



**Santa Clara Valley Water District (Valley Water)
Emergency Actions Summary
EOC Operations Actions**

Summary: On March 13, 2020, Valley Water CEO Norma Camacho formally declared an emergency for the Santa Clara Valley Water District (Valley Water) as a result of the threat to public services posed by the Novel Coronavirus (COVID-19). In the emergency declaration, CEO Camacho wrote “continuing to perform critical functions and provide critical services is vital to Valley Water's ability to provide water supply and flood protection for the residents of Santa Clara County.

The spread of COVID-19 in the County of Santa Clara give rise to conditions of extreme peril to the safety and health of persons within the county.

The above-referenced conditions are likely to be beyond the control of the services, personnel, and facilities of Valley Water. The efforts required to prepare for, respond to, mitigate, and recover from the increasing spread of COVID-19 have and will continue to impose extraordinary requirements and expenses on Valley Water, requiring potential diversion of resources from day-to-day operations.”

This declaration of emergency was ratified by the Santa Clara Valley Water District's Board of Directors.

EOC activation: On March 6, Valley Water activated its Emergency Operation Center as a virtual activation in response to the COVID-19 outbreak in order to better monitor and assess the situation as it evolves. As of April 23, Valley Water’s EOC remains activated.

Here is s summary of the EOC Operations Actions:

- Developed guidelines for social distancing at Valley Water; distributed guidance to all employees and posted social distancing protocol at facility employee entrances per Public Health Order.
- Linked all available COVID-19 health information from the Centers for Disease Control and Prevention and Santa Clara County Public Health Department in Valley Water’s Coronavirus Resource Information webpage.
- EOC Public Information Office provided the following:
 - Implemented and coordinated weekly virtual All-Employee Town Halls Meetings
 - Launched and monitored a COVID-19 inbox to collect and answer questions from staff
 - Established an online portal to access previous Town Hall Meeting videos, weekly FAQ’s, etc.
 - Provided daily Board updates
 - Monitored county, state and national press conferences
 - Responded to media inquiries
 - Communicated with residents utilizing Nextdoor and various social media platforms
- Valley Water’s Education Outreach Program established distant learning opportunities for kids of all ages
- Valley Water Talent Development team created an in-house video depicting best practices to prevent the spread of germs in the workplace for employees’ information.





- Posted the following on bulletin boards, doors, and in restrooms: Personal hygiene and proper hand-washing information to help stop the spread of germs throughout Valley Water facilities.
- Established safety practices for Valley Water essential workers that must work within 6 feet of others, including protocols for taking separate vehicles or using appropriate personal protective equipment when separate vehicles are not feasible.
- EOC Operations Section: Created Environmental Health and Safety Branch that provides technical guidance on best practices to help ensure the health and safety of all Valley Water employees.
- Provided ergonomic safety resources to all employees for home workstation set-up, proper work techniques, micro breaks, and stretching exercises.
- Issued guidance on face coverings in compliance with Centers for Disease Control and Prevention and County Public Health recommendations. Protective face coverings are required for all personnel in Valley Water facilities.
- Disposable face coverings distributed and managed at each occupied facility.
- Face-covering alternatives for Valley Water employees were developed and distributed.
- Created and distributed care, use, and maintenance guidance for the various face coverings available for Valley Water staff.
- N-95 filtering facepiece respirators managed and controlled to meet County Public Health Order resource preservation requirement, to the greatest extent possible.
- Employee self-health checks and daily reporting to managers has been in place, and transitioning to physical health screenings, including temperature-taking, prior to personnel entering Valley Water facilities.
- Communicated and posted videos for employee viewing for information on Fear and Anxiety: Living with Uncertainty and Universal Precautions Against Infections, and communicated CONCERN Counseling contact information for employees that may be struggling with the stress and anxiety of the COVID-19 outbreak.
- Prepared and finalized Pandemic and Infectious Disease Plan.
- Included as an appendix to the Pandemic and Infectious Disease Plan a guidance document on how Valley Water would respond to confirmed COVID-19 cases.
- Closed water treatment plants to all non-essential staff and the public.
- Established micro teams and expanded social distancing and safety measures for essential staff.
- Developed business continuity plan that addresses the challenges of a pandemic and plans for significant staff shortages.
- Identified critical treatment chemical and other supplies and stock up on inventory as expiration dates allow.
- Made contact and remain engaged with critical treatment chemical vendors to ensure the sustainability of the chemical supply chain.
- Established weekly check-in meetings with our treated water retailers to exchange information and coordinate response as needed.
- Made contact and remain engaged with regulatory agencies to coordinate on any issues that may arise.
- Continue to provide recommendations on business continuity including supply chain strategies focusing on loss of staff, vendors/contractors and/or key business partners.
- Developed and implemented Manager Pulse Survey to gather information on business units': (1) effectiveness; (2) ability to continue working (i.e., have the tools and resources to work) if shelter-in-



place continued for two more weeks, 30 more days, or 90 more days; and (3) ability to oversee work performance of staff that are teleworking and/or working remotely from managers.

