 1-5 pm without an appointment. No more than 3 people may enter and congregate in the public facing portions of the Call Center at a time. Markings will be placed on the floor in the

Call Center and the sidewalks outside the Call Center to ensure social distancing between individuals accessing the Call Center. Face coverings must be worn by individuals on SCWA property.

A SCWA security guard will be posted at the Call Center to oversee public access and perform a symptom check on individuals entering the Call Center by asking them the COVID symptom inquiry questions. Any person refusing to answer the questions, stating they have COVID symptoms, recently exposed to COVID, or not wearing a face covering will be prohibited from entering the Call Center.

Shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

2. Field Operations

Continuation of protocols established under Phase I and II.

3. Meter Shop and Workforce Technology Operations

Continuation of protocols established under Phase I and II.

D. Finance

1. Finance

Continuation of protocols established under Phase I and II.

2. Purchasing

Continuation of protocols established under Phase I and II.

E. Human Resources

1. Facilities

Continuation of protocols established under Phase I and II except that shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

2. Human Resources

a. Continuation of protocols established under Phase I and II as

modified by Phase III measures.

- b. SCWA's Learning Management System will be initiated to allow employees to remotely access educational videos and materials.
- c. SCWA's Benefit Elections System will be developed to allow employees, consistent with SCWA Policy #307, to remotely update dependent's information at any time and during open enrollment period modify applicable insurance elections.
- d. Employee development consultations will resume.
- e. Commercial Driving License training program will resume with appropriate social distancing measures implemented.

3. Stores

Continuation of protocols established under Phase I and II except that shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

4. Transportation

Continuation of protocols established under Phase I and II except that shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

F. Information Technology

Continuation of protocols established under Phase I and II.

G. Legal

1. Legal

Continuation of protocols established under Phase I and II.

2. Risk

Continuation of protocols established under Phase I and II.

H. Operations

1. Construction Maintenance

Continuation of protocols established under Phase I and II.

2. Engineering

Continuation of protocols established under Phase I and II.

3. New Service

Continuation of protocols established under Phase I and II.

4. Production Control

Continuation of protocols established under Phase I and II except that shift changes, unless authorized under Phase III, will end, and normal work schedules will resume no later than August 3, 2020.

I. Pine Barrens

Continuation of protocols established under Phase I and II.

III. Employee Travel

Employees shall self-report any proposed out of state travel, the out of state travel of their immediate contacts, of those who regularly share the employee's household, or guests they host or are in immediate contact with, to their supervisor. The information will be provided to Human Resources for a determination on whether the employee will be subject to a mandatory quarantine under applicable regulations. If an employee is subject to a quarantine requirement, the employee must use its own accrued time for the duration of their quarantine and may not work remote during the quarantine. Essential employees may return to their workplace without a quarantine if they test negative for COVID upon their return or their guest's departure.

Employees violating this requirement are subject to discipline.

IV. Phase III Duration

The CEO, in consultation with the Board, Senior Leadership Team and Office of Emergency Management, shall determine the duration of the Phase III protocols. The CEO is authorized to modify or terminate any of the COVID Response Plan protocols, issued under any Phase, as conditions require without action of the Board.