

TO OUR EMPLOYEES

POSTED MARCH 22, 2020 2:00 p.m.: Thank you for your commitment to your work, our community, and our mission. The services we provide are critical to the region, and our role protecting water quality requires us to ensure our people and processes endure the challenges we face during this COVID-19 pandemic.

Employees, we are routinely providing updates on our intranet <https://www.neorsd.org/covid19> which requires logging in to your Office365 account to access. But to ensure these resources are more readily available, we will be adding them to this page below in the week ahead. *Until all internal links are posted here externally, if you need any documents mentioned below, please email community@neorsd.org and we will send them to you.*

Here are our trusted health resources we reference regularly:

- [Center for Disease Control](#) (CDC)
 - [How to protect yourself](#)
 - [Water/Wastewater transmission and COVID-19](#)
- World Health Organization (WHO)
 - [Water, sanitation, hygiene and waste management for COVID-19](#)
- Occupational Safety and Health Administration (OSHA)
 - [COVID-19 Control and Prevention: Solid waste and wastewater management workers and employers](#)
- Water Environment Federation (WEF)
 - [Coronavirus updates for water professionals](#)
- [Ohio Department of Health](#)

NEW: Temperature policy, FAQ, and updating your personal contact information

POSTED MARCH 20, 2020 12:20 p.m.: Today, several important updates are now available. We will email these resources via info@neorsd.org, and you can continue to submit your questions to community@neorsd.org. Here is the latest news:

- [ELEVATED TEMPERATURE POLICY](#) (internal link): In accordance with the recommendations of the Ohio Department of Health, employees are required to begin self-monitoring for elevated temperatures before reporting to work. This new policy is part of our ongoing effort to protect the health and wellness of District staff. Any employee with a temperature of 100.4 or higher shall leave work or not report to work. [Read the full policy and instructions](#) (internal link).
- FAQ UPDATES: Some of the [latest updates](#) (internal link) include:

- CDC has found no evidence of COVID-19 transmission wastewater to date. [Read all.](#)
- When calling in sick, follow your normal sick call-in procedures. If reporting COVID-like symptoms, also call the HR COVID-19 Reporting Line (216) 432-6843. [Read all.](#) (internal link)
- Updated travel policy suspends all new travel requests.
- UPDATE YOUR PERSONAL CONTACT INFO: By entering your personal cell phone, email and home phone in [UltiPro](#), you can be kept up to date when we post new announcements. [Here's how.](#) (internal link)
- NOTE TO MANAGERS: [How to delegate staff to approve time in UltiPro](#) Time Management (internal link)
- "Our employees, our work, our customers," CEO updates the Board on our COVID efforts: Yesterday, Kyle Dreyfuss-Wells updated our Trustees on the latest events in our COVID-19 preparation and response. You can [read her summary](#) or [watch her video.](#) (internal links)

Quick link resources (internal links)

- [COVID-19 Pandemic Influenza Elevated Temperature Policy](#)
- [Frequently Asked Questions](#)
- HOW TO: [How managers can delegate staff to approve time](#) in UltiPro Time Management

HOW TO: Telework and remote access resources

POSTED MARCH 18, 2020 1:30 p.m.: Today, the HelpDesk emailed a [quick how-to guide](#) (internal link) for accessing NEORSD resources while working remotely. Learn how to access the Intranet, Enterprise SharePoint, District applications, email, and Office 365 applications like Word, PowerPoint, or Excel. Also find additional information and/or submit an incident or a service request using the IT Customer Portal.

[Download the quick guide](#) (internal link)

FAQ updates: 9 things to know now

[Now available](#) | *FAQ updates are posted as details become available*

POSTED MARCH 17, 2020 1:30 p.m.: Today, we updated our COVID-19 FAQ. Please remember: Events are moving rapidly. District leadership is making decisions quickly. It is your responsibility as a District employee to stay informed, and we will continue to share updates as decisions are made.

Below is a summary of the latest updates:

- **Board meeting on, and employees should not attend.** We will host our Thursday Board meeting with social distancing adjustments. To ensure space for Board members and the public,

employees should view the Board meeting online or dial in to hear the audio unless directed by their supervisor to attend. [Here's how.](#) (internal link)

- **Work remotely if possible and approved.** Department Directors are working with employees to telework wherever possible, as determined by the Director. We are also working with union leadership to explore options to increase schedule flexibility and social distancing.
- Interns get sick time. Paraprofessional interns, B-STEM interns, and Green Infrastructure Workers will be granted up to 40 hours of paid sick time if reporting COVID-like or flu-like symptoms.
- **No new travel requests.** All new travel requests are being suspended.
- **Symptoms?** Follow your normal sick-line call-in procedure, or call our designated HR COVID-19 Reporting Line (216) 432-6843. This will allow HR to track reports for our [temporary pandemic flu policy.](#) (internal link)
- **All workout rooms closed.** This aligns with the Governor's order March 16.
- **In-person contact hour classes suspended.** Online classes using [360 Water](#) are still encouraged.
- **Don't change your bank account info.** To ensure continuity with our payroll system, do not change your account info at this time. If you have any concerns, contact Payroll.
- **Be sure your contact info is up to date!** Log in to UltiPro to be sure your personal contact information is current in case we must reach you. [Here's how.](#) (internal link)

[View the entire FAQ on our intranet.](#) (internal link)

Stay well: We remind you to take care of yourself and your family, especially at this time. We do offer Lifestyle Employee Assistance Program resources that may be a benefit for you. You can [visit them online](#) or call 800.989.3277.

