COVID-19 Tribal

Pandemic Emergency: Prepare, Respond, and Recover

Rural Community Assistance Partnership, Inc.

Western
Rural Community Assistance Corporation
916/447-2854
www.rcac.org

Midwest
Midwest Assistance Program
952/758-4334
www.map-inc.org

Southern
Communities Unlimited
479/443-2700
www.crg.org

Northeast
RCAP Solutions
800/488-1969
www.rcapsolutions.org

Great Lakes
WSOS Community Action Commission
800/775-9767
www.glrcap.org

Southeast
Southeast Rural Community Assistance Project
866/928-3731
www.southeastrcap.org
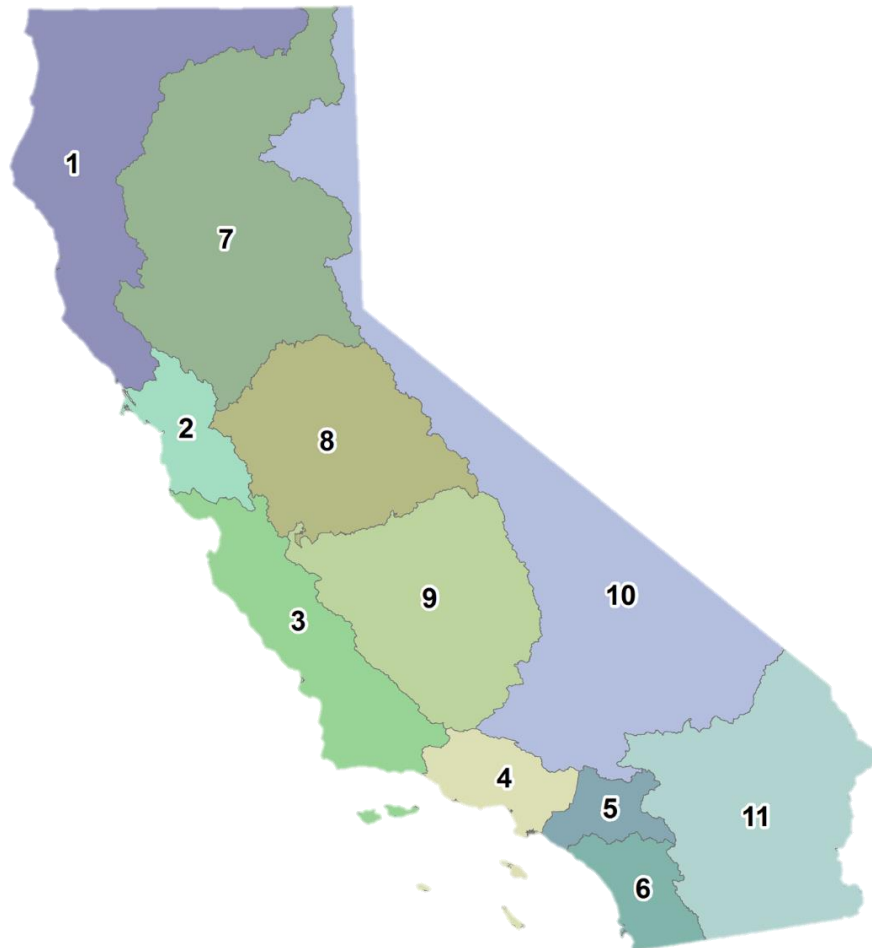
800/321-7227
www.rcap.org

This Workshop is sponsored by the <u>**Sacramento River Funding Area Disadvantaged Community Involvement Program**</u>**, a grant funded program supported by the California Department of Water Resources' Integrated Regional Water Management Program**

