

# SESSION 7 | CRISIS MANAGEMENT TOOLBOX

BERKS COUNTY WATER AND SEWER ASSOCIATION  
VIRTUAL CONFERENCE | JULY 29, 2020

RALPH JOHNSON, PE  
LYN RODINO



SPOTTS | STEVENS | MCCOY  
Engineering, Surveying and Environmental Services  
[ssmgroup.com](http://ssmgroup.com)

# COMPANY RESPONSE AND EMPLOYEE CARE



# CRISIS MANAGEMENT TOOLBOX



**SSM quickly mobilized to keeping working and support our clients and staff.**



# CRISIS MANAGEMENT TOOLBOX

Logging into Microsoft Teams

## Logging into Microsoft Teams

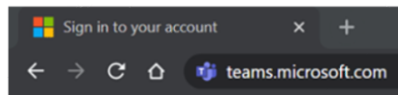
With the increasing amount of employees migrating to working from home, we are experiencing the implementation of a solution to improve communication and collaboration with the use known as Microsoft Teams. This application includes IM capabilities, voice communication, screen sharing and file sharing. This tool will allow internal meetings to take place without the need to meet face to face.

A second document will follow with the instructions on how to setup Teams on your smartphone. Although most, if not all, laptops have microphones and webcams built in, our workstations do not. Having the Teams application on your smartphone allows the full utilization of Teams on your mobile devices without the need of a headset or microphone on your desktops.

To get started, we ask that everyone click the link "Open Microsoft Teams" within the email that has been sent with the subject "You have been added to a team in Microsoft Teams". The screenshots below show the log in process. Alternatively, you can just follow the instructions listed below. We will be hosting our next company huddle through Teams which will help foster the introduction of this tool.

Please do not hesitate to reach out to IT when you need assistance with this tool.

Go to "teams.microsoft.com" (Internet Explorer is not a supported browser so you will need to navigate to Teams from Microsoft Edge, Google Chrome, Mozilla Firefox or Safari)



Enter the username you use to log into your computer and attach "@ssmgroup.com" behind it. (such as kreslev@ssmgroup.com or kreslevd@ssmgroup if this format applies to you but not

Setting up the VPN Connection

March 13, 2020  
1

## Setting up the VPN Connection

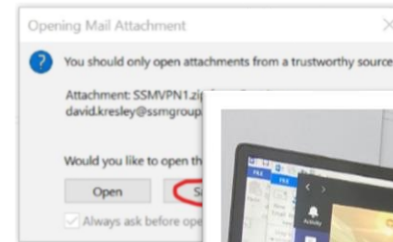
See below for instructions on setting up the VPN, follow all the instructions, you will actually be setting up two VPNs. Use SSM\_VPN\_1.0 for now. We'll let you know when to switch to SSM\_VPN\_2.0.

### Setting up the VPN

1. Double one of the attachments attached in this email

Attachments SSMVPN1.zip (157 KB); SSMVPN2.zip (157 KB)