Due to the specificity of some incoming questions and the fluidity of the situation, we may not be able to answer every inquiry, but all questions will help us fully assess various scenarios as conditions develop locally. We appreciate your patience in this evolving situation. You should continue to submit your inquiries to community@neorsd.org.

Message from our CEO: Update and temporary policies being implemented in response to COVID-19

POSTED MARCH 13, 2020 2:50 p.m.: As a public utility dedicated to the protection of public health and the environment, we have been actively monitoring official news regarding the COVID-19 coronavirus since January. We are at a critical point that requires both response and preparation, and our team is taking important steps to protect employees, continue treating wastewater, managing stormwater, and serving our customers.

Today, we are enacting three temporary practices district-wide. These practices may change, but it is our team's latest efforts regarding health, safety and service.

[Read our CEO's full statement](#) (internal link)

[View the COVID-19 Pandemic Influenza Leave Policy](#) (internal link)

IT HelpDesk reminds employees to be cautious of phishing

POSTED MARCH 11, 2020 8:50 a.m.: As with any high profile news story or situation, there are people who will try to take advantage of the situation to manipulate people into opening malicious emails with malware or Phishing scams.

Malicious emails may be designed to look like they have important or new information about the Coronavirus. Please continue to exercise caution when opening email from unknown senders.

Never click on attachments or links unless you are SURE they are legitimate.

Always feel free to contact IT and hit the “Phish Alert” button in your e-mail client if you have any doubt about an e-mail.

Use trusted sites to get information about COVID-19 / Coronavirus such as our ongoing [COVID-19 employee FAQ](#) (internal link), the [CDC website](#), and the [Ohio Department of Health](#).

Original email to all employees sent March 11, 2020

New travel request protocol and updated COVID-19 frequently asked questions

[Now available](#) | *FAQ updates will be posted here as details become available.*

POSTED MARCH 10, 2020 10:49 a.m.: We have updated our frequently asked questions, including new temporary protocol for air travel requests. [View our FAQ.](#) (internal link)

Due to the specificity of some questions and the fluidity of the situation, we may not be able to answer every inquiry at this time, but all questions will help us fully assess various scenarios as conditions develop locally. We appreciate your patience in this emerging situation. You should continue to submit your inquiries to community@neorsd.org.

COVID-19 frequently asked questions

[Now available](#) | Updates will be posted here as details become available.

POSTED MARCH 6, 2020: Since March 2, 2020, we have welcomed your questions at community@neorsd.org regarding our coronavirus monitoring and related efforts. This is the preferred method for submitting questions. All inquiries will be reviewed, and we appreciate your patience in this emerging situation.

Due to the specificity of some questions and the fluidity of the situation, we may not be able to answer every inquiry at this time, but all questions will help us fully assess various scenarios as conditions develop locally.

Message from our CEO Kyle Dreyfuss-Wells

Email message via info@neorsd.org Monday, March 2, 2020 sent on behalf of CEO Kyle Dreyfuss-Wells

POSTED MARCH 2, 2020: As a public utility dedicated to the protection of public health and the environment, we have been actively monitoring official news regarding the COVID-19 coronavirus since January. At a time when uncertainty and anxiety are heightened, I felt it was important to summarize where we are as an organization and what work is underway.

First, here's what we know and what we are doing.

COVID-19 is a respiratory virus and there are no cases in our service area reported to date. There are also currently no reported cases of the virus being transmitted via wastewater.

We established a team who is actively monitoring the COVID-19 situation to understand local risks. Managers and directors are working closely to complete business continuity plans for all departments should conditions change in our region.

Second, we want employees to have the proper resources to feel safe wherever they work:

- **SUPPLIES:** We will make additional hygienic supplies available at all facilities, including disinfecting wipes, facial tissues, and hand sanitizer, in keeping with recommendations from the Center for Disease Control (CDC). Distribution of these supplies will be managed by our Health & Safety staff and more information will be available later this week.
- **CLEANING:** Our cleaning contractors have expanded their practices to include disinfecting items like door handles and stairwell railings.
- **FAQ:** We will post frequently asked questions for employees based on what we are hearing and what answers we have. That will be available later this week and shared on our intranet. If you have questions, [send them here](#).
- **CONTINUITY AND FLEXIBILITY:** We are assessing and completing business continuity plans in all departments to protect employee health while ensuring uninterrupted service for customers.

Lastly, what can you do as employees?

Preventative actions matter. Operations and maintenance staff are reminded to follow the guidance of trusted sources like the [Occupational Health & Safety Administration](#) (OSHA) regarding the proper use of personal protective equipment.

Follow the CDC's recommendations. [Routine personal practices](#) reduce risk of exposure, the most significant of these being hand washing and staying home if you are sick.

Update your emergency contact information in UltiPro. Should we need to reach you, UltiPro is our best source of employees' contact information. [Log in](#) (internal link) and be sure your home and cell phone numbers and personal email addresses are up to date.

We'll continue working closely with health and safety authorities at all levels to monitor and share resources. We are committed to your safety as employees as well as the service of our customers and the environment. We will update you as more information becomes available. Thank you for your work.

Kyle Dreyfuss-Wells
Chief Executive Officer