For more information on the DWR DACI-Program go to:
https://water.ca.gov/Work-With-Us/Grants-And-Loans/IRWM-Grant-Programs/Proposition-1/DAC-Involvement-Program
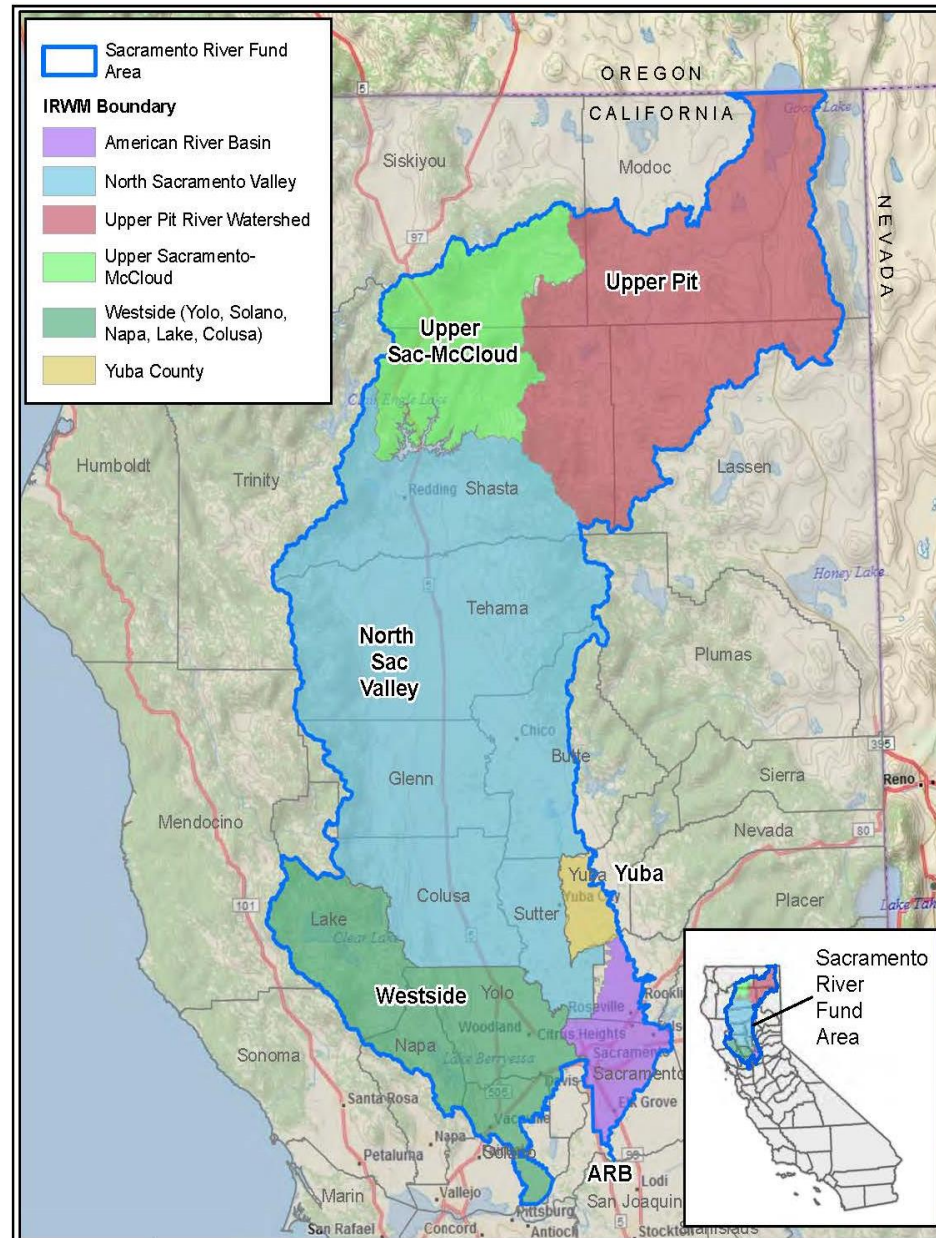
Prop 1 Funding Areas

1 North Coast
2 San Francisco Bay Area
3 Central Coast
4 Los Angeles Sub-Region
5 Santa Ana Sub-Region
6 San Diego Sub-Region
7 Sacramento River
8 San Joaquin River
9 Tulare/Kern
10 North/South Lahontan
11 Colorado River Basin

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Sacramento River Funding Area Disadvantage Community Involvement Program

The SRFA-DACI-Program is three-year program specifically targeting the water and wastewater needs of disadvantaged communities within the SRFA boundary.

The goals of the DACI Program are to:

1. Engage DAC organizations, water purveyors and stakeholders in IRWM

2. Identify the water and wastewater management needs of DACs

3. Develop strategies and solutions for DAC water management needs.

This Workshop was developed to address key needs that have been identified for DAC communities and/or water providers in this region.

