

**Flagg Creek Water
Reclamation District**

Memo

To: District Employees, Customers, Guests and Visitors
From: James Liubicich
Cc: Board of Trustees
Date: March 17, 2020
Re: Information Regarding COVID-19 (Coronavirus)

The world health community continues to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named "coronavirus disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address safety/health concerns. First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors, and others. We also want to ensure the continuity of our operations during this pandemic.

At the Flagg Creek Water Reclamation District (District), we always put the health and safety of our customers, guests, visitors and employees first. Our management team has been closely monitoring the developments in the COVID-19 (Coronavirus) over the past several weeks as it continues to evolve. As the coronavirus continues to affect the way we approach our daily activities, the District is committed to providing the highest level of customer service and treatment of sanitary sewage. District staff are closely monitoring warnings and recommendations from the Center for Disease Control (CDC) and the World Health Organization (WHO) and have instituted the following internal practices to provide a safe environment for our guests, customers and employees. This is a very fluid situation and we ask for your patience as we monitor the latest advice regularly.

What the District is doing:

- Limiting Access for any Individual to District Offices by an **Approved Appointment Only**. If you have an issue you must first call our General Number **630-323-3299 Ext 6100** for Approved Access.

- Insisting that employees stay home if they are sick or exhibit any symptoms of being ill.
 - It is critical that employees do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.
 - Currently, the Centers for Disease Control and Prevention recommends that employees remain at home until at least 24 hours after they are free of fever for 24 hours.
- Washing hands frequently with warm, soapy water for at least 20 seconds
- Sanitizing, on a regular basis, the following touch points:
 - Door handles and push bars
 - Reception, office and restroom areas
 - Computer monitors
 - Restroom door handles and push bars
 - Restroom Soap dispensers
 - Restroom Faucet handles
 - Restroom flush buttons and lever

What we are asking of our customers and guests:

- Please do not visit the office if you are sick or show symptoms of being ill.
 - In the event you need to pay your monthly sewer bill, the District accepts payments with most major credits on our website at www.flaggcreekwrd.org.
 - In the event of an emergency back-up District staff will respond accordingly
 - District's normal business hours are 8:00 am – 4:00 pm and any calls after will be transferred to our on-call center and a District employee will respond accordingly.
- Use hand sanitizer (provided) immediately upon entering the District Office

To decrease the spread of this virus, it is critical that guests and customers do not come to the District's Office if they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. The District will reserve its right to request anyone entering its facilities with signs of being sick to leave, failure to comply will result in the notification of the Burr Ridge Police Department for their assistance.

The District appreciates the cooperation of guests, customers, visitors and all District Staff while this virus continues to evolve. The District's management team will continue to monitor developments and will alter its practices in accordance with Federal, State and Local mandates for the continued safety of its guests, customers and employees.

Thank you,



James Liubicich
Executive Director