2. Click "Save"



3. Save this folder in a area that is easy to find



# Investing in the technology to make it work



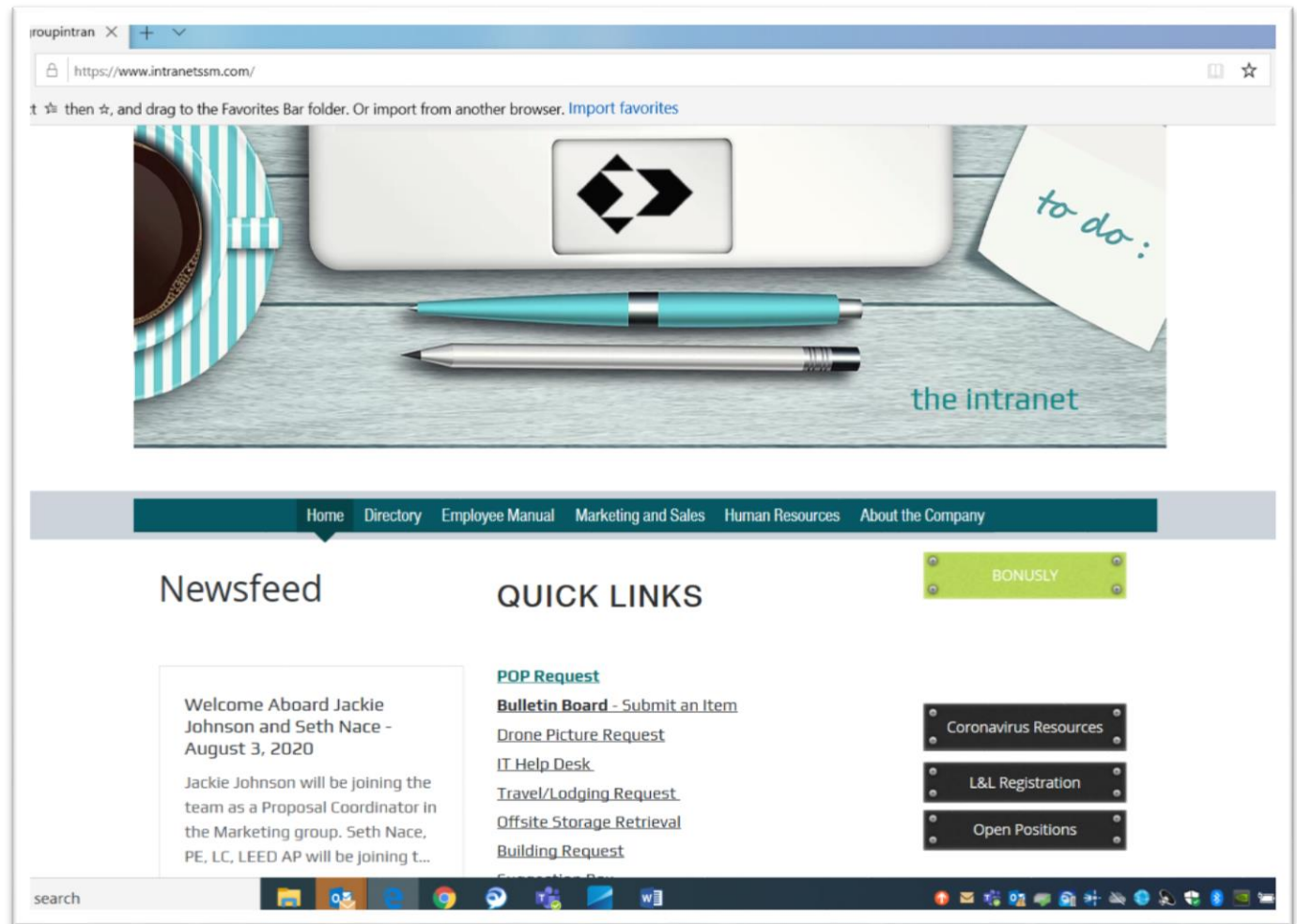
ssmgroup.com

## Ongoing technology investments

- Accessible VPN for WFH
- Cameras integration
- Laptops replace desktops
- On-call tech support from “The Dave’s”
- Microsoft Teams deployment



# CRISIS MANAGEMENT TOOLBOX



## Employee Resources



# CRISIS MANAGEMENT TOOLBOX

Resources | X + -

https://www.intranetsm.com/coronavirus-resources

then ☆, and drag to the Favorites Bar folder. Or import from another browser. [Import favorites](#)

### Employee Resources

**SSM EXEMPTION LETTER**

[InRoads Employee Assistance Brochure](#)

[Anxiety During the Coronavirus Outbreak Meditate for Free](#)

[Capital Market Outlook](#)  
[Capital Market Outlook - March 30](#)

[Insights on Market Conditions](#)

[Vision on your Phone](#)

[Setting up the VPN Connection](#)

- [SSMVPN1](#)
- [SSMVPN2](#)

[Outlook on your Phone](#)