For questions on the SRFA DACIP Program and how to engage with your IRWM please contact:
JoAnna Lessard (joanna.Lessard@fishsciences.net) or Katie Burdick (katie@burdico.net)

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Sacramento River Funding Area
Disadvantage Community Involvement Program

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Water and Wastewater

Emergency Response Plans (ERP), Resources, Templates, and Checklists

- EPA Coronavirus information

  https://www.epa.gov/coronavirus

- EPA Pandemic incident checklist

  https://www.epa.gov/sites/production/files/2020-03/documents/pandemic_iac_final_032620_508_fillable.pdf

- EPA Water incident checklist

  https://www.epa.gov/waterutilityresponse/incident-action-checklists-water-utilities

- EPA Coronavirus Water

  https://www.epa.gov/coronavirus/water-utility-resources-covid-19-pandemic

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Pandemic COVID-19
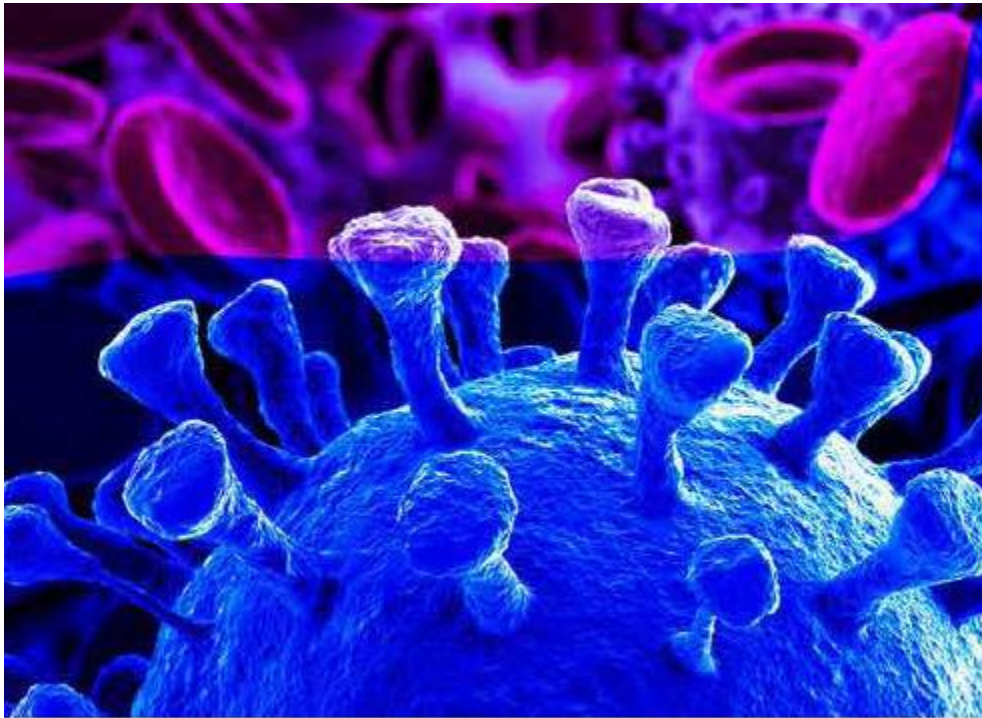
- Prepare

- Respond

- Recover

- Resources

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Actions to Prepare for a Pandemic

Planning

Identify Pandemic Response Team

- Predetermine a lead and back-up Pandemic Response Team.

- Develop a process for situational awareness

- Create pandemic management strategies

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Actions to Prepare for a Pandemic

Planning

Emergency Response Plan (ERP) and Operations and Maintenance Program

- Do you have one?
- When is the last time it was updated?
- Are staff adequately trained?

Actions to Prepare for a Pandemic

Continuity of Operations Plan (COOP)

- At minimum COOP plans should include
  - ✓ Defining Roles and Responsibilities During the Pandemic
  - ✓ Protecting Employee Health
  - ✓ Maintaining Essential Operations and Critical Positions

Regular Day

Day to day, the whole community works together to provide essential functions, capabilities, and services to each other.

Core Capabilities and Critical Services...

Non-federal Essential Functions

Organizational Essential Functions

National Essential Functions

...that Support the Whole Community

Actions to Prepare for a Pandemic

Continuity of Operations Plan (COOP)

- ✓ Maintaining Essential Equipment, Materials and Supplies
- ✓ Communications
- ✓ Addressing Community Mitigation Impacts
- ✓ Identifying Delegations of Authority
- ✓ Training

Continuity Event

An event can disrupt the performance of essential functions, capabilities, and services at all levels.

