



# STANDARD OPERATING GUIDELINE

TO: Authority Leadership & Management

COPY: General Authority Distribution

FROM: Brian J. Valentino, MPA, CEAS, ICMA-CM  
Executive Director & Chief Executive Officer

DATE: 21 March 2020  
**REVISION A: 22 March 2020**

RE: **STANDARD OPERATING GUIDELINE 2020.1**

## **IMPLEMENTATION GUIDELINE FOR OPERATIONS DURING A STATE OF EMERGENCY**

### **NOTES ON REVISIONS:**

- Rev. A**
1. Changed Plant Shift designations to “PLATOONS” for improved clarity.
  2. Added “Declaration of Emergency” to Annex 1
  3. Moved Management Team Rotation to Annex 2
  4. Moved Platoon Rotation to Annex 3

#### I. PURPOSE

This guideline is issued in order to uniformly implement the COVID-19 State of Emergency declared by the undersigned on this date.

This Standard Operating Guideline shall be formally implemented at 1200 hrs., 21 March 2020. Specific provisions contained herein will take effect when noted.

#### II. INTENT

During the present national emergency, it is the intent of the Authority to:

- Protect the Health, Safety, Welfare and Morals of all areas of responsibility therein, specifically including (but in no way limited to) that of our families, colleagues, partners, customers, vendors and the general population; and
- Meet all statutory, legal, regulatory, and ethical responsibilities and criteria; and

**WESTERN MONMOUTH UTILITIES AUTHORITY**



- Pursue the Authority's Mission and Vision without interruption; and
- Implement Continuity of Government and Continuity of Operations; and
- Ensure proper span-of-control is maintained while keeping our dedicated professionals fully employed, insured and available for service.

### III. DIRECTION

#### a. INCIDENT COMMAND SYSTEM

- Authority.* Pursuant to law, the National Incident Management System and the Incident Command System are hereby mandated for the duration of the emergency.
- Command.* The Chief Executive Officer, subject to the policies and procedures adopted or that may be adopted by the Board of Commissioners, shall retain full statutory authority over all operations of the Authority, including any and all operations, plans, logistics, financial and administrative functions undertaken through the Incident Command System. He shall have the authority to assume command (or unilaterally implement a Unified Command) from or with any Incident Commander.
- Incident Commanders.* Any Authority employee who assumes command under ICS must comply with applicable law and established procedures, except that any emergency action may be taken to protect the Health, Safety, Welfare, and Morals of any human being.
- Transfer of Command.*
  - It shall be the explicit responsibility of the Incident Commander to convene an Incident Briefing at the end of his/her operational period with his/her relief and file a complete Incident Briefing form ICS-201 and any other applicable forms with the new Incident Commander.**
  - All transfers of command must:**
    - Be done face to face and in writing via ICS-201.
    - Be relayed verbally or electronically to the Chief Executive Officer and to the OIC assigned to Wastewater Treatment Plant Operations; and
    - Form ICS-201 will be logged in the Control Room log in the Filter Building; and
    - Be relayed via radio by the OIC assigned to WWTP to all receivers; OR
    - If the transfer of command is announced via radio by both the outgoing and oncoming Incident Commanders, it shall be acknowledged and repeated via radio by the OIC in WWTP.
- Forms.* Copies of all ICS forms with instructions may be found on the WMUA Network at <S:\ICS – INCIDENT COMMAND FORMS> and “fillable” forms are available in both Word and PDF format on the internet at < <https://training.fema.gov/icsresource/icsforms.aspx> >



#### TRANSFER OF COMMAND EXAMPLES:

- ONCOMING I.C. *“I am ready to relieve you as Incident Commander”*
- CURRENT I.C. *“I will now review Form ICS-201 with you and answer any questions about your orders for the next Operational Period.”*
- BOTH PARTIES REVIEW FORM ICS-201
- CURRENT I.C. *“If you have no further questions, I am ready to be relieved.”*
- ONCOMING I.C. *“I relieve you as Incident Commander, I will notify the CEO and the WWTP OIC of this transfer and will cause Form ICS-201 to be logged in the Control Room.”*
- CURRENT I.C. *“I stand relieved,”* then via radio, *“This is (state your name), I am transferring command to (New IC Name).”*
- ONCOMING OIC *“This is (state your name), I am the Incident Commander. I am establishing my Command Post at (state location of Command Post.)”*

#### b. AUTHORITY OPERATIONS & EXPECTATIONS OF EMPLOYEES

- i. *In General.* The intent of this Authority is to provide essential services with our employees having as normal a work experience as possible.
- ii. *Compensation.* All employees will be compensated for at least their regular 40 or 35 hour work week without regard for how many hours are actually worked on-site.
- iii. *Expectations of Employees.* All employees will be expected to remain available for immediate recall for emergency service during their regular working hours without regard for what hours they are actually working on site.
- iv. *“On-Call”* To the extent feasible, the Authority will continue to use established “On Call” lists for Emergency Call Outs.
- v. *Holidays.* Official holidays will continue to be recognized as “paid days off” with Holiday pay applicable.

