

**Pandemic Influenza
Continuity of Operations Guide
For San Mateo County Public Works**

March 2020



PANDEMIC OVERVIEW

An influenza pandemic has the potential to cause more death and illness than any other public health threat. The “Spanish Flu” of 1918, considered to be one of the worst natural disasters of modern times, caused 20 million deaths worldwide, including over 500,000 in the United States. If a pandemic influenza virus with similar virulence to the 1918 strain emerged today, in the absence of intervention, it is estimated that 1.9 million Americans could die and almost 10 million could be hospitalized over the course of the pandemic—which may evolve over a year or more. Although the timing, nature, and severity of the next pandemic cannot be predicted with any certainty, preparedness planning is imperative to lessen the impact.

More recently, the Centers for Disease Control and Prevention (CDC) estimates that in the United States, a 1957–58 pandemic killed 70,000, while a 1968 pandemic killed 34,000.

Influenza is a highly contagious viral disease. People may be immune to some strains of the influenza virus either because they have had a particular strain of influenza in the past or because they have recently received an influenza vaccine. Sometimes the influenza virus changes so dramatically that no one has previous immunity and the vaccine available does not protect against it. This can result in an influenza pandemic with serious health consequences for the population.

An influenza pandemic occurs when a new influenza virus subtype appears, against which no one is immune. This may result in several simultaneous epidemics worldwide with high numbers of cases and deaths. With the increase in global transport and urbanization, epidemics caused by the new influenza virus are likely to occur rapidly around the world.

The CDC has developed estimates of the impact pandemic influenza can have on a population. The following table applies these estimates to the population of California and County of San Mateo to quantify the impact pandemic influenza may have.

CDC Estimates of Percent of Population Affected by the Next Pandemic (Flu Rates)	Rate	California	County of San Mateo
Population		40,000,000	770,000
Influenza Infection Rate	%*	*	*
Patients Requiring Hospitalization	%*	*	*
Mortality Rate	%*	*	*

*2020 Influenza Infection Rates Still Pending

The Need for Planning

Uncertainty about the magnitude of the next pandemic mandates planning for a severe pandemic influenza occurrence. Adequate planning for a pandemic also requires the involvement of every level of our nation and indeed, the world. The ubiquitous nature of an influenza pandemic compels governments, communities, schools, businesses, families, and individuals to learn about, prepare for, and collaborate in efforts to curb, respond to, mitigate, and recover from a potential pandemic. The development, refinement, and exercise of a pandemic influenza plan by all stakeholders are critical components of preparedness.

PURPOSE & OBJECTIVES

The primary purpose of the Pandemic Influenza Continuity of Operations Plan is to enable County of San Mateo Public Works to respond effectively and efficiently to ensure that **essential operations** are maintained during an influenza pandemic.

County of San Mateo Public Works' objectives during a local pandemic influenza are the following:

- Providing identified essential services. Definition of essential services are “those services if not delivered on a timely basis will result in grave harm to human health or grave harm to the environment”.

DPW essential services: water, sewer, lighting, road safety issues, airports, essential building maintenance & repairs (Hospital, Juvenile Hall, Jails, Long Term Care facility) electricity, fuel delivery, trash removal & restroom cleaning, emergency vehicle and equipment repairs, and paycheck processing.

- Identify minimum staffing patterns to provide essential services.
- Identify which essential services can be done remotely. Develop a plan to deliver these services remotely. Ensure resources to deliver essential services remotely are in place.
- Identify essential supplies. Develop a plan to stockpile essential supplies.
- Establish multiple levels of redundant communication with all staff, particularly key personnel. Determine how essential meetings can occur with participants not being physically together in the same room.
- Ensure that the planning group rolls out the final plan in all sections of the department with essential staff trained.
- Understand how to use containment strategies (Vaccination, Personal Protective Equipment, and Public Education/Communication) within your section.

ROLE OF THE COUNTY OF SAN MATEO HEALTH SERVICES DEPARTMENT

The purpose of this plan is to direct and coordinate actions by the San Mateo County Health Services Department and other county partners in preparing for and responding to pandemic influenza. The plan incorporates several existing department influenza response elements and is consistent with the Updated 2017 Federal Health and Human Services Pandemic Influenza Plan.

The County of San Mateo Health Department will be the lead agency in coordinating city/county wide public health and emergency medical response, will activate its Department Operations Center (DOC), and request the activation of the County-wide Emergency Operations Center (EOC) when a unified response is necessary.

Specific guidance and policies, based on up-to-date intelligence, will be provided throughout each alert stage. Table 1 outlines the stages of County of San Mateo Health Department's pandemic influenza management strategy and *selected* activities. For more detail on the County's complete activities during each stage of a possible pandemic situation, see the the County of San Mateo Health Department website: www.smhealth.org.

Alert Stage*		County of San Mateo Health Department <i>Overview of Selected County Activities</i>
GREEN County of San Mateo Health Department	Little or No Human Transmission	<ul style="list-style-type: none"> • Review and update existing plans and procedures • Ensure essential services are identified • Ensure essential supplies necessary to provide essential services are available (stockpile) • Identify how essential services will be delivered with when there are shortages of key personnel and essential supplies • Monitor status worldwide • Monitor status locally • Establish 24/7 capability • Assist other agencies and organizations in preparedness activities • Develop communication mechanisms with partners • Regularly update partners about situation • Assist general public to become self-sufficient • Establish close working relationships with SFO and neighboring counties • Train staff on SEMS and their role in an emergency • Evaluate and test DOC equipment • Develop DOC staffing patterns • Design and exercise drills

YELLOW San Mateo County Health Department	Limited to Moderate Human Transmission	<ul style="list-style-type: none"> • Cooperate with PHD instructions • Implement phase yellow actions as needed to continue essential operations • Prepare to perform essential services only • Increase use of telecommuting and social distancing strategies • Deploy PPE (masks) to essential, assigned personnel • Ensure staff understand self-protection strategies • Communicate change in status to all partners • Implement phased public health legal strategies - individually based isolation/quarantine orders, selected school and business closures, limitation of public gatherings • Encourage use of surgical masks, basic respiratory hygiene strategies, and social distancing • Increase surveillance at SFO
RED San Mateo County Health Department	Extensive Human Transmission	<ul style="list-style-type: none"> • Perform essential services only • Maximize telecommuting option • Deploy PPE to assigned personnel • Ensure staff understand self-protection strategies • Increase use of telecommuting and social distancing strategies
BLACK San Mateo County Health Department	Uncontrolled & Uncontrollable Human Transmission	<ul style="list-style-type: none"> • Perform essential services, if possible • Follow PHD guidance • Maximize telecommuting option • Ensure staff understand self-protection strategies • Minimal, if any, government service • People are, for the most part, on their own and should not expect any outside assistance • Only critical medical care is rendered

During an influenza pandemic, Public Works will be responsible for maintaining essential community services in line with its mission and supporting the public health response. The department will participate with and communicate with the EOC upon activation. The department will maintain communications with the County of San Mateo Health Department and will implement recommended procedures that promote the health and safety of employees, County of San Mateo's residents, and visitors.

County of San Mateo Public Works Pandemic Response

Alert Stage	County of San Mateo Overview of Public Works' Activities
Green	<ul style="list-style-type: none"> • Participate in Pandemic Influenza Planning Team Meetings • Report / coordinate through Section Leader (DPW Safety Manager) • Establish necessary policies • Finalize Pandemic Influenza Continuity Plan • Inform and train employees
Yellow	<ul style="list-style-type: none"> • Follow San Mateo Health Department's/OES guidance • Activate infection control measures • Prepare to perform essential services only (facilities, water, sewer, airports, road emergencies, etc.) • Provide regular informational updates and communicate change in status to all staff and partners • Increase use of telecommuting and social distancing strategies • Deploy PPE to assigned, essential personnel and encourage basic respiratory hygiene strategies, and social distancing • Track employees who report being ill • Implement phased public health legal strategies - as requested.
Red	<ul style="list-style-type: none"> • Follow San Mateo Health Department's guidance • Perform essential services only • Maximize telecommuting option
Black	<ul style="list-style-type: none"> • Follow San Mateo Health Department's guidance • Perform essential services only • Maximize telecommuting option • Ensure staff understand self-protection strategies • Minimal, if any, government service will be available • People are, for the most part, on their own and should not expect any outside assistance • Only critical medical care will be available

SUGGESTED TASKS FOR PUBLIC WORKS - STAGE GREEN & YELLOW - Little to moderate human transmission

VENDORS

- **Critical vendors** – Sections will be responsible for identifying their vendors of critical products and services required to maintain essential services.
- **Alternate vendors** – Sections should identify other businesses or organizations that can provide essential services and supplies if your regular vendor cannot.
- **Stockpile critical supplies** - Sections will be responsible for identifying and stockpiling essential supplies. Supplement existing inventory with sufficient critical supplies to keep essential services functioning for 30 days or more.