[Microsoft Teams on your Phone](#)

[Teams Quick Start Guide](#)

[Logging into Microsoft Teams](#)

[Capital Blue Cross Resources](#)

[Avoiding ClickBait](#)

### Client Communications

[Communications and Business Continuity](#)

### Client Travel Authorizations

[Conestoga Landfill](#)  
[North Coventry Municipal Authority](#)  
[PA American Water Company](#)  
[Reading Area Water Authority](#)  
[Sensient](#)  
[SECCRA](#)  
[St. Lawrence Borough](#)  
[Western Berks Water Authority](#)  
[County of Northampton](#)  
[Manheim Area Water and Sewer Authority](#)

**EMPLOYEE RIGHTS**  
PLUS SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE  
WHILE THE FAMILIES FIGHT CORONAVIRUS. [LEARN MORE](#)

**8. Wash your hands frequently as the virus can only live on your hands for 5-10 minutes.**

Members Chat

Just click and learn – support is 24/7



# CRISIS MANAGEMENT TOOLBOX

## Daily Update: April 1

It was great seeing your faces and hearing your voices yesterday during the Company Huddle! Thanks everyone for joining in the conversation. You may have heard some singing as you joined the huddle - that was Tom Rowe ... want to hear the song in full? visit his SSMShare and click on the zip file. Also, congratulations to Michele Eidle the winner of the BINGO drawing - she and the family enjoyed an afternoon snack of pizza and fries delivered to their house. More games (and prizes) are coming ....

### *In SSM News Today . . .*

On the project front -- updates from the Environmental Division that all Chapter 94 reports were completed and delivered by the March 31st deadline. From the Civil Division we heard that the Survey group is fully engaged and picked up a new Landfill client; and the Municipal Engineering team is working full steam. In the Facilities Division, proposals are going out and more work coming in, keeping fully engaged with IBM and Google projects.

Cheryl and Brian are working on several loan and grant programs being offered at this time to help defer the impact on small businesses.

A reminder to vendors. . . as soon as

its or  
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They r

### Updates

- Business Continuity
- Daily Timesheets
- Use of Teams
- Stay Healthy



# Everyone is in the loop, every day!



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# CRISIS MANAGEMENT TOOLBOX

## Daily Update - March 30

In the SSM News today ...

We're starting to get a good cadence with Teams meetings, work from home remote connections, and field staff. We're looking for best practices and tips to share with one another. You can email me and I'll post for everyone. In the meantime...a quick start guide is attached for your reference.

We're looking forward to seeing everyone's face tomorrow at our Company Huddle. Plan to **join the meeting** at 12:30 pm. Don't forget to mute your microphone when you join the meeting.

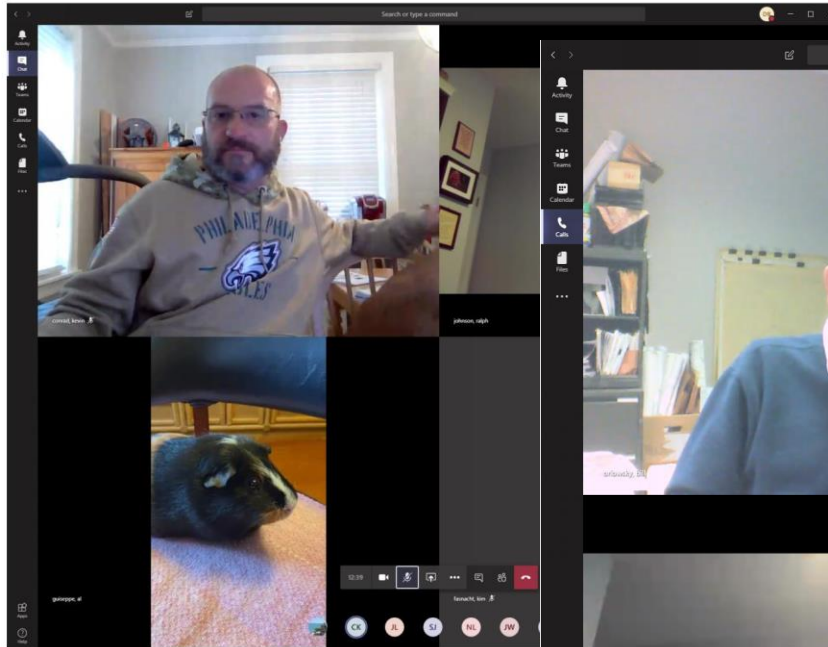
**Daily Corona Challenge** – who's up for a little BINGO today? Let us know when you get BINGO (you know there's always a prize).