Non-federal Essential Functions

Organizational Essential Functions

Core Capabilities and Critical Services... ...that Support the Whole Community

National Essential Functions

Actions to Prepare for a Pandemic

Planning

Need Assistance??

- Join your state's Water and Wastewater Agency Response Network (WARN) or other local mutual aid network.

Actions to Prepare for a Pandemic
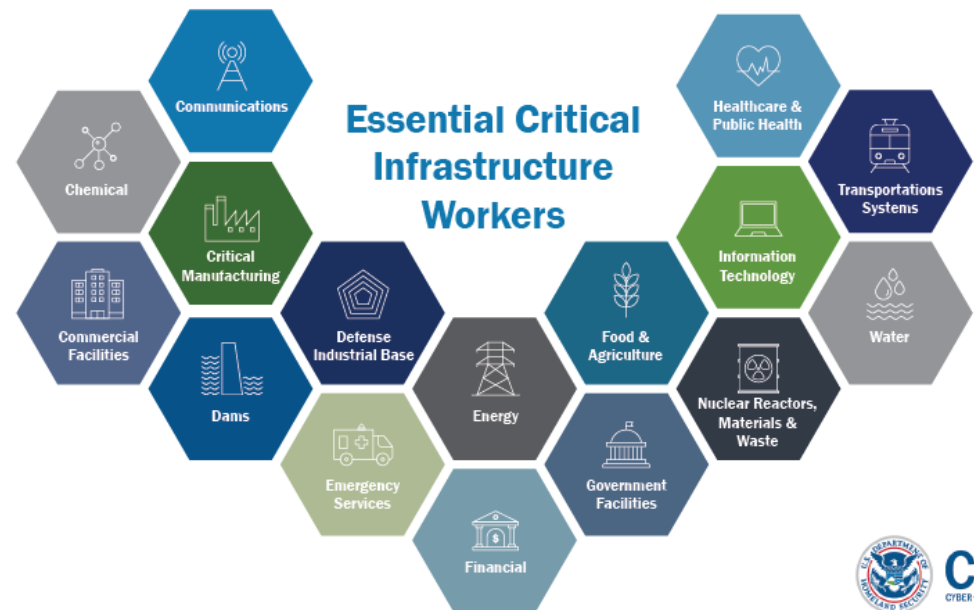
Planning

Need Assistance??

- Work with local Technical Assistance Provider
  - IHS, ITCA, RCAC, RCAP, NRWA or CRWA

Actions to Prepare for a Pandemic

Planning

- Draft memorandum to identify staff as essential workers.

- Work with local law enforcement and public health to ensure you staff are identified first responders.

Actions to Prepare for a Pandemic

Protecting Employee Health

- Reinforce good hygiene practices:

✓ Provide employee training on how to minimize risk.

- Covering cough
- Avoid touching face
- Washing hands

✓ Post proper hand washing techniques with pictures at every sink.

Actions to Prepare for a Pandemic

Protecting Employee Health

- Ensure you have an adequate supply of hygiene supplies and personal protective equipment.

  - Soap
  - Toilet paper
  - Disinfecting wipes
  - Cleaning supplies

  - Masks
  - Gloves
  - Hand Sanitizer
  - Etc.

Actions to Prepare for a Pandemic

Protecting Employee Health

Establish Pandemic Policy

- Employees screening for symptoms
- Setting up extended sick leave
- Working from home / telework
- Health and safety protocols during short staffing event
- Family response plans