EMPLOYEE COMMUNICATION

- **Information dissemination system** - Information for DPW employees will be achieved in the following manner to avoid a high level of fear, anxiety, rumors, and misinformation regarding the pandemic:
 - A recorded message will be posted on the DPW hotline that will provide general DPW employee information and section specific information
 - Up-to-date information will be posted on Sharepoint under DPW Safety
 - Managers will gather employee home and cell phones for passing on section specific information
- **Teleconferencing** – Instructions and plans for teleconferencing are provided in Appendix A.
- **Hand Hygiene and Respiratory Etiquette** – DPW employees will be provided with information on strategies for stopping the spread of disease (e.g. hand hygiene, respiratory etiquette). Worksite entry policies will be put in place at all worksites when we enter a yellow, red or black stage.
- **Social Distancing** – DPW will determine how essential meetings like customer service, or important employee meetings can occur with participants not being physically together in the same room. Hand shaking or using someone else's phone, computer or pens, will be prohibited.
- **Personal protective equipment (PPE)** – DPW will provide employees with the recommended personal protective equipment needs (e.g. hand-hygiene products, masks).
- **Workplace cleaning** – DPW will develop a protocol for cleaning work areas (standard cleaning versus if someone becomes ill at the worksite) and stockpile necessary supplies.

CLIENT COMMUNICATION

- **Client information dissemination plan:**
 - Client information will be posted at the DPW public website <https://publicworks.smcgov.org/>.
 - Flyers will be mailed or hand delivered (without contact) to homeowners regarding Continuity of Operations issues involving roads, sewer, or water delivery.

SUGGESTED TASKS FOR PUBLIC WORKS - STAGE YELLOW - MOVING INTO RED AND BLANK STAGES



Administration, Information and Illness Notification –

All employees will report being sick, or absent, through one centralized number. The DPW Pandemic Emergency Team will staff this number and they will track all employee absences department wide.



Essential Services Telecommuting – Employees that provide essential services that can be done remotely will receive access to necessary County applications. See Appendices A and B for additional breakdown.



Flexible work – DPW will establish emergency policies that allow for flexible worksites (e.g. telecommuting) and flexible work hours (e.g. staggered shifts). Telecommuting may be more of a requirement than an option to avoid further contamination and spread of the flu.



Illness reporting protocol – The DPW Pandemic Emergency Team will develop the policy as needed to manage employees who become ill and keep records of affected staff.



Infection Control Products – DPW will ensure that supplies of hygiene products (e.g. soap and/or hand sanitizer, surface sanitizers) are available at all worksites.

SUGGESTED TASKS - STAGES RED & BLACK

EXTENSIVE TO UNCONTROLLED HUMAN TRANSMISSION

Red	<ul style="list-style-type: none"> • Follow San Mateo Health Department's guidance • Perform essential services only • Maximize telecommuting option • Ensure staff understand self-protection strategies
Black	<ul style="list-style-type: none"> • Follow San Mateo Health Department's guidance • Perform essential services only • Maximize telecommuting option • Minimal, if any, government service will be available • People are, for the most part, on their own and should not expect any outside assistance • Only life-saving medical care will be available

Activate Response for Stage Red & Black

The DPW Director will activate the DPW Pandemic Influenza Continuity of Operations Plan when it is necessary to manage and coordinate a response. This decision will be made in consultation with key Public Health, CMO, and OES staff.

Department Operations Center (DOC) – A flu operations center will be set up at the Regional Operations Center (ROC) where the Emergency Operations Center (EOC) will coordinate emergency pandemic flu activities.

Internal/External Briefings – DPW will disseminate regular briefings, either by phone, Internet, intranet, e-mail, or flyers.

Essential operations – DPW will suspend non-essential operations as human resources become limited and/or material resources (e.g. gasoline) must be rationed. Many job functions may be suspended based on external customers limiting their activities, and/or non-essential projects will be cancelled.

Reallocate resources – Employees may be assigned to other tasks in order to continue to provide services that are essential, in high demand, and/or are new or alternative.

Reassign employees - Reassign personnel to essential or prioritized job functions and provide job action sheets.

Employee policies - Activate applicable policies per County-wide Human Resources Procedures (i.e. employee leave, paid, unpaid, flexible work schedules, travel, health care). Notify staff of policy changes and provide them with necessary resources to contact Central HR/Risk Management for claim filing information.

COMMUNICATION

- **Inform employees** – DPW will continue to be updated by phone, e-mail, or the Internet weekly, and daily if applicable. Throughout the event updated health information will be provided on the County of San Mateo Health Department’s website www.smhealth.org.
- **Inform product and service vendors** - Inform suppliers and service vendors of change of any changes in supply/service needs.
- **Inform clients** - Inform clients of any changes to services or products.

INFECTION CONTROL

- **Infection control information** – DPW will post mandatory hygiene policies/notices at site entrances, washrooms, hand washing stations, and public areas.
- **Personal Protective Equipment (PPE)** – DPW will provide all necessary PPE to employees reporting to work.
- **Social distancing** – DPW will implement a no “face-to-face” rule. Employees will wear masks when needing to speak to each other. Customer interaction may be suspended at this stage. DPW will follow County of San Mateo Health Department recommendations regarding activation of social distancing strategies (e.g. telecommuting, teleconferences).
- **Workplace cleaning** – Each DPW site will be supplied with sanitation/disinfecting wipes, in order to provide office sanitation and immediate sanitation of workstations where staff report illness.
- **Return to work** – Employees will need to follow protocol when returning to work.

PANDEMIC INFLUENZA PLANNING TEAM

The pandemic influenza planning team responsible for developing the continuity of operations plan in San Mateo County Public Works is:

Role	Name	E-mail	Work Phone #
Continuity of Operations Plan Coordinator	Director Jim Porter		
Information Coordinator	Deanna Haskell Deputy Director Administrative Services	dhaskell@smcgov.org	(650) 599-1477
Information Coordinator	Elizabeth Angelini Safety & Risk Manager Administrative Services	eangelini@smcgov.org	(650) 599-7289
Information Coordinator	Wilson Wong IT Manager Administrative Services	wwwong@smcgov.org	(650) 599-1429
Technical Processes and Data Security	Roger Tom Senior IT Analyst Administrative Services	rtom@@smcgov.org	(650) 599-1494
Human Resources	Krysta Caronongan HR Manager Administrative Services	kcaronongan@smcgov.org	(650) 599-1442
Financial Information	Nia Estonilo Financial Services Manager Administrative Services	asy@smcgov.org	(650) 599-1437
Legal Responsibilities	Ann Stillman Deputy Director Engineering & Resource Protection	astillman@smcgov.org	(650) 599-1497
Building Security	Kevin Sporer Deputy Director Facility Services	ksporer@smcgov.org	(650) 363-4094

AUTHORITY & PROCEDURES

The following sections outline the authority and procedures for activating and implementing the Pandemic Influenza Continuity of Operations Plan:

LEADERSHIP SUCCESSION

During an influenza pandemic, management of Public Works is delegated to the following persons in the order of succession shown below:

1. Director, County of San Mateo Public Works: Jim Porter
2. Deputy Director Facilities: Kevin Sporer
3. Deputy Director Roads: Joe LoCoco
4. Deputy Director Engineering: Ann Stillman
5. Deputy Director Administrative Services: Deanna Haskell
6. Principal Engineer: Gilles Tourel
7. Facilities Manager: Gary Behrens
8. Airport Manager: Gretchen Kelly

If a designated individual is unavailable, authority will pass to the next individual on the list. "Unavailable" is defined as:

- The designated person is incapable of carrying out the assigned duties by reason of death, disability, or distance from/response time to the operations facility.
- The designated person is unable to be contacted within 60 minutes.
- The designated person has already been assigned to other emergency activities.