# Company Huddle: Up to date and always fun!

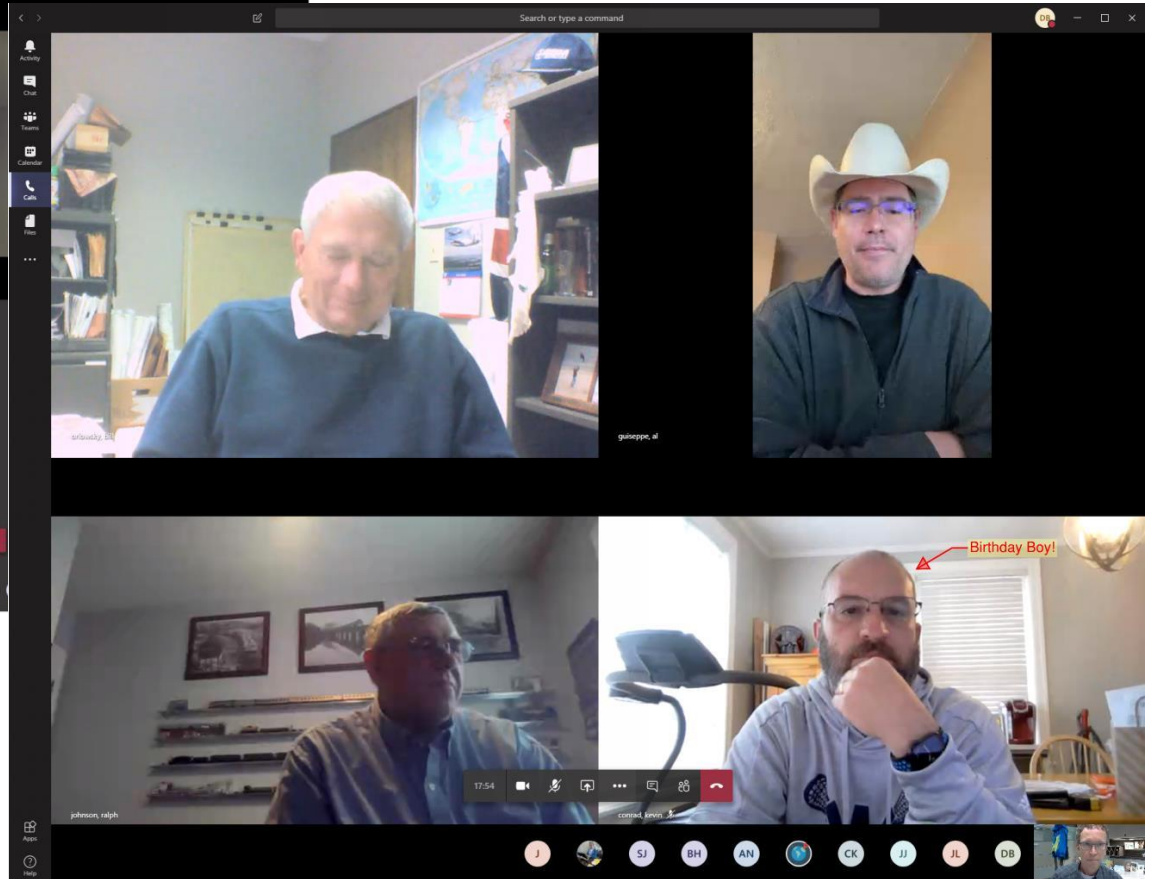


# CRISIS MANAGEMENT TOOLBOX

Huddle: Personal Facts!