Actions to Prepare for a Pandemic

Maintaining Essential Operations

Identification of <u>Critical Positions:</u>

- Plant operators
- Samplers
- Laboratory Personnel
- Etc.
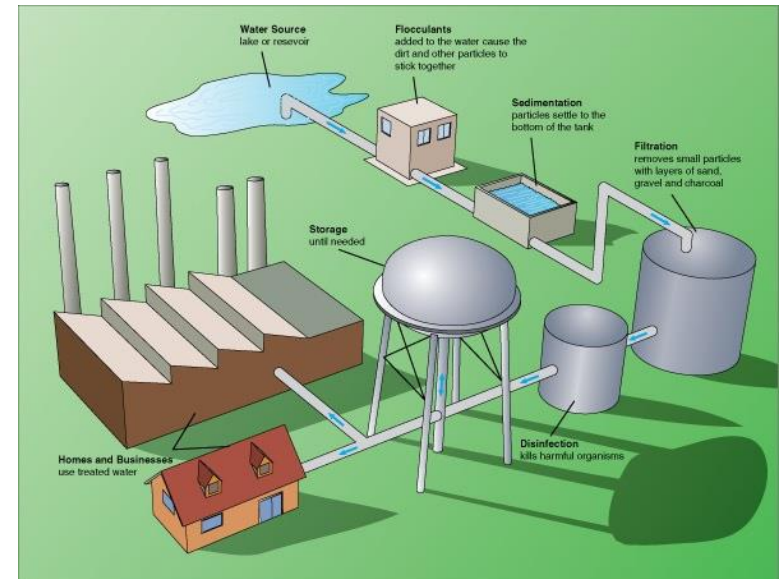
Actions to Prepare for a Pandemic

Maintaining Essential Operations

Identification of <u>Critical Functions:</u>

- Disinfection
- Aeration
- Pumping
- Etc.

Actions to Prepare for a Pandemic

Maintaining Essential Operations

Identification of <u>Critical Customers:</u>

- Hospitals
- Nursing homes
- Manufacturers
- Etc.

Actions to Prepare for a Pandemic

Maintaining Essential Operations

Staffing alternatives

- ✓ Understand the WARN process of requesting personnel during a pandemic.

- ✓ Cross-train staff to handle multiple positions and critical operations.

- ✓ Have back-up laboratories available.

- ✓ Assess your SCADA remote operations capabilities

Actions to Prepare for a Pandemic

Maintaining Essential Operations

Communicate with you laboratory!!!

- ✓ Ensure they have a pandemic response plan.

- ✓ They will be able to receive and assess your samples.

- ✓ Have a back-up option in place.

- ✓ Utilize the Water Laboratory Alliance (WLA)

Drinking Water and Wastewater Laboratory Network

https://www.epa.gov/waterlabnetwork

Actions to Prepare for a Pandemic

Maintaining Essential Facilities, Equipment, and Supplies

- ✓ Identify critical facilities and supplies.

- ✓ Inventory critical materials, chemicals, supplies, and equipment.

- ✓ Ensure venders/suppliers have a pandemic plan in place and can delivery needed supplies in the event of an emergency.

- ✓ Source materials and chemicals from multiple venders to mitigate supply chain disruptions.

Actions to Prepare for a Pandemic

Communication

- ✓ Develop communication templates.
- ✓ Identify appropriate distribution mechanisms.
- ✓ Identify emergency contacts

Water Utility Communication During Emergency Response
https://www.epa.gov/waterutilityresponse/water-utility-communication-during-emergency-response

Actions to Respond to a Pandemic

Initial Actions

- ✓ Activate your Pandemic Response Team.

- ✓ Execute your pandemic COOP and Emergency Response Plan.

- ✓ Stay in close contact with your regulatory agency

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Actions to Respond to a Pandemic

Protecting Employee and Public Health

- ✓ Follow CDC recommendations.
- ✓ Close offices to public.
- ✓ Suspend any in-home non-sampling appointments by staff.
- ✓ Limit or cease all in-person meetings, gathering of people in the same location, and travel.

Actions to Respond to a Pandemic

Protecting Employee and public Health

✓ Increase frequency of disinfecting equipment.

✓ Temporarily suspending drinking water shut-offs.

✓ Separate employees with overlapping expertise.

✓ Implement telework where possible.

✓ Limit all activities to only critical projects.

Actions to Respond to a Pandemic

Maintaining Essential Operations

- ✓ Implement staff rotations that require minimal personnel

- ✓ Make preparations to house critical staff on site. Including access to beds, food, water, etc.

- ✓ Communicate with laboratory service provider to ensure they are available to receive and assess samples.

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Actions to Respond to a Pandemic

If you begin or anticipate experiencing critical staff shortages:

- Inform your regulatory agency of the situation.

- Contact WARN, as well as your local assistance providers for support.

- Work together with neighboring utilities to develop mutual aid agreements.

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Actions to Respond to a Pandemic

Maintaining Essential Operations

Anticipate Cyber Attacks!!