#### c. SCHEDULE

- i. *Managers.* With limited exceptions, all Managers will serve onsite in one week blocks. The balance of the time will be served “at home.” This is a **“ONE WEEK ONSITE-THREE WEEKS ‘AT HOME’ SCHEDULE”**.
  1. *Specific Assignments.* Beginning at 12:01 AM on Monday, 23 March 2020, the Management Team Rotation will be utilized.
  2. *Rotation.* The Management Team Rotation may be found in **“ANNEX 1”** located at the end of this document.

#### EXAMPLES:

- *Week 1 (March 23-29)*
  - TEAM 1 REPORT TO WORK
  - TEAMS 2, 3, 4 WORK FROM HOME
- *Week 2 (March 30-April 5)*
  - TEAM 2 REPORT TO WORK
  - TEAMS 1, 3, 4 WORK FROM HOME



3. *Exceptions.* In order to ensure continuity of operations and regulatory compliance, Section Heads are ordered to report to work, *as necessary.* Rosemary Fillimon will report for Lab Duty pursuant to the Plant Schedule unless other arrangements are authorized.
  4. *Manager of the Day.* The ranking manager for each week shall also hold the position of “Manager of the Day” and shall be responsible to the CEO for the operations of the Authority during their week of responsibility.
  5. *Incident Commander.* The Ranking Manager or his/her designee shall assume command from the current Incident Commander upon arriving at work pursuant to Section III(c) herein. They shall see that an updated Form ICS-201 is completed for the next operational period, shall conduct a face to face Incident Briefing at the end of their shift and shall formally transfer command to their relief before leaving the facility.
- ii. *Clerical Unit Union Employees.* Beginning at 0700 Monday, 23 March 2020, except as may be so stated in future directives, all members of the Clerical Unit will work from home on WMUA supplied computers and peripherals. Employees are expected be dedicating their regularly assigned work hours during their regularly assigned schedules. This is a “Work your Regular Hours, at Home” Schedule.
  - iii. *Plant Unit Union Employees.* With limited exceptions, all Operating Section Employees will serve onsite in 12-hour blocks to be known as “PLATOONS.” The balance of the time will be served “working at home.” This is a “12 Hours Onsite-132 Hours ‘At Home’ Schedule”.
    1. *In General.* For every given day, there will be two 12-hour shifts, namely 0700 – 1900 and 1900 – 0700.
    2. *Assigned Roles.*
      - a. *WWTP Operators (1 per shift)*
      - b. *Maintenance Operators (1 or 2 per shift)*
      - c. *Engineering Staff (0 or 1 per day)*
      - d. *Lab Operator (1 per day)*
    3. *Specific Assignments.* Beginning at 0700 AM on Monday, 23 March 2020, a rotating Six Day platoon system will be utilized.
    4. *Rotation.* The Operating Section Platoon Rotation may be found in “**ANNEX 2**” located at the end of this document.
    5. *In the absence of a formally designated (appointed) Officer in Charge, the Ranking Union Employee on each shift shall assume the duties of Officer in Charge (OIC) pursuant to contract.*
    6. *NOTE.* This schedule will repeat beginning with Day 7.

EXAMPLES:

Day 1. At 0700 the following employees report to work:

J. VanPELT, FABIAN & ARCE

Then, at 1900, the following employees relieve them:

STURT, BENZ & J. HART

Until DAY 2 at 0700 when they are relieved by:



*MANNINO, NATALE, GREEN & HERMANN*

- iv. *Vacancies.* In the event any person calls out sick, the OIC shall notify the Manager of the Day who will determine if another employee shall be called in. In the absence or unavailability of the Manager of the Day, the Chief Operating Officer shall be notified, or the Chief Executive Officer.
- v. *Emergency Calls.* Calls for emergency service will be routed to the on-call Facilities Maintenance manager pursuant to normal operations. The on-call manager is authorized to call in whatever resources are necessary for proper operations.

