**Facility Name**

Street Address

Facility City, IL Zip Code

Phone:

Emergency Phone:

Fax:

Website:

Email:

**EMERGENCY RESPONSE PLAN:**

**Subsection: PANDEMIC RESPONSE**

Revision #, Revision Date

**EMERGENCY SITUATION MISSION OBJECTIVES:**

1. Provide Quality Treated Potable Water Every Day
2. Support Local and Other Communities as can be done.
3. Maximize Safety Precautions for Staff.
4. Continue business transactions with Customers and Suppliers

**ACTIONS:**

1. Communicate situation to all staff and Board of Trustees/Village Trustees/City Counsel.
2. Coordinate activities with local Emergency Action Team members and/or local Emergency Service and Disaster Agency (ESDA) as necessary.
3. Be prepared to provide personnel to other communities per local mutual aid agreements, Illinois Water/Wastewater Agency Response Network (ILWARN) or Illinois Public Works Mutual Aid Network (IPWMA).
4. Close Office and Treatment Plant to the General Public and Suppliers:
   1. Post Notice at Office and Plant Lab entrances and change message on answering machine to define situation and available emergency support for Customers.
   2. Continue receiving payments via on-line credit card, drop box and US Postal mail.
   3. Cash payments accepted & receipts provided only by pre-arranged telephonic arrangements.
   4. Make payments to suppliers as timely as possible.
   5. In addition to continuing Operations, maintain Security awareness of facility.
5. Limit Service Calls to emergencies (e.g., leaks, etc.) only.
6. Suspend Water Service Shut-Offs due to overdue account payments.
7. Establish an Employee Rotation Schedule for both Office and Water Treatment Plant:
   1. Minimize potential disease exposure to all employees at one time.
   2. Allow employee absences due to personal or family illness, quarantines, school closings, etc.
   3. Consider enlisting and training/cross training all applicable staff and board members to assist either Office or Plant/Distribution System needs.
   4. Consider and implement multiple shifts as needed**.**
   5. Continue Weekend Plant Operation duties.
8. Continually evaluate Employee access to Emergency/First Aid Healthcare Services during disease outbreak.

**CRITICAL SUPPLIES:**

1. Treatment Plant Supplies and Chemicals to treat water for 30 days.
2. Hand Sanitizer / Soap
3. N95 Masks
4. Nitrile or Latex gloves
5. Isopropyl Alcohol
6. Paper Towels and Toilette Paper
7. First Aid Kits
8. Spray Bottles for bleach water
9. Emergency Food
10. Emergency Generator Fuel & Supplies