Huddle: Pets!



**W/WW Team Meetings: FUN Friday's with themes!**

# CRISIS MANAGEMENT TOOLBOX

## Your Employee Assistance Program (EAP)



### Effective Solutions

During our lifetime, we all experience different degrees of stress, which may be accompanied by some very disruptive experiences. The longer we go without managing and resolving problems, the more difficult it becomes to create good solutions and cope with life.

It's times like these that you should seek the services of Inroads at Family Guidance Center, your Employee Assistance Program. The EAP is offered at no expense to you, by your employer. We will help you feel better and perform better, by improving your coping skills both on and off the job. We'll provide professional support to identify and often quickly resolve your problem, with healthy solutions that last. With our assistance, you can feel confident and happy again.

### Complete Privacy

Your employer's contract with Inroads EAP provides for *absolute total confidentiality*.

You can contact your EAP directly, at any time. Your information will not be shared with anyone, nor will it become part of your employment record.

If you are referred by your employer, information about your attendance, cooperation, and recommendations will only be released to your *employer* if authorized in writing by you.

### One of Your Health Benefits

Your initial consultation and evaluation, plus a predetermined number of sessions, are a *fully-paid company benefit for you and your covered family members*.

This benefit may be enough to help you solve the problems at hand and make life better, on and off the job.

Service beyond your EAP benefit may be covered, in whole or in part, by your health insurance. For issues not covered by your medical insurance, your counselor will assist you in getting connected with appropriate services.

### Act Now

**Make this call and start feeling better now:**

**610.374.4963, Option 7**

**Or 1.800.255.5998, Option 7**

Give us the name of your employer and we will tell you the number of sessions in your plan as well as who in your family is covered by your program. You're now on your way to discovering how much better life can be – at home and at work!

Phone:  
610-374-4963 Option 7  
800-255-5998 Option 7

### Reduce Your Anxiety During the Coronavirus Outbreak

Everything right now without hearing the word "coronavirus." Social media's COVID-19; news sites can't keep up with the ever-developing updates; even running out of household items like bleach wipes and hand sanitizer.

Especially when the only news being disseminated seems to be about people who already struggle with anxiety disorders, the daily reminders of sweeping the globe is only adding insult to injury.

It isn't entirely unfounded: According to the latest situation report from the WHO, more than 88,000 people worldwide have been confirmed as cases, more than 100 of those people are here in the US, per the Centers for Disease Control. The newest cases in the US also suggest community-spread, as people who traveled to an affected region or had direct contact with an infected person developed the illness.

While the CDC insists that your overall risk of contracting COVID-19 is low, that information alone is enough to trigger anxiety. But it turns out, what makes the coronavirus so anxiety-inducing is what we don't know about it. This is because it's new, therefore history with it is not there, making it feel more unknown and uncertain.

While the anxiety surrounding the coronavirus outbreak is understandable, you can't control how the outbreak will pan out in the US, but you can control how you react to it. Here are some tips:

**Assess your own personal risk for contracting the coronavirus.**

# Self-care encouraged and supported at SSM



ssmgroup.com

# CLIENT PROTECTION AND ASSISTANCE



## Critical Pandemic Preparedness Elements

- Exit and re-entry planning
- Critical Staff
- Maintaining the Facility
- Protecting the Operators

We knew what to do at SSM for our people and clients when a crisis hit, because we prepare those plans every day for our clients.

“We were ready because we had disaster recovery and emergency response plans in place for our Fortune 100 clients where we have to prepare a health and safety plan -- We had already thought through scenarios (like a building fire) that would keep us from working in our buildings and how we would respond.”