IV. POLICIES, RULES & REGULATIONS

- a. *State of Emergency.* Pursuant to various Declarations, a State of Emergency currently exists in the area served by the WMUA. Emergency Actions necessary to enact those Declarations and public law are authorized by these declarations and all individuals, particularly those in the public service, are duty-bound to earnestly execute those actions to the best of their ability.
- b. *Repealed.* The previously issued special order regarding Utility Workers assigned to rotating cleaning/disinfecting assignments is hereby repealed effective 0700 23 March 2020.
- c. *Cleaning & Disinfecting.* It shall be the responsibility of the Incident Commander to include cleaning and disinfection of all “touch surfaces” to be cleaned and disinfected on an ongoing basis. This assignment shall be included in all Incident Action Plans until further notice.
- d. *Due Diligence.* All employees are expected at all times and in all ways to comply with the spirit and the letter of the States of Emergency, the Values & Mission of the WMUA, all applicable laws, statutes, regulations, rules, guidelines and other directives. The cooperation of all employees to do whatever needs to be done, when it needs doing will be our guiding principle. In short, do not wait to be assigned—take the initiative.
- e. *Questions, Concerns, Suggestions.* Any employee with a question, concern or suggestion for improvement is directed to their individual supervisors, managers, directors and Section Chiefs without regard for whom is assigned “Manager of the Day.” When in doubt, call the Chief Executive Officer directly at 732-904-2953.
- f. All applicable tables, resolutions, policies, procedures, rules & regulations not included in this document or its annex remain in full force and effect.
- g. The Chief Executive Officer, or in his absence any Section Chief or the Incident Commander, may take whatever emergency action is necessary to protect the health, safety, welfare and morals of the public.

BY ORDER OF:

EXECUTIVE DIRECTOR & CHIEF EXECUTIVE OFFICE



## **ANNEX 1**

### **DECLARATION OF EMERGENCY**

WHEREAS, the World Health Organization (WHO) characterized the novel COVID-19 virus a global pandemic on March 11, 2020; and

WHEREAS, Donald J. Trump, President of the United States of America; Philip D. Murphy, Governor of the State of New Jersey; the Board of Chosen Freeholders of the County of Monmouth; and the Townships of Marlboro and Manalapan have each proclaimed that a State of Emergency exists within their respective jurisdictions; and

WHEREAS, the United States of America and State of New Jersey have each implemented unprecedented social distancing measures, including, but not limited to, school and childcare closures, quarantines, business and restaurant closures, mandated government intervention and the like that will inevitably affect Western Monmouth Utilities Authority (the “Authority”) staff both personally and professionally; and

WHEREAS, the Authority recognizes the impact of these measures on Authority staff and anticipates that the COVID-19 crisis, and the Authority’s response, will be required to be sustained for the foreseeable future; and

WHEREAS, during the present national emergency, it is the intent of the Authority to:

- Protect the health, safety, and welfare of all areas of responsibility therein, specifically including (but in no way limited to) that of our sewer system, staff, families, partners, customers, vendors and the general population; and
- Meet all statutory, legal, regulatory, and ethical responsibilities and criteria; and
- Pursue the Authority’s enabling legislation, mission and vision without interruption; and
- Implement continuity of government and continuity of operations; and
- Ensure proper span-of-control is maintained while keeping our dedicated staff and professionals fully employed, insured and available for service; and

WHEREAS, the Authority recognizes that emergency measures shall be required to address the rapidly evolving situation and unprecedented social disruption in a manner that may require emergency action by the Executive Director/Chief Executive Officer (“ED/CEO”) that would otherwise require formal action by the Board of Commissioners; and

WHEREAS, the Board of Commissioners intends for the ED/CEO to act affirmatively to protect the interests of the Authority.

NOW, THEREFORE, I, Brian J. Valentino, Executive Director/Chief Executive Officer of the Western Monmouth Utilities Authority, do hereby DECLARE that a STATE OF EMERGENCY exists that may require extraordinary action by the undersigned that would normally require formal action by the Board of Commissioners; and





BE IT DECLARED, that the undersigned has consulted with the Chairman of this Authority before taking this action and the Board of Commissioners intends to memorialize this DECLARATION by resolution at their regularly scheduled meeting of 24 March 2020; and

BE IT FURTHER DECLARED, that the following extraordinary measures may be taken by the undersigned or my designees in order to protect the health, safety, welfare, and morals of the general population and of this Authority and to ensure continuity of government and operations throughout the duration of the COVID-19 crisis, which includes, but is not limited to the following:

1. Negotiation of changes to Collective Bargaining Agreements and other contracts; and
2. Restructuring of Staff work hours, schedules and locations; and
3. Relaxation of policies as deemed necessary and expedient; and
4. Guaranteed compensation throughout the crisis pursuant to written guidelines or policies; and
5. Scheduling and convening public meetings of the Board of Commissioners via alternative technological means, pursuant to law and policy; and
6. Authorization to make bill list payments if public meetings are precluded; and
7. Authorization for the Chief Financial Officer to transfer funds as necessary among Authority accounts if public meetings are precluded; and
8. Authorization for shared service agreements with other local entities, authorities and utilities, pursuant to law, as they pertain to emergency measures to address the COVID-19 crisis; and
9. Any and all additional unforeseen measures that may emerge as the COVID-19 crisis evolves (collectively, the "Emergency Measures"); and

BE IT FURTHER DECLARED, any and all Emergency Measures taken by the Executive Director/Chief Executive Officer will require prior consultation with the Authority's General Counsel and formal ratification by the Board once the exact scope of each and every Emergency Measure can be reasonably quantified.

Given under my hand and the Seal of the Western Monmouth Utilities Authority, this, the Twenty-first Day of March, in the Year of our Lord, Two Thousand Twenty. Done at the Administration Building, Western Monmouth Utilities Authority in the Township of Manalapan, County of Monmouth, State of New Jersey.

BY ORDER OF:

  
Executive Director/Chief Executive Officer



**ANNEX 2**

**MANAGEMENT TEAM ROTATION**

**NOTE: This rotation (and any updates) will appear on the online "Management Calendar"**





### **ANNEX 3**

#### **MANAGEMENT TEAM ROTATION**

**NOTE: This rotation (and any updates) will appear on the online “Management Calendar”**

##### **MANAGEMENT TEAM 1**

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CHIEF OFFICER	LEATHERMAN
MANAGEMENT TEAM	MARTINDELL & RIVERA

##### **MANAGEMENT TEAM 2**

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CHIEF OFFICER	WARSHAUER
MANAGEMENT TEAM	BAGADINSKI & KASTERNAKIS

##### **MANAGEMENT TEAM 3**

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CHIEF OFFICER	CARR
MANAGEMENT TEAM	C. WEBER

##### **MANAGEMENT TEAM 4**

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CHIEF OFFICER	VALENTINO
MANAGEMENT TEAM	YEH & KOVACS

**Note:** Laboratory Manager Rosemary Fillimon is scheduled on the Operating Section Platoon Rotation as a Member of the Management Team.



## **ANNEX 2**

### **OPERATING SECTION PLATOON ROTATION**

**NOTE: This rotation (and any updates) will appear on the online calendar which may be found at [www.tinyurl.com/WMUAOPSCAL](http://www.tinyurl.com/WMUAOPSCAL)**

<b>PLATOON A DAY</b>		<b>PLATOON A NIGHT</b>	
LABORATORY	J. VanPELT	PM WWTP	STURT
AM WWTP	FABIAN	PM MAINTENANCE	BENZ & J. HART
AM MAINTENANCE	ARCE		
<b>PLATOON B DAY</b>		<b>PLATOON B NIGHT</b>	
LABORATORY	MANNINO	PM ENGINEERING	BROWN
AM WWTP	NATALE	PM WWTP	T. VanPELT
AM MAINTENANCE	GREEN & HERMANN	PM MAINTENANCE	MEGILL
<b>PLATOON C DAY</b>		<b>PLATOON C NIGHT</b>	
LABORATORY	FILLIMON	PM WWTP	PEAL
AM WWTP	H. HART	PM MAINTENANCE	D'AGOSTA & LAMBERSON
AM MAINTENANCE	RUSSO		
<b>PLATOON D DAY</b>		<b>PLATOON D NIGHT</b>	
LABORATORY		PM LAB	J. VanPELT
AM WWTP	CHEETY	PM ENGINEERING	COONS
AM MAINTENANCE	PALA & TETA	PM MAINTENANCE	SMITH & MATANO
<b>PLATOON E DAY</b>		<b>PLATOON E NIGHT</b>	
LABORATORY	MANNINO	PM WWTP	FURSLEW
AM WWTP	ANGLEY	PM MAINTENANCE	WITT
AM MAINTENANCE	KANE		
<b>PLATOON F DAY</b>		<b>PLATOON F NIGHT</b>	
LABORATORY	FILLIMON	PM WWTP	DIMINO
AM WWTP	ALLEN	PM MAINTENANCE	WEBER
AM MAINTENANCE	STRONG & McNULTY		