- Coordinated across business units to temporarily shift resources to areas where staffing shortages are occurring due to COVID-19-related issues (e.g., employees' children's daycare shutdown, etc.).
- Developed an on-line daily employee reporting tool. The Covid, Employee, Reporting Tool (CERT) requires Managers, on a daily basis, to inquire on their employees' health status. Managers also log if employees are teleworking, onsite, in the field, sick and in isolation, in quarantine, unable to work, regular sick (non-Covid) or taking precautionary leave (e.g. pending test results). The EOC tracks data daily to determine trend analysis and identify if clusters of employees in the agency is reporting sick and Covid related leaves.
- Creation of a Coronavirus intranet site which acts as repository for all issued communications.
- Daily communications to our Board. To date, 49 daily communications provided. The Communications summarizes County, state, national press conferences, legislation and key events along with providing daily agency EOC and operational highlights
- Agency holds weekly one hour all employee Town Hall via Zoom. Up to 600 employees view the weekly webcast. The webcast is recorded and available for employees to view at their leisure.
- Creation of a weekly FAQ document compiling all employee submitted questions to a Covid email box and responses. All questions are posted without identifying the identity of questioner. To date, hundreds of questions have been submitted and answered.
- Virtual counseling appointments available via Employee CONCERN program to assist with anxiety, depression and other mental health support needs
- Enabled approximately 600 employees to work from home. This included issuing an additional 270 laptops and over 100 smartphones the first week of the shelter in place order. The internet connection was increased four-fold providing faster access for staff at all facilities but increases capacity for telework as well. Second, a new VPN appliance was installed which allows for all remote employees to be connected simultaneously.
- Zoom technology deployed immediately enabling agency to conduct hundreds of internal and external meetings
- Electronic PDF form completion, routing and approval solution was initiated to enable staff to transition away from paper-based forms. Seamless.gov technology usage was expanded. Over a dozen forms were turned into eform. Docusign technology was also deployed to enable signature of internal and external contracts and supplemental internal and external legally compliant forms.
- Prepared containers with office supplies, face covering and sanitizer to provide to all employees. This helps the 450+ employees teleworking to have core office and safety supplies.
- Assigned vehicles to staff working in the field so they can drive separately to job sites versus carpooling
- Closed Valley Water Headquarters and Administrative offices from visitors.
- Issued all staff on ongoing basis PPE
- Sent Contractors letter requiring PPE, social distancing and safety plan for their employees performing work on Valley Water premises
- Created essential worker identification memo for Valley Water staff to provide upon request from vendors seeking confirmation that staff are with an essential governmental agency
- Created ecards for staff to send a note to coworkers and spirit theme weeks such as Sports theme week for employees to post pictures to maintain staff morale



- Worked with YMCA to set up 4 options for essential staff to register for day care

CEO Authorizations:

- Authorized EOC activation on March 6
- On March 13, authorized all employees that could to telework. As a result, approximately 600 employees have the ability daily to telework.
- On March 13, issued declaration of emergency
- On March 15, directed managers to identify all employees age 65 or older to immediately shelter in place and telework
- On March 16, Authorized paid leave for all employees that require emergency leave, childcare leave, precautionary sick, quarantine leave and related Covid 19 leave necessary until conclusion of initial County Health Directive. The benefits were presented to the full Board once the County Health Directive was extended from April 7 to May 3.
- Authorized assigned vehicles to all staff needing such to enable field staff to drive independently and reduce exposure risk with carpooling
- Authorized the COO of IT and Admin to pursue IT technology procurements, such as: laptops, smart phones, Zoom teleconferencing licenses, e-document solutions of Seamless gov and DocuSign
- Authorized additional contracted security services to increase patrol of facilities as most facilities have visible reduction of staff
- Suspended requirement for wet signatures on internal documents. Encouraged e-document solutions or email approvals.
- Authorized Managers to stagger shifts and explore all operational solutions to mitigate risk of exposure. As a result, Water Utility units were separated into micro teams at different locations
- Authorized breakfast and lunch provided to all essential employees working at any Valley Water facility.
- Authorized weekly virtual All Employees Town Hall meeting to keep all personnel informed.

Board Authorizations:

- March 18, 2020, ratified the declaration of emergency and continue the emergency declared by the CEO
- April 6, 2020, unanimously approved the extension of the benefits created for Valley Water employees to address the COVID-19 epidemic and shelter-in-place directives. This allows all staff to continue utilizing the existing COVID-19 charge codes providing employees with paid emergency leave, caring for children, sick, precautionary leave and quarantine leave.
- Board authorized canceling all non-essential meetings as well as committee meetings.