The designated individual retains all assigned obligations, duties, and responsibilities until officially relieved by an individual higher on the list of succession. In the event of a disaster or emergency, and the DPW Director is unavailable (as defined above), alternate personnel are authorized to perform the following functions:

- All operational tasks normally performed by the Director.
- Expenditure approval consistent with established County of San Mateo Health Department procedure.
- Personnel task and work assignments.
- Policy level authority and decision making.







ESSENTIAL OPERATIONS

The information below details County of San Mateo Public Works' 1) routine operations; 2) essential operations; 3) services that may be in high and low demand; and 4) regulatory requirements.



The following operations are deemed essential for County of San Mateo Public Works to maintain mission-critical operations and services at 20%, 40%, and 60% absenteeism:

Absenteeism	Operation	20%	40%	60%
Facilities - Priority of essential services				
	1. Building Maintenance & Operations to Health & Hospital facilities.	X	X	X
	2. Building Maintenance & Operations to Maguire Jail, Maple Street Correctional Center, Youth Services Center (YSC), CEDAR building, Children's Receiving Home	X	X	X
	3. Building Services – Bathroom cleaning & removing trash	X	X	X
	4. Maintenance & Operation of lift stations	X	X	
Roads - Priority of essential services:				
	1. Traffic signal operations and maintenance	X	X	X
	2. Traffic sign and road safety markings replacements	X	X	
	3. Emergency storm response teams (in winter)	X	X	X
	4. Emergency pump station maintenance (in winter)	X	X	X
	5. Downed Trees	X	X	
	6. Potholes	X	X	
Engineering and Resources Protection - Priority of essential services:				
	<u>Engineering</u> - responding to infrastructure deficiencies, which pose an immediate threat to public safety. Examples may be road damage, failed drainage systems, bridge damage, landslides etc.	X	X	X
	<u>Waste Water Collections</u> - Clearing blockages in mainlines and sewer laterals.	X	X	X
	<u>Water</u> - Maintaining water distribution system for CSA 7 and CSA 11. Pumping water from creek and treatment of water for CSA 7. Pumping system for CSA 11.	X	X	X
	<u>Street Lighting</u> - Ability to service lights for safety of public.	X	X	
	<u>Flood Control</u> - Channel maintenance required on emergency or scheduled basis. Pump Station maintenance for the San Bruno Pump Stations.	X		
Airports – San Carlos & Half Moon Bay - Priority of essential services:				
	Adequate staffing and equipment to:			
	1. Perform required inspections and maintenance of the airports' runways and surfaces to ensure safe aircraft operations	X	X	X
	2. Monitor airport and aircraft operations for compliance with regulations and safety guidelines	X	X	X
	3. Perform required maintenance services for essential infrastructure and facilities (i.e. pump stations, emergency generators, sweeping, storm drains, airfield lighting, security systems/gates, etc.)	X	X	
Administrative Services - Priority of essential services:				
	1. Keeping the automated systems running and supporting the large number of employees who will have to telecommute.	X	X	X
	2. Processing of payroll	X	X	X
	3. Managing the Pandemic Flu policies & Procedures	X		
	4. Minimal staffing required to process POs, contracts, invoices necessary to support control of operations.	X	X	


The following operations can be suspended temporarily without causing immediate or irreparable damage to Public Works:

Unit	Operation	Time Period for Suspension:
Facilities 	General maintenance and up keep to our facilities – including, but not limited to crafts services such as carpentry and painting and preventative maintenance on our HVAC systems, boilers, lighting systems, refrigeration, generators, water treatment, and emergency power systems	1 year
Roads 	Major road paving Major slip out repair Major trimming and mowing	1 - 2 years
Vehicle & Equipment 	Regular vehicle & equipment maintenance	9 months - 1 year
Engineering and Resources Protection 	Engineering – Major road reconstruction projects Sewer - Major reconstruction projects Water - Major reconstruction projects Lighting – Preventative Maintenance Flood Control - Major reconstruction projects	2 years
Airports 	General maintenance and up keep to facilities – including, but not limited to carpentry, painting and preventative maintenance on our HVAC systems, boilers, lighting systems, water treatment, and emergency power systems.	1- 2 years
Administrative Services 	Preventative maintenance, upgrades and/or replacement of computer equipment, training classes, other non-essential projects.	1- 2 years
	Majority of the financial services and payments to vendors would be largely suspended, all other new transactional tasks would be suspended, budget monitoring and developed tasks would be suspended, front office would close to the public.	1 month +

CUSTOMER/CLIENT DEMAND CHANGES

-  The following services/operations may be in high demand during a pandemic:
- External customers – Emergency sewer, water, road repairs, and Airport services – increased small plane travel and small plane supply deliveries.
 - Internal customers – Need for set up of telecommuting workstations and corresponding supporting systems.
-  The following services/operations may be in low demand during a pandemic:
- Accounting services
 - Engineering services
 - Building upgrades & construction requests

REGULATORY REQUIREMENTS

-  The following regulatory requirements may be difficult to fulfill during a pandemic:
- Airport inspection and maintenance in accordance with FAA regulations
 - BMP for roadways
 - CalOSHA mandated safety training
 - Construction inspections
 - Required updates/reports for federally funded programs
 - Mandated audits
 - Storm water Pollution Prevention Plans (SWPPP)
 - Hazardous Materials Business Plans (HMBP)
 - Injury and Illness Prevention Program (IIPP)

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Airport Operations – San Carlos & Half Moon Bay
2. **Unit responsible for operation:** Airport Operations
3. **Description of operation:**
Emergency response (aircraft rescue fire fighting) and required inspections and maintenance of the airports' runways and surfaces to ensure safe aircraft operations. Monitor airport and aircraft operations for compliance with regulations and safety guidelines and provide support as necessary. Perform required maintenance services for essential infrastructure and facilities. Maintenance on pump stations, emergency generators, sweeping, storm drains, airfield lighting, security systems/gates, etc.
4. **Purpose of operation:**
☒ Client Service ☐ Internal Service (e.g. administrative, financial)
☐ Partner Service ☒ Other: Safety
5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
8	Airport Operations Specialists
3	Airport Supervisors and/or Managers
6. **Supplies required to perform operations:** Primarily utility services, power, phone, sewer, water
7. **Is this an essential operation if workforce absenteeism equals;**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Increased general aviation traffic – chartering small aircraft to avoid commercial aircraft or if commercial aircraft grounded. Supplies may be flown in, in lieu of trucking services across state lines or county lines. Increased Medivac and emergency service operations.
9. **Strategy for scaling back operation:** Would not scale back operation - would cross train other department employees.
10. **Alternative ways to provide services that limit human-to-human contact:**
Contact with pilots could be done via phone service or radio, and could avoid normal face-to-face interaction in most cases.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Payroll and Personnel
2. **Unit responsible for operation:** Payroll Unit
3. **Description of operation:** Processing timecards, disability, benefits
4. **Purpose of operation:**
☒ Client Service ☒ Internal Service
☐ Partner Service ☐ Other

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
2	Fiscal Office Specialist
1	HR Manager

6. **Supplies required to perform operations:**
Access to computer, internet access, access to County payroll systems
7. **Is this an essential operation if workforce absenteeism equals;**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:**
There will probably be more calls regarding benefits. Time cards/time tracking will be difficult.
9. **Strategy for scaling back operation:**
Any scale back would be as a result of Human Resources or the County Manager's Office making a declaration of some kind to all departments, to change how we process payroll – otherwise, there is no scale back option.
10. **Alternative ways to provide services that limit human-to-human contact:** All face-to-face meetings would be suspended and employee assistance would be done over the phone.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Computer hardware, software, and server support
2. **Unit responsible for operation:** Business Systems
3. **Description of operation:** Computer hardware, software, and server support and day-to-day operational technical assistance
4. **Purpose of operation:**

☒ Client Service ☒ Internal Service
☒ Partner Service ☐ Other

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
1	I.T. Manager
2	Senior I.T. Analyst
1	I.T. Analyst
1	I.T. Technician

6. **Supplies required to perform operation:** Access to County systems and department servers.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** This unit would be responsible for setting up telecommuting and supporting all essential staff capable of telecommuting. BSS will coordinate with ISD to provide essential staff with VPN access.
9. **Strategy for scaling back operation:** Scale back would include suspension of non-emergency new workstation upgrades, and software upgrades. Badging services may be suspended at 555 depending on circumstances. Hospital badging will continue.
10. **Alternative ways to provide services that limit human-to-human contact:**
Troubleshooting by phone or remote connections.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily Operation:** Processing contracts and financial transactions
2. **Unit responsible for operation:** Financial Services and Performance Management
3. **Description of operation:** Processing contracts and financial transactions such as purchase orders and vendor payments.