- Brian Kelly | President, CEO





1801 Kutztown Road  
Reading, Pennsylvania 19604  
Phone: 610-406-6300  
Fax: 610-406-6387  
TDD: 610-655-6442

### TRAVEL AUTHORIZATION LETTER DURING A DECLARED STATE OF EMERGENCY

**Law Enforcement Official:**

The bearer of this letter, **Spotts, Stevens and McCoy Employee**, accompanied with a valid driver's license and official identification/credential, is deemed to be essential personnel for emergency operations vital to sustain the general public's health or safety by operation of the water treatment plant and distribution system on behalf of the Reading Area Water Authority.

Please grant this individual access to roads that are passable but ordered closed or restricted to the general public, due to the declared state of emergency while engaged in or traveling to and from aforementioned activities.

Validation of this person's status as essential may be made by contacting the following Reading Area Water Authority Management:

- Executive Director William (Bill) Murray 646-361-7237
- Gary Phillips Director of Operations and Maintenance 484-256-2516
- Anthony (Tony) Reynolds Distribution Superintendent 484-256-2520

This letter does not supersede enforcement of the provisions set forth in Pennsylvania Vehicle Code, Title 75.

Thank you for your cooperation,

William Murray



2020

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The bearer of this letter, accompanied with a valid driver's license and official identification/credential, is deemed to be essential personnel for emergency operations vital to sustain the general public's health or safety by operation of the water treatment plant and distribution system.

Please grant this individual access to roads that are passable but ordered closed or restricted to the general public, due to the declared state of emergency while engaged in or traveling to and from the aforementioned activities.

Validation of this person's status as essential may be made by contacting his/her immediate supervisors:

- Executive Director Leonard (Chip) Bilger at 484-955-0016
- Director of Operations Matthew Walborn at 484-334-3064.

This letter does not supersede enforcement of the provisions set forth in Pennsylvania Vehicle Code, Title 75.

Thank you for your cooperation,

Leonard E. Bilger II – Executive Director

Matthew

91 Water Road • Sinking Spring

## Client Travel Authorizations

Conestoga Landfill  
North Coventry Municipal Authority  
PA American Water Company  
Reading Area Water Authority  
Sensient  
SECCRA  
St. Lawrence Borough  
Western Berks Water Authority  
County of Northampton  
Manheim Area Water and Sewer Authority

# Client Travel Authorizations



**Spotts, Stevens and McCoy**  
@ssmgroup

Home  
Reviews  
Photos  
Videos  
Posts  
Events  
About  
Community

**Spotts, Stevens and McCoy**  
June 2

We posted this before, but we wanted to offer a quick reminder to our friends in the water and wastewater industry. We're here if you need us. Keeping your operators healthy and protected is your number one priority. But of similar priority, is being prepared for the worst case scenario. A great first step is ensuring you have up-to-date operating procedures and guidelines that are readily available. We hope you aren't faced with a difficult situation. But if you are, we're here to help. We have qualified, experienced, and certified water and wastewater management, operations and maintenance personnel to assist and/or backup your personnel. Call us if you need us.

**SSM**  
**CRISIS PREPAREDNESS**  
Support Options for Water and Wastewater Treatment Operations

An important first step to take in being prepared to ensure you have up-to-date Standard Operating Procedures and Guidelines that are readily available.

In the event that you experience staffing challenges due to the coronavirus pandemic, Spotts, Stevens and McCoy has qualified, experienced, and certified water and wastewater management, operations and maintenance personnel to assist and/or backup your personnel.

- Review, update, or prepare Standard Operating Procedures and Guidelines
- Conduct a vulnerability assessment and prioritize risk points
- Provide certified operators
- Perform sampling and laboratory procedures
- Provide management services
- Provide administrative services

**SSM** WHAT WE DO NEWSFEED OUR FIRM CONTACT US

DATA + INFRASTRUCTURE + BUILDINGS + ENVIRONMENT

NEWSFEED: PERSPECTIVES

Your Building: Air Quality  
May 22, 2020

Depending on how you left your building, mold growth is a real possibility when you return.

Commercial buildings are designed to maintain a consistent interior temperature. The problem with leaving a building unoccupied and controls shut down is that indoor humidity levels increase. The moisture settles in the walls and carpeting, feeding any mold spores that were present.