- Pandemics create opportunities for cyber-attack tactics preying on fear and the need for information that could disrupt billing or SCADA operations.

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Actions to Respond to a Pandemic

Maintaining Essential Operations

Anticipate Cyber Attacks!!

- Remind staff not to click on any suspicious links, which may contain hostile programs.

- Back-up all critical files and ensure security systems (firewalls, anti-virus) are functioning on all remote equipment.

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Actions to Respond to a Pandemic

Maintaining Essential Facilities, Equipment, and Supplies

- ✓ Ensure that all facilities are secured and limited access.

- ✓ Implement surveillance where possible.

- ✓ Stay in close contact with suppliers

Actions to Respond to a Pandemic

If you anticipate an impending shortfall of supplies:

- Contact your WARN and local assistance providers to identify possible resource supplies.

- Work with your emergency management agency.

LIMITED SUPPLY

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Actions to Respond to a Pandemic

Communication

Drinking Water Systems

- Communicate with customer quickly and often about the safety of their water supply using guidance provided by the EPA and CDC.

- Inform customers of any event that may result in the loss of services.

Actions to Respond to a Pandemic

Communication

Wastewater Systems

- Communicate with customers through news outlets, social media, or webpage.

- Provide information on the consequences of flushing wet wipes or personal protective equipment (PPE), such as gloves or masks, down the toilet

Actions to Respond to a Pandemic

Documentation

Document Everything!!

- All events
- Timeframes
- Resulting impacts
- Hours (regular & overtime)

- Invoices for all equipment, supplies, contracts, venders Etc.

*This information may be required as part of the post-incident investigation.

Actions to Recover from a Pandemic

- ✓ Provide continuous customer updates

- ✓ Work with vendors and internal departments to return to normal service.

- ✓ Revise budget and asset management plans.

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Actions to Recover from a Pandemic

✓ Develop a lessons-learned document and after-action report.

✓ Identify mitigation measures.

✓ Conduct annual utility-specific pandemic awareness training with all employees

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EPA Resource List

Mutual Aid Programs

- Water/Wastewater Agency Response Network (EPA)
https://www.epa.gov/waterutilityresponse/mutual-aid-and-assistance-drinking-water-and-wastewater-utilities

Emergency Response and Continuity of Operations Planning

- Drinking Water Emergency Response Plans (EPA)
https://www.epa.gov/waterutilityresponse/develop-or-update-drinking-water-utility-emergency-response-plan

- Wastewater Emergency Response Plan Template (RCAP)
http://www.rcapsolutions.org/wp-content/uploads/2013/06/Emergency-Response-Planning-Template-for-Public-Wastewater-S.pdf

- Pandemic Continuity of Operations Template (GLCAP)
https://www.glcap.org/media/2569/pandemic-continuity-of-operations-plan-template.pdf

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EPA Resource List

Emergency Response and Continuity of Operations Planning (Continued)

- Business Continuity Planning for Water Utilities: Guidance Document (WRF, AWWA, EPA)
https://www.waterisac.org/system/files/Business%20Continuity%20Planning%20for%20Water%20Utilities.pdf

- Business Continuity Planning in the Event of an Influenza: A Reference Guide (AMWA, Water ISAC)
https://www.amwa.net/sites/default/files/AMWA%20WI%20PandemGuideFinal.pdf

- Tabletop Exercise Tool, Pandemic Scenario (EPA)
https://www.epa.gov/waterresiliencetraining/develop-and-conduct-water-resilience-tabletop-exercise-water-utilities

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EPA Resource List

Other Tools and Resources

- Water Laboratory Alliance – Drinking Water and Wastewater (EPA)
  https://www.epa.gov/waterlabnetwork

- Crisis Emergency Response and Recovery Access (CERRA) Framework (DHS)
  https://www.cisa.gov/sites/default/files/publications/Crisis%20Event%20Response%20and%20Recovery%20Access%20%28CERRA%29%20Framework.pdf

- Water Utility Communication During Emergency Response (EPA)
  https://www.epa.gov/waterutilityresponse/water-utility-communication-during-emergency-response

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EPA Resource List

Other Tools and Resources (Continued)

- Water Utility Response On-The-Go (EPA)
https://www.epa.gov/waterutilityresponse/water-utility-response-go-mobile-application