4. **Purpose of operation:**

- ☒ Client Service ☒ Internal
☒ Partner Service ☐ Other

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
1	Fiscal Office Specialist
1	Financial Services Manager
1	Management Analyst

6. **Supplies required to perform operation:** Access to County computer, Agiloft, CAMS, OFAS
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Staffing would be reduced minimum levels to support issuing contracts and purchase orders for essential service workers as well as paying invoices.
9. **Strategy for scaling back operation:** At such a time that CMO/OES/EOC orders reduced operations would scale down to minimal staffing.
10. **Alternative ways to provide services that limit human-to-human contact:** Limit interactions to providing documents for signature otherwise all communication produced electronically.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Facility Maintenance and Operations of the County Medical Center
2. **Unit responsible for operation:** Health & Hospital Facility Maintenance & Operations
3. **Description of operation:** Heating, ventilating, and air conditioning, refrigeration, electrical, generators, alarm maintenance, general carpentry
4. **Purpose of operation:**

☒ Client Service ☒ Internal Service
☒ Partner Service ☐ Other

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
2	Supervisor/Manager
11	Stationary Engineers
5	Boiler Watch Engineers
1	Painter
1	Office Support

6. **Supplies required to perform operation:** Tools necessary to perform assigned function.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Increased usage of Medical Center for Pandemic response.
9. **Strategy for scaling back operation:** Scale back only on preventative maintenance and continue daily operation - would cross train other department or volunteers.
10. **Alternative ways to provide services that limit human-to-human contact:**
If work needed to be performed in the public areas, personal protective equipment would be required at all times – masks, gloves.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Facility Maintenance and Operations of Maguire Jail, Maple Street Correctional Center, CEDAR Building, Youth Services Center, Children's Receiving Home
2. **Unit responsible for operation:** Facilities Maintenance & Operations
3. **Description of operation:**
Heating, ventilating, and air conditioning, refrigeration, electrical, generators, alarm maintenance, general carpentry
4. **Purpose of operation:**
☒ Client Service ☒ Internal Service
☐ Partner Service ☐ Other

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
11	Stationary Engineers
3	Utility Workers
2	Locksmiths
4	Supervisors
2	Managers

6. **Supplies required to perform operation:** Tools necessary to perform assigned function.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Unclear if the jails will be more or less full – however, if the jails remain open, we will need to support them.
9. **Strategy for scaling back operation:** Other than preventative maintenance, would not scale back operation - would cross train other department employees or volunteers.
10. **Alternative ways to provide services that limit human-to-human contact:**
If work needed to be performed in the public areas, personal protective equipment would be required at all times – masks, gloves.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Cleaning and Trash removal
2. **Unit responsible for operation:** Building Services
3. **Description of operation:** General cleaning (including bathrooms), delivery services, and trash removal

4. **Purpose of operation:**

- ☒ Client Service ☐ Internal Service
☒ Partner Service ☒ Other **Safety & Health**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
24	Custodians
3	Utility Workers
3	Supervisors/Manager

6. **Supplies required to perform operation:** Sanitizing products, vacuum, and mops.
7. **Is this an essential operation if workforce absenteeism equals:**
- ☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Decrease in trash volume due to decrease in public and employee usage of buildings. Deeper cleaning of bathrooms will become a priority (Health & Safety) and will require additional personal protective equipment such as Tyvex suits, Tyvex booties, gloves, and masks with splash guards.
9. **Strategy for scaling back operation:** Suspend or cut back on general cleaning such as dusting, vacuuming, or mopping of floors for areas which are not known to have been exposed.
10. **Alternative ways to provide services that limit human-to-human contact:** If work needs to be performed in the public areas, personal protective equipment would be required at all times – masks, gloves.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Road Maintenance of signals, signs, trees etc. for unincorporated County of San Mateo
2. **Unit responsible for operation:** Road Maintenance & Operations
3. **Description of operation:** Traffic signal operations, road maintenance & repair traffic sign and road safety marking replacements, emergency storm response teams (winter) and emergency pump station maintenance (winter)

4. **Purpose of operation:**

☒ Client Service ☐ Internal Service

☒ Partner Service ☒ Other **Safety**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
32	Road Maintenance Works I & II
4	Road Equipment Operators
8	Road Supervisors
3	Road Maintenance/Operations Managers

6. **Supplies required to perform operation:** Signage, equipment for road maintenance, equipment for tree maintenance.
7. **Is this an essential operation if workforce absenteeism equals:**

☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Road maintenance will not be performed as usual resulting in more emergency winter storm related problems.
9. **Strategy for scaling back operation:** Scale back as much general maintenance as possible – ditch cleaning, tree trimming, mowing.
10. **Alternative ways to provide services that limit human-to-human contact:** Customer contact is infrequent for most general road maintenance. May suspend construction inspection.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Vehicle & Equipment maintenance and repair
2. **Unit responsible for operation:** Road Services – Vehicle & Equipment
3. **Description of operation:**
Vehicle & Equipment maintenance & repair – Sheriff's Department, Health Services, other "essential service" departments.
4. **Purpose of operation:**
☒ Client Service ☐ Internal Service
☒ Partner Service ☒ Other **Safety**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
6	Equipment Mechanic
4	Auto Mechanic
4	Auto Service Worker
4	Supervisors/Manager

6. **Supplies required to perform operation:** Equipment needed for vehicle maintenance.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Demand for motorpool cars may decrease not only due to a decrease in workforce but also number of people who are willing to share a vehicle. An increase may be seen in Sheriff vehicle requests due to civil unrest issues and additional staffing.
9. **Strategy for scaling back operation:** Provide emergency repairs and suspend preventative maintenance for a period of time, up to 1 year – then will become a priority again.
10. **Alternative ways to provide services that limit human-to-human contact:**
Human-to-human contact can be kept to a minimum with use of masks & gloves

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Engineering
2. **Unit responsible for operation:**
Engineering Construction and Design Units
3. **Description of operation:**
Responding to infrastructure deficiencies, which pose an immediate threat to public safety. Examples may be road damage, failed drainage systems, bridge damage etc.
4. **Purpose of operation:**

☒ Client Service ☐ Internal Service
☒ Partner Service ☒ Other **Safety**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
6	Associate Civil Engineers
3	Public Works Technicians
1	Land Surveyor
5	Supervisors/Managers

6. **Supplies required to perform operation:** Access to a computer in order to telecommute.
7. **Is this an essential operation if workforce absenteeism equals:**

☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Engineering would work with Roads on any critical projects that may need to be deferred.
9. **Strategy for scaling back operation:** Would respond to emergencies like emergency only road reconstruction projects. Much of the work revolves around specific programs currently only accessible at 555. Would need BSS assistance to prepare for possible installation of these programs for either laptops or VPN access.
10. **Alternative ways to provide services that limit human-to-human contact:**
Phone meetings when possible, telecommuting, PPE (respirators, gloves, etc) when out on construction projects.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Wastewater Collection
2. **Unit responsible for operation:** Engineering – Utilities & Flood Control Section
3. **Description of operation:** Clearing blockages in mainlines and sewer laterals
4. **Purpose of operation:**
☒ Client Service ☐ Internal Service
☐ Partner Service ☒ Other **Health & Safety**
5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
7	Wastewater Collection Workers I & II
1	Wastewater Collection Supervisor
2	Public Works Technicians
1	Assistant/Associate Engineer

6. **Supplies required to perform operation:** Required equipment will include service truck, flusher trucks, and rodder trucks. Water will be required for operation of flusher. Equipment, operators, pipe, pipe fittings, and trench backfill materials required in the case of emergency repairs.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** If general maintenance is cut back, number and severity of sewer back up or overflow emergencies might occur.
9. **Strategy for scaling back operation:** Minimal preventative maintenance would be conducted. Would respond to emergencies such as emergency only reconstruction/repair projects.
10. **Alternative ways to provide services that limit human-to-human contact:** Customer contact is infrequent with general sewer maintenance. PPE would be worn 24/7 while working and when interacting with customers (respirator, gloves, Tyvex suits, face/splash guards, etc.) Any public interactions by office staff could be done by telephone or online.

ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Water Services to County Services Areas (CSA) 7 & County Services Area (CSA) 11
2. **Unit responsible for operation:** Engineering – Utilities & Flood Control
3. **Description of operation:** Maintaining water distribution system from CSA 7 and CSA 11. Pumping water from creek and treatment of water for CSA 7. Pumping system for CSA 11. Performing required water quality sampling and testing.

4. **Purpose of operation:**

- ☒ Client Service ☐ Internal Service
☐ Partner Service ☒ Other **Health & Safety**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
4	Contractors Certified by State
1	Senior Civil Engineer
1	Public Works Tech/Associate Engineer

6. **Supplies required to perform operation:**
Electricity, chemicals for CSA 7 treatment facility, pipes, and fittings for emergency repairs.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** There could be a possible increase in water demand due to client base being homebound.
9. **Strategy for scaling back operation:** Defer maintenance on projects that are not emergencies.
10. **Alternative ways to provide services that limit human-to-human contact:**
Human-to-human contact is infrequent. PPE will be worn for all customer contact. Telecommuting remains a possibility as well.

■ ROUTINE AND ESSENTIAL OPERATIONS

1. **Daily operation:** Lighting Services to County-Maintained Lighting Districts
2. **Unit responsible for operation:** Engineering – Flood Control & Utilities Section
3. **Description of operation:** Street lighting for County-Maintained Lighting Districts
4. **Purpose of operation:**

☒ Client Service ☐ Internal Service
☐ Partner Service ☒ Other **Safety**

5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
1	Electrician
1	Public Works Technician

6. **Supplies required to perform operation:** Lighting supplies (lights, photocells, fixtures), tools, and boom truck for accessing lights.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Unknown at this time but will adjust accordingly and remain flexible.
9. **Strategy for scaling back operation:** Any work that can be accomplished by telecommuting will be. Any non-emergency lighting matters will be deferred unless it is an emergency.
10. **Alternative ways to provide services that limit human-to-human contact:**
Human-to-human is infrequent. PPE will be worn for all customer contact. Communications can also be through phone or email.


ROUTINE AND ESSENTIAL OPERATIONS


1. **Daily operation:** Flood Control Activities
2. **Unit responsible for operation:** Engineering – Utilities & Flood Control Section
3. **Description of operation:**
Channel maintenance required on emergency or scheduled basis. Pump Station maintenance for the San Bruno Pump Stations.
4. **Purpose of operation:**
☒ Client Service ☐ Internal Service
☐ Partner Service ☒ Other **Safety**
5. **Number of staff required to perform operation on a routine basis:**

Required Staff	
Number	Job Classification
1	Civil Engineer
1	Equipment Mechanic
4	Road Maintenance Workers/Contractor

6. **Supplies required to perform operation:** Necessary channel maintenance (wall repairs) will require excavation equipment, operator, and trucks. Biological monitors required for portions of San Bruno Channel. Pump station maintenance requires pump mechanic or service vendors depending on the pump station problem.
7. **Is this an essential operation if workforce absenteeism equals:**
☒ 20% Yes
☒ 40% Yes
☒ 60% Yes
8. **Changes in demand that may occur during a pandemic:** Unknown at this time
9. **Strategy for scaling back operation:** Minimal channel maintenance. Emergency response to pump stations. Emergency channel repairs, or debris clearing.
10. **Alternative ways to provide services that limit human-to-human contact:**
Human-to-human contact is infrequent. Telecommuting may be considered. PPE with all customer contact.

WORK REASSIGNMENT SCENARIOS

 Essential Job Function	Person responsible	Reassignment to – List other county agency or department	Person(s) cross-trained	Date 'Just In Time' or refresher training held
Airport Operations – San Carlos & Half Moon Bay	Gretchen Kelly	Facilities Maintenance & Operations	Stationary Engineers	
Human Resources	Krysta Caronongan	Public Works Pandemic Flu Committee	Administrative Services Staff	On-going cross training
Computer hardware, software and server support	Wilson Wong	ISD	Business Systems Staff	On-going cross training
Facilities Maintenance and Operations of the County of San Mateo Medical Center	Tim Ferreyra	Zone 1 & Zone 3 Stationary Engineers	Stationary Engineers	On-going cross training
Facilities Maintenance and Operations of Maguire Jail, CEDAR building, Maple Street Correction Center, and Youth Services Center	Gary Behrens Win Maung	Medical Center Stationary Engineers	Stationary Engineers	On-going cross training
Road Maintenance – Signals, Signs, trees etc. for unincorporated San Mateo County	Jeff Pacini Ryan Rasmussen	Construction Services	Road Supervisors	On-going cross training
Vehicle & Equipment maintenance and repair	Tony Harwood	Department Volunteers with vehicle repair background.	Tony Harwood Ken Meitz John Silva	On-going cross training
Engineering Services - Responding to infrastructure deficiencies, which pose an immediate threat to public safety.	Ann Stillman Gilles Tourel	Road Maintenance & Operations	Engineers	On-going cross training

 Essential Job Function	Person responsible	Reassignment to – List other city agency or department	Person cross-trained	Date 'Just In Time' or refresher training held
Wastewater Collections	Tom McCarthy Julie Young	Road Maintenance Workers	Road Maintenance Workers I & II	On-going cross training
Water Services to CSA 7& CSA 11	Julie Young Mark Chow	Zone 1 & Zone 2 Stationary Engineers	Stationary Engineers	On-going cross training
Lighting Services to County Maintained Lighting Districts	Julie Young Mark Chow		Electricians	
Utilities and Flood Control	Mark Chow	CSS (pump stations), Other Road Maintenance Workers	Pump Mechanic	On-going cross training

COUNTY-WIDE PANDEMIC POLICIES

The following policies will be activated as part of the Pandemic Influenza Continuity of Operations Plan:

- 1. Employee Leave**

[Department of Human Resources to provide.]

- 2. Flexible Work**

[Department of Human Resources to provide.]

- 3. Health Care**

[Department of Human Resources to provide.]

- 4. Travel Policies.**

[County Manager's Office to provide.]

MANAGEMENT OF ILL EMPLOYEES

RESTRICT WORKPLACE ENTRY OF PEOPLE WITH INFLUENZA SYMPTOMS

During an influenza pandemic an effective way to limit the spread of disease is to ask infected individuals to remain home. During Stages Red and Black, Public Works will:

- Notify employees they should not come to work if they are unwell, particularly if they are exhibiting any influenza symptoms.
- Post notices at all workplace/facility entry points advising staff and visitors not to enter if they have influenza symptoms.
- Advise employees to immediately contact their direct supervisor if they become ill at home or at work and leave a message or send an email regarding their status.
- Ensure that ill employees have completed the required isolation period (guidance to be provided by County of San Mateo Public Health) and are healthy and no longer infectious before allowing them to return to work. Note that staff who have recovered from the pandemic influenza are less likely to be re-infected and should be encouraged to return to work.

PROTOCOL FOR EMPLOYEES WHO BECOME ILL

Advise employees that if they feel ill, or if someone observes that another person is exhibiting symptoms of influenza at work, they are to contact his/her direct supervisor or manager.

Duties of Public Works' Management Team:

- Speak with the individual by phone.
- Check if the employee has any influenza symptoms. (County of San Mateo Health Department can provide a list of symptoms).
- If the employee does not have any symptoms they are unlikely to have influenza then they should be reassured and advised to call again later or to see their doctor if they are still concerned.
- If the employee has influenza symptoms they should be treated as a "suspect influenza case."
- Complete a Suspect Influenza Case Form (attached).
- If the employee is at work - provide them with a surgical mask and instruct them to put the mask on immediately. (This is to help protect other staff.).
- Instruct employee to leave work. If possible, public transportation should be avoided. If public transportation is unavoidable, instruct the employee to keep the mask on and cough or sneeze into a tissue while traveling.
- Advise the employee to contact a health professional. This may involve phoning the person's normal doctor or a specially designated center to seek advice.
- Advise the employee on how long to stay away from work (the County of San Mateo Health Department website www.smhealth.org, will post isolation guidance).
- Have the employee's workstation cleaned and disinfected.
- Check on the employee during his/her absence from work.
- Encourage employees to return to work once they have recovered.