Similarly, roof leaks or landscaping/gutters may be a culprit for directing water toward or under your building. Before moving forward with re-occupying your building, make sure to do a walk-through, looking (and smelling) for any changes in the environment.

If you think your building may have encountered mold growth, contact your Environmental Consultant for mold investigation.

ProblemSolved: Read more about Mold Consulting

Are you ready to open your doors?  
We're sharing with you a **FREE guide** to preparing your facility for returning to the workplace.

**OPENING YOUR DOORS**  
A FACILITIES GUIDE FOR RETURNING TO THE WORKPLACE

**DOWNLOAD**

Heleen Kaley  
@lightMay20  
workplace, Coronavirus, Indoor Air Quality, Mold, Building

1 Likes Share

CRISIS AS A MOTIVATOR: HAVING WHAT ... HVAC'S ROLE IN MITIGATING VIRUS ... >

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Privacy Statement

**Spotts, Stevens and McCoy**  
May 28

Be careful- disinfectant solutions and solvents can harm electrical equipment. Before getting disinfectant-happy at your facility, we recommend you check out an electronics cleaning guide put together by our friends at the [National Electrical Manufacturers Association](#)

**NEMA.ORG**  
**COVID-19 Response: U.S. Electroindustry Essential to American Health and Safety**  
The Association of Electrical Equipment and Medical Imaging...

## Social Media campaigns that Support + Educate based on our expertise



## Risk & Resilience Assessments

- An RRA is required by the Environmental Protection Agency for water systems serving a population of >3,300.
  - **Loss of Key Employees** is a factor in the “Likelihood of Dependency or Proximity Threats”. The Threat Likelihood Analysis step of an RRA estimates the likelihood of malevolent events and dependency hazards to occur in a given year.
  - The Assessment can also provide recommendations for treatment facilities in managing scenarios to include in their Emergency Response Plan.

Size based on Population	Risk and Resilience Assessment	Emergency Response Plan
>100,000	March 31, 2020	September 30, 2020
50,000 – 100,000	December 30, 2020	June 30, 2021
3,300 – 50,000	June 30, 2021	December 30, 2021





# Emergency Response Plans

- Staff should review and update regularly, including after staff changes.
- When developing ERPs – Add new information or requirements continuously to ensure as many scenarios are covered as possible. For example, a large water supplier client developed a Pandemic Plan to include in their updated ERP.
  - The Plan included provisions to keep teams totally separated to make sure that if one team got sick it didn't force the whole team to be out for the entire 14 day period.
- The EPA has new requirements that water suppliers serving >3,300 people need to update their Emergency Response Plans with the results of their Risk & Resilience Assessments.



# DEP Template vs. EPA Template for ERPs

DEP Template Sections	Present?	Present?	EPA Template Sections
Utility Information (Name, ID, Location, Population Served)	X	X	Utility Information (Name, ID, Location, Population Served)
Plan Preparers and Reviewers	X	X	Plan Preparers and Reviewers
		X	Plan Distribution
		X	Change History
		X	Checklist for Attaching Additional Utility Information
		X	Full Personnel List (Name, Position, Contact)
Personnel in Charge During Emergency (Name, Position, Contact)	X	X	Internal Personnel in Charge During Emergency (Name, Responsibilities, Contact Info)
Who to Contact Based on Potential Emergency Situations - Chart	X		
Government Agencies Contact Info	X		
System Equipment Contact Info	X	X	External Partners in an Emergency (Name, Responsibilities, Contact Info)
System Chemical Contact Info	X		
Mutual Aid Agreements	X		
Local Customers Contact Info	X	X	Critical Customer Contact List
Industrial/Commercial Customers Contact Info	X	X	Critical Customer Contact List
Media Contact Info	X	X	Media Contact Info
Lines of Communication and Instructions	X		
Locations of Communication Equipment	X	X	Communication Equipment Inventory (Type and Location)
Location of Pertinent Operational Info (Separate templates