- Resources for Small Public Water System Operators (EPA)
https://www.epa.gov/dwcapacity/resources-small-public-water-system-operators

- Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response (DHS)
https://www.cisa.gov/sites/default/files/publications/CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf

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Additional Resources

General COVID-19 Information

- U.S. Coronavirus Website

https://www.coronavirus.gov/

- U.S. Centers for Disease Control and Prevention Drinking Water and Wastewater COVID-19 (CDC)

https://www.cdc.gov/coronavirus/2019-ncov/php/water.html

- World Health Organization COVID-19 (WHO)

https://www.who.int/emergencies/diseases/novel-coronavirus-2019

- Association of State Drinking Water Administrators COVID-19 (ASDWA)

https://www.asdwa.org/covid19/

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Additional Resources

General COVID-19 Information (Continued)

- Water Information Sharing and Analysis Center COVID-19 (Water ISAC)

https://www.waterisac.org/portal/coronavirus-outbreak-updated-february-25-2020

- Water Environment Federation COVID-19 (WEF)

https://wef.org/coronavirus

- American Water Works Association COVID-19 (AWWA)

https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus

- Coronavirus Research Update (WRF)

https://www.waterrf.org/event/coronavirus-research-update

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Information on Hygiene and Water Safety

Information on Hygiene and Water Safety

- OSHA Guidance for Wastewater Workers COVID-19 (OSHA)
https://www.osha.gov/SLTC/covid-19/controlprevention.html#solidwaste

- Water, Sanitation, Hygiene and Waste Management for COVID-19 (WHO, UNICEF)
https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19

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Resources for Technical Assistance

- Indian Health Service (IHS)

- Inter Tribal Council of Arizona (ITCA)

- Rural Community Assistance Corporation (RCAC)

- California Rural Water Association (CRWA)

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Indian Health Services (IHS)

Division of Sanitation Facilities Construction

CAPT David Harvey, PE, MPH Deputy Director

California:

Chris Brady

916-930-3981

chris.brady@ihs.gov

Indian Health Services (IHS)

- Technical Assistance Water/Wastewater

- Equipment/Vendor locator support

- Equipment trouble shooting Questions/advice

- Training

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Inter Tribal Council of Arizona (ITCA)

Inter Tribal Council of Arizona, Inc.

- 2214 North Central Avenue, Suite 100 Phoenix, AZ 85004

- Phone: (602) 258-4822

- Fax: (602) 258-4825

- E-mail: info@itcaonline.com

Inter Tribal Council of Arizona (ITCA)

- Technical Assistance

- Operator Certification

- Links for Tribal Health Organizations

- Training

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Rural Community Assistance Corporation (RCAC)

Rural Community Assistance Corporation

- 3120 Freeboard Dr, West Sacramento, CA 95691

- Phone: 916-447-2854

- Website: www.rcac.org

RCAC Core Services

- Community and Environmental Service
- Housing
- Loan Fund
- Training
- Community Leadership
- Tribal Utilities

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Environmental Services

- RCAC water, wastewater and solid waste technical assistance

- Building Rural Economies (BRE), community outreach and development solutions

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Housing Services

- RCAC affordable housing assistance

- Tribal Housing Excellence Academy (THE Academy), housing and development assistance on tribal lands

- Development Solutions, real estate development that support nonprofit organizations

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Training

- RCAC technical assistance in the field
- Water
- Wastewater
- Solid Waste
- Housing
- Community
- Other Various Topics

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Classroom and online education

- RCAC expands the knowledge base of the rural public through free education and training

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Financing assistance

- RCAC housing, environmental infrastructure or community facilities, and small business financing

Building communities

- RCAC leadership development training

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RCAC/RCAP

- Has a Tribal circuit rider program to provided TA.

- They have a loan Fund.

- Technical Assistance thru other programs.

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California Rural Water Association (CRWA)

California Rural Water Association

- 1234 N. Market Blvd
  Sacramento, CA 95834

- Toll-Free: 800.833.0322

- Phone: 916.553.4900

- Fax: 916.553.4904

- Email: info@calruralwater.org

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CRWA/NRWA

- Technical Assistance

- Leak detection

- Tribal Circuit Rider Program

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COVID 19

Optional Resource Review

- RCAC Template Pandemics?

- EPA or STATE website tour ?

- CISA essential workers ?

- Questions

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QUESTIONS??