SUSPECT INFLUENZA CASE FORM
FOR MANAGEMENT OF STAFF WHO BECOME ILL AT WORK

Details of affected employee

Name:	Date:	<input type="checkbox"/> Visitor <input type="checkbox"/> Employee	Date of Birth:
Job Title:	Worksite:	Location of Isolation:	
Address:			
Telephone no: _____ (Work) _____ (Home) _____ (Other) _____			
Symptoms noticed: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Fever <input type="checkbox"/> Headache <input type="checkbox"/> Dry cough <input type="checkbox"/> Cold <input type="checkbox"/> Body aches <input type="checkbox"/> Fatigue <input type="checkbox"/> Other: _____ </div> <div style="width: 50%;"> Time of fever on-set: _____ Time of isolation: _____ Date expected to return to work: _____ </div> </div>			
<i>* Symptoms and isolation periods will be updated by the San Mateo County Health Department as information becomes available following the emergence of a pandemic influenza virus strain. Check www.smhealth.org.</i>			
Where referred:			
Notes:			

Details of Reporter

Name:
Job title:
Telephone no.:
_____ (Work) _____ (Home) _____ (Other)

ILLNESS NOTIFICATION & RECORDKEEPING



Employee giving notification	Person receiving notification	Date notification was received	Time notification was received	Action Taken (ie. Directed the employee to go home and informed maintenance for cleaning workspace, notified exposed staff, etc.)



WORKPLACE CLEANING (FOR EMPLOYEE'S WHO HAVE BECOME SICK AND ARE OFF WORK)

Area	Maintenance Person Contacted	Person Making Contact	Date of Contact	Time of Contact	Completion Date/Time



RETURN TO WORK

Employee	Is employee free of symptoms? Y or N	Has employee's area been cleaned by Maintenance? Y or N	Date employee returned to work	Additional Comments/Communications (include any updates on precautionary measures put into place during the employee's absence)

PRODUCT AND SERVICE VENDORS

Public Works relies on a variety of products and services to maintain operations. Contact information for each of the Public Works' product and service vendors, and their alternates, is attached. The table, Routine and Essential Products and Services Utilized by Public Works, details the products and services required to perform routine and essential operations.

PRODUCT/SERVICE VENDOR	
Company name:	_____
Address:	_____
Telephone:	_____
Fax:	_____
E-mail:	_____
Primary contact name:	_____
Alternate contact:	_____
Account/contract:	_____
Materials provided:	_____
Frequency of delivery:	_____
Notes:	_____
If this company is unable to provide materials/services they can be obtained from the following organization(s):	
Company name:	_____
Address:	_____
Telephone:	_____
Fax:	_____
E-mail:	_____
Primary contact name:	_____
Alternate contact:	_____
Notes:	_____

[Copy and attach additional forms.]



STOCKPILED OF CRITICAL SUPPLIES INVENTORY

Must keep on hand a minimum 7-day supply

Critical Supply	Where is it stored?	Minimum	Maximum	On Hand	Date Last Inventoried	Initials of Person that Last Inventoried
3/4" Plywood	RWC Crafts – RWC Government Center	20 sheets				
1/2" Plywood	RWC Crafts – RWC Government Center	20 sheets				
6 mill plastic	RWC Crafts – RWC Government Center	4 rolls				
Duct tape	RWC Crafts – RWC Government Center	10 rolls				
Leather gloves	RWC Crafts – RWC Government Center	30 pair				
Nitril gloves	RWC Crafts – RWC Government Center	10 boxes				
Masks	RWC Crafts – RWC Government Center	2 boxes				
Tyvex suits	RWC Crafts – RWC Government Center	2 boxes				
Various nut, bolts & screws	RWC Crafts – RWC Government Center	25 boxes				
Latex paint	RWC Crafts – RWC Government Center	50 gallons				
Roof mastic	RWC Crafts – RWC Government Center	10 gallons				

Chain 3/8"	RWC Crafts – RWC Government Center	1 roll				
Pad locks	RWC Crafts – RWC Government Center	24				
Surface Wipes/Sanitizer	Administrative Services	12 cases				
Face masks	Administrative Services	2 cases				
Nitrile Gloves	Administrative Services	4 boxes				

VENDOR CONTINUITY


Service/Supply Needed	Vendor – Rep	Telephone
<u>Contracts</u>	<u>Contracts</u>	
Elevator Repair	Thyssen-Krupp Elevators	510-476-1900
Uninterrupted Power System	Intelli-tech	925-525-5238
Pest Control	Pest Masters	530-661-2437
Tank Testing	Accutite	650-925-0357
<u>Vendors</u>	<u>Vendors</u>	
Gas and Electric	PG&E	650-598-7267
Window Glass	Bank Glass	650-593-2171
Carpentry Materials	Home Depot, Grainger	800-685-6691; 800-472-4643



INFECTION CONTROL


Safeguarding the health of department employees during an influenza pandemic is a key objective for Public Works. A variety of infection control measures, including heightened hygiene practices, social distancing, and infection control equipment may be utilized to slow the spread of disease.

HYGIENE



Employees will be educated and reminded of hygiene measures that help to limit the spread of disease. These include:

- Use respiratory etiquette (e.g. covering cough or sneeze with a tissue or cloth).
- Properly clean hands with soap and water or hand sanitizer when they arrive at the work site and regularly throughout the day.
- Wear a surgical mask if required to by the Public Works Pandemic Flu Committee.
- Do not shake hands! Avoid direct skin-to-skin contact with others.
- Keep work areas and home clean and disinfected.
- Stay home when ill, and get clearance from a physician as well as the Pandemic Flu Committee to return to work.




The following hygiene measures will be taken to reduce the spread of disease:

- Hand washing instructions will be posted in all washrooms.
- County of San Mateo Health posters will be placed throughout the department in common areas.
- Magazines/papers will be removed from common areas.
- Hand sanitizer will be available in common areas.
- Tissues and trash cans will be available in common areas.



SOCIAL DISTANCING


Public Works has the ability to utilize the following social distancing strategies to reduce close contact among individuals:



Telecommuting – Prior discussion and approval from direct supervisor as well as evaluation of the number of employees who have the technological capability to telecommute, will be assessed and permission needed before performing any primary work functions from home.



Teleconferences – Teleconferences *can* be held. See Appendix A. T



Staggering work shifts – 90% of Public Works employees can perform their work using the staggering work shifts method of isolation spread out in a 24 hour period. 90% of Public Works employees can work an extended number of hours in fewer days, such as 4/10's or 12-hour shifts if necessary. Telecommuters may find it easier to work a graveyard shift for internet access.

Systems that can be put in place to minimize direct face-to-face contact with the public are:

- Close office lobbies/reception areas. Post number for customers to call to get assistance.
- Lock doors to minimize casual travel of internal customers and fellow employees through work areas.
- Communicating with members of the public out on the road. Advise customers that we have implemented a 10 foot “barrier”, as well as mandatory face mask protection when speaking to the public regarding emergencies in order to continue providing services.
- Advise internal customers that we will be responding to essential service calls only, possibly after hours, and that we will be keeping a 10 foot barrier, using a face mask and gloves, while working in their office spaces, in order to stay well and continue providing services.
- Essential services, such as trash collection and general cleaning services may be done in “off” hours whenever possible to avoid face-to-face contact with internal customers.

WORKPLACE CLEANING

During a pandemic thorough workplace cleaning measures will be required to minimize the transmission of influenza virus through hard surfaces. The influenza viruses may live up to two days on such surfaces.