Expenditure Summary:

Purchase Orders – PPE, Computers, Cleaning supplies, Cost Recovery Consultant (\$24,500)	\$852,046
Salaries and Benefits (does not include the most recent payroll run) - this includes \$108,411 of OT (<i>OT is what we can submit to FEMA for reimbursement</i>)	\$864,726
Internal Service Fund Allocation - Charges as of today	\$29,663
TOTAL	\$1,746,435



Beginning March 7, Valley Water's Emergency Operations Center PIO Branch has provided the Board of Directors with a daily COVID-19 update. Below is an example of a recent Board Update.

Good evening, Directors:

As of this afternoon, the Santa Clara County Public Health Department reported **1,962 confirmed** COVID-19 positive cases, including **19 new cases** since the County last updated its numbers yesterday. The County also confirmed **6 new deaths** since the last update, for a total of **94 deaths**. Please follow this [link](#) for current Santa Clara County Public Health COVID-19 Dashboard.

Valley Water Updates

Staff has been preparing for the seventh virtual all-employee Town Hall for tomorrow, including answering employee questions that have come into our internal COVID email inbox and compiling the next version of our FAQs. The all-employee virtual town hall will be held at **1pm on Thursday, April 23**.

Today was also the third day of distribution of pre-packed office supplies, including a reusable mask and container of hand sanitizer, for employees to pick up at the warehouse. To date, more than 300+ employees have signed up and received supplies.

County Addresses Early COVID-19 Cases and Mitigation Measures for Food Facilities

Dr. Sara Cody, County Health Officer at the Santa Clara County Public Health Department, addressed yesterday's County Medical Examiner's announcement regarding the 3 individuals that were identified to have died from COVID-19 in early February and March. These deaths occurred before the County had believed that COVID-19 was present in Santa Clara County. This confirmed that the virus was present and circulating and that there was community transmission earlier than previously known. Dr. Cody also addressed the changes that are being made to the COVID Dashboard to include data by race and ethnicity. This will be used to address racial and health equity. To view the briefing, [click here](#).

The Santa Clara County Public Health Department spoke with Michael Balliet, the County's Director of Environmental Health, to address safety guidelines and procedures for food facilities with take-out options during the COVID-19 pandemic. These included a social distancing protocol, public signage, maintaining adequate social distancing, prevention (handwashing/sanitizing equipment), preventing unnecessary contact and overall employee health. For more information, [click here](#).

First Five has created a Santa Clara County Resource Guide During COVID-19 that is available in multiple languages (www.firstkids.org/resources) – attached is the English language version. The guide has a very comprehensive listing of resources for families – from healthcare, parenting app, financial and public benefits to housing, food and other social services.

Governor Newsom Announces Resumption of Scheduled Surgeries, Expanded Testing

Governor Newsom announced the first modification of the state's stay-at-home orders with the resumption of scheduled surgeries throughout our hospital and health systems. Newsom said these "essential" surgeries include procedures such as tumor removals and key preventive care services which were deferred to prepare for the surge in COVID-19 cases.



Gov. Newsom also provided an update on the state's testing efforts. Currently, the state of California is conducting about 16,000 tests per day, a level the governor described as inadequate. The state has a goal to reach 25,000 tests per day by the end of April, with a larger goal of 60,000 to 80,000 daily tests per day over the next couple of months.

Gov. Newsom also indicated he had a "very good phone call" with President Trump, who said the state of California can expect a minimum delivery this week of 100,000 swabs, allowing for the ability to collect 100,000 specimen samples. Trump said California would receive 250,000 swabs next week, and a substantial increase above the 250,000 in the third week.

Gov. Newsom also announced 86 news testing sites statewide, focusing on remote parts of the state and our urban centers, making sure we do not leave underserved communities behind.

As of this evening, the statewide COVID-19 [data](#) is currently the following:

- Hospitalizations: 3,357 (.2% decrease)
- ICUs: 1,219 (1.8% decrease)
- Positive Tests: 35,396 (6.4% increase)
- Deaths: 1,354 (6.8% increase)

White House Briefing

The White House stated that the U.S. senate has passed a stimulus package, and it is now with the U.S. House of Representatives. The vote may occur on Thursday, April 23. It was also stated that Harvard and Stanford will not keep their stimulus funding. Regarding testing, it was noted that the administration was prioritizing testing for nursing homes and the vulnerable, including underserved communities.

Dr. Anthony Fauci stated that "we will have coronavirus in the fall. I am convinced of that...In the fall, we will be much, much better prepared." The difficulty will be testing and containment in the fall with both coronavirus and the flu. Dr. Fauci went on to say that we will be much better prepared for a fall corona outbreak.

As of this evening, no updates have been posted as of yesterday (4/21). The national COVID-19 [data](#) is currently the following:

- 802,583 positive cases
- 44,575 deaths