When an employee with suspected influenza is identified and has left the workplace, it is important that their work area, along with any other known places they have been, are thoroughly cleaned and disinfected (e.g. door knobs, sinks, handles, railings, objects, and counters). Cleaning is usually accomplished by physical scrubbing using detergent and water. To disinfect, contact should be made to the appropriate parties for the correct method and usage of the disinfectant. The person cleaning and disinfecting should wear a mask and gloves and should discard them afterwards. Hands must be washed or sanitized at the completion of the procedure.



INFECTION CONTROL SUPPLIES

Increased use of infection control supplies may be advisable during an influenza pandemic (The County of San Mateo Health Department provides guidance on their website www.smhealth.org). The following infection control supplies will be made available in an “Emergency Box” to be distributed in the Yellow Stage.

Supplies	555 5 th floor	555 Basement FM&O	455 Basement FM&O	455 Basement Building Services	RWC Motor Pool	Belmont Motor Pool	Construction Services	YSC FM&O	Grant Yard Admin Offices
Soap at worksite entrance	✓	✓	✓	✓					✓
Soap within kitchen/bathroom areas	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hand sanitizer minimum 60% alcohol content	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hand sanitizer wall mount	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tissues	✓	✓	✓	✓	✓	✓	✓	✓	✓
Office cleaning supplies	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gloves	✓	✓	✓	✓	✓	✓	✓	✓	✓
Masks	✓	✓	✓	✓	✓	✓	✓	✓	✓



Supplies	Grant Yard Roads/Vehicle & Equipment	Grant Yard Wastewater Collections	LaHonda Yard	Pescadero Yard	Princeton Yard	San Carlos Airport	Half Moon Bay Airport	Medical Center FM&O
Soap at worksite entrance		✓				✓	✓	
Soap within kitchen/bathroom areas	✓	✓	✓	✓	✓	✓	✓	✓
Hand sanitizer minimum 60% alcohol content	✓	✓	✓	✓	✓	✓	✓	✓
Hand sanitizer wall mount	✓	✓	✓	✓	✓	✓	✓	✓
Tissues	✓	✓	✓	✓	✓	✓	✓	✓
Office cleaning supplies	✓	✓	✓	✓	✓	✓	✓	✓
Gloves	✓	✓	✓	✓	✓	✓	✓	✓
Masks	✓	✓	✓	✓	✓	✓	✓	✓

STOCKPILED INFECTION CONTROL PRODUCT INVENTORY




Product	Where is it stored?	Minimum	Maximum	On Hand	Date Last Inventoried	Initials of Person that Last Inventoried
N95 Masks	555 5 th floor Storeroom	100	350			
Nitril Gloves - Sm	555 5 th floor Storeroom	50 pr	200 pr	50 pr		
Nitril Gloves - Med	555 5 th floor Storeroom	50 pr	200 pr	50 pr		
Nitril Gloves - Lrg	555 5 th floor Storeroom	50 pr	200 pr	50 pr		
Nitril Gloves - XLrg	555 5 th floor Storeroom	50 pr	50 pr	50 pr		
Kleenex	555 5 th floor Storeroom	60 boxes	100 boxes	60 Boxes		
Surgical Masks	555 5 th floor Storeroom	ee's x4 per day				
Santi – Wipes for surfaces	555 5 th floor Storeroom	36 Tubs	36 Tubs			
Hand sanitizer For offices and trucks	555 5 th floor Storeroom	54 containers	54 containers			

Appendix A

TELECONFERENCING

 **Teleconferencing Capabilities** – DPW will have the following capabilities of teleconferencing between County Employees:

1. Microsoft Teams – Employee will need a microphone and speakers.
2. Microsoft Teams with a teleconference number – Like Teams but with an actual phone number where anyone with a regular number can call in; BSS has a list of DPW employees who have access to this feature.
3. General AT&T DPW Teleconference Line – There is only one line and anyone in the department can call in. Thus, this must be coordinated with others to avoid cross usage. For an employee to schedule the use of the teleconference line (which will be administered by Front Desk), send an email to: PW 555 Co Center 5Floor.

 **Accessing General DPW Teleconference Line** - This account is for use by BSS or may be used for emergency use only.

Teleconference Calling Instructions:

If Participant...		If Host...	
Dial	(877) 848-7030	Dial	(877) 848-7030
Enter Access Code	3250488	Enter Access Code	3250488
Press	#	Enter	*6211 (ONLY Host enters this)

Notes:

- Invite the participants to call the Toll-Free number at a specified date and time.
- **DO NOT GIVE OUT HOST PASSWORD.**

Screenshot of Teleconference Access Information:



**TeleConference
Services**

TeleConference Folder Id: 1129572134

Registration Conference Name: RESERVATIONLESS SERVICE
ACCOUNT 1

CHANGED

RESERVATIONLESS AUDIO DIAL IN AND WEB MEETING Registration Confirmation

Please review this information and contact TeleConference Services at (800)526-2655 if there are any changes.

ACCESS INFORMATION

- Audio Conference

USA Toll-Free: (877)848-7030

USA Caller (404)443-2170

Paid/International Toll:

ACCESS CODE: 3250488 HOST
PASSWORD: 6211

- Web Meeting

Web Meeting Address: <https://www.webmeeting.att.com>

Meeting Number(s): (877)848-7030 or (404)443-2170

ACCESS CODE: 3250488 HOST
PASSWORD: 6211

* The first time you use the Web Meeting Service, you will need to download the client software. Web Meeting HELP & Software Downloads can be found at: <https://www.webmeeting.att.com>

Appendix B

TELEWORK SUPPORT STRUCTURE



Telework Structure - BSS will provide adequate and sufficient technical resources to support employees to telework. All staff participating in telework will need to have County-provided computers and:

- The computers require installation of critical Department applications, VPN access to access shared files/folders, and the appropriate configuration to allow staff to work remotely.
- If an employee can work through Okta then they are encouraged to do so. Employees will be notified prior to telework that the shared drive and shared files cannot be accessed by a personal desktop computer.
- Under critical circumstances which will be determined upon CMO's direction, DPW may allow staff to use their existing work desktop computer and relevant equipment for remote work.



Connectivity - Employee should be able to reconnect equipment by themselves at remote work location and possess an adequate Internet connection at the employee's remote work location.

TELEWORK EQUIPMENT



Equipment - DPW would allow the following items from the employee's currently existing workstation, to be distributed for remote work (see instructions on How to Setup the Desktop Computer):

- Existing work desktop computer
- One monitor
- Keyboard/Mouse

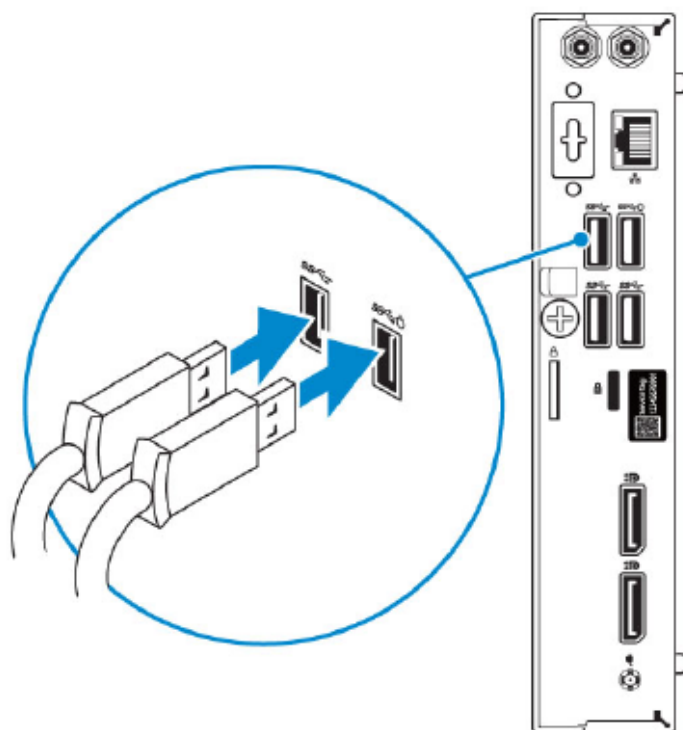


Prerequisites - Prior to distribution of equipment, BSS will need to perform configuration on each desktop computer:

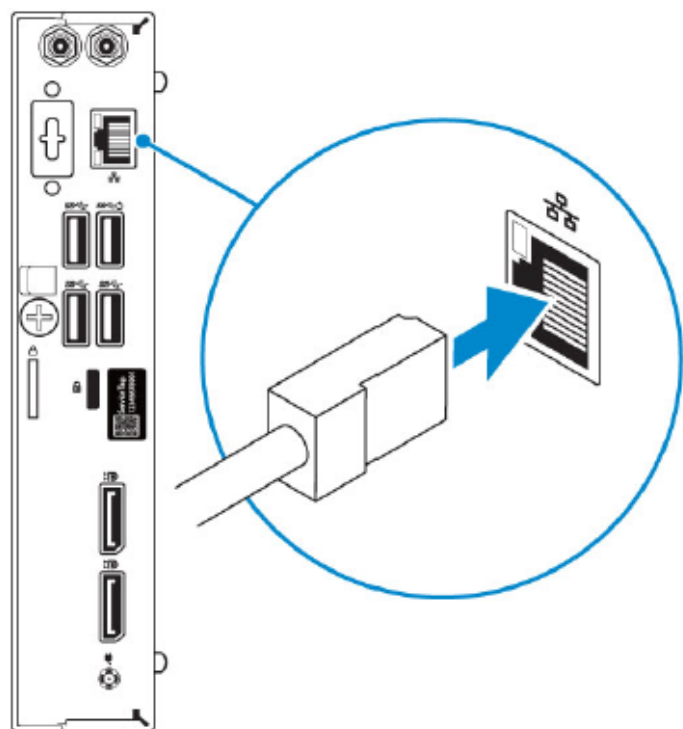
- BSS needs to ensure workstations appropriately configured to allow remote work
 - Ensure Network adapters configured for DHCP (DHCP by default)
- BSS will need to install and configure appropriate VPN software

How to Setup the Desktop Computer:

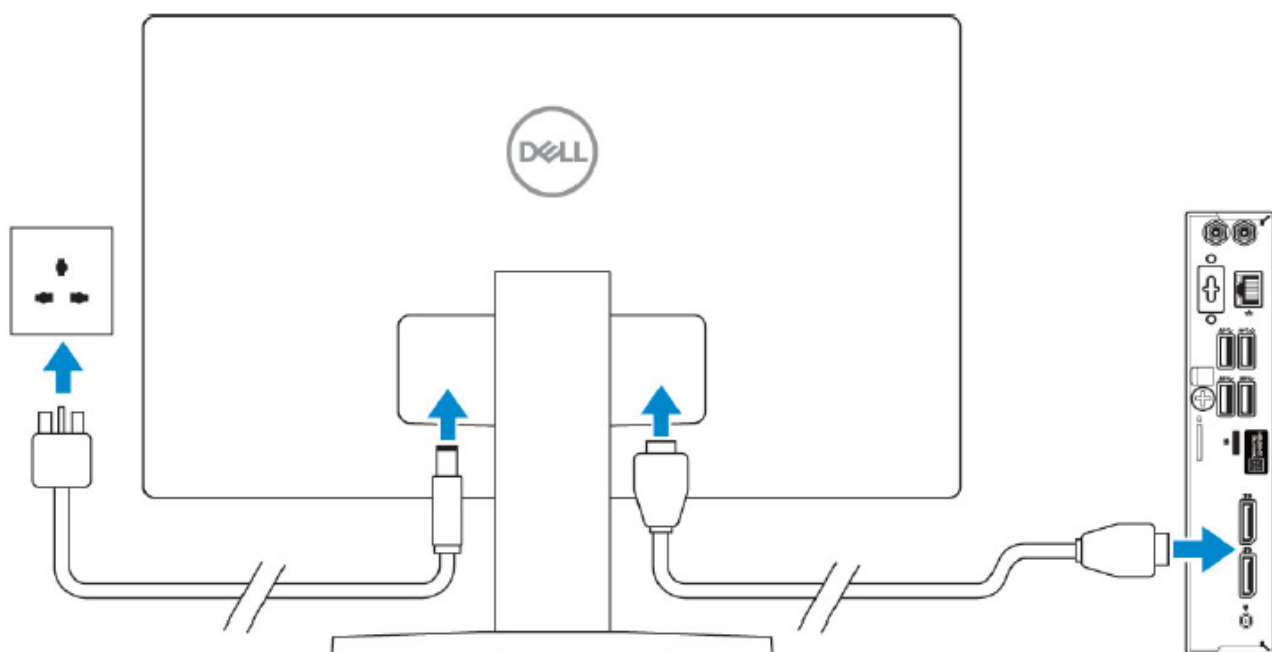
- 1 Connect the keyboard and mouse.



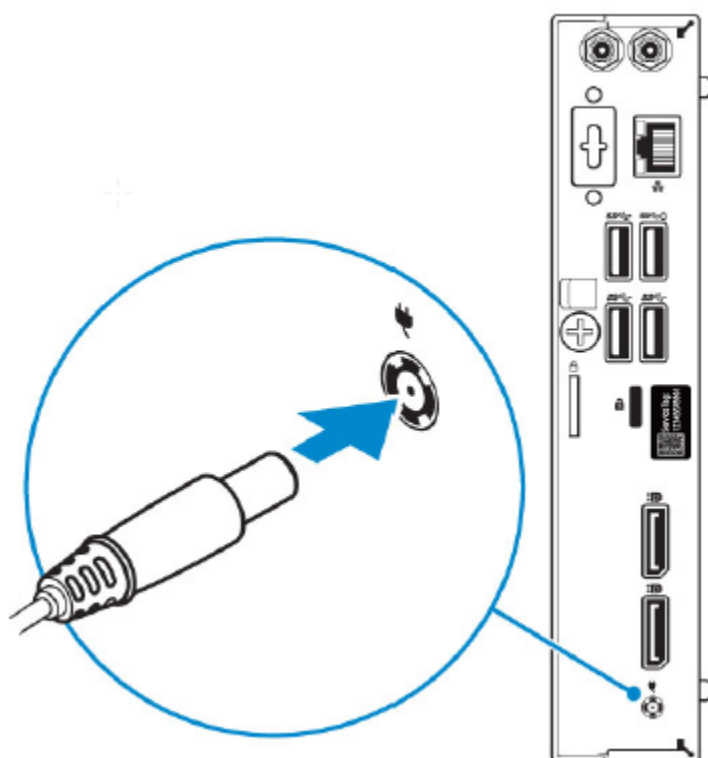
- 2 Connect to your network using a cable, or connect to a wireless network.



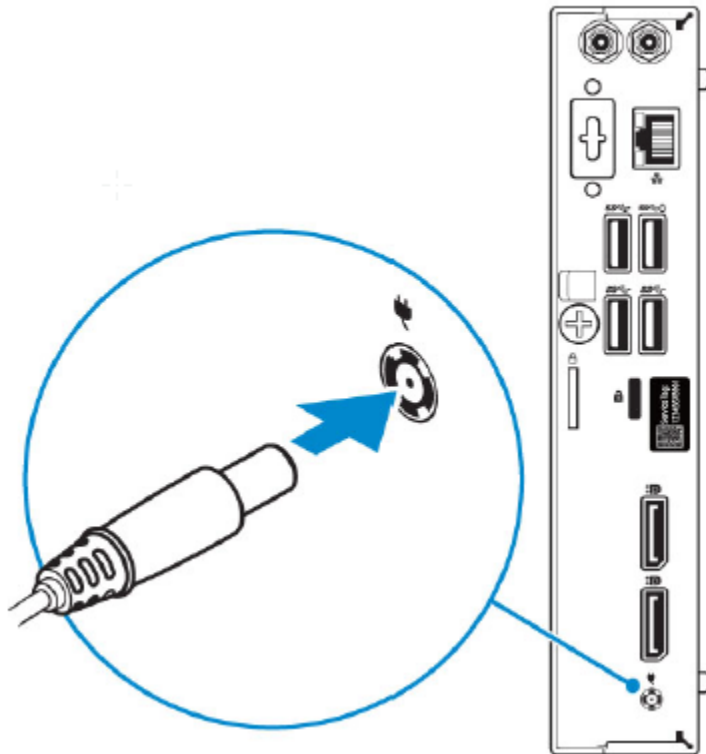
3 Connect the display.



4 Connect the power cable.



4 Connect the power cable.



5 Login as normal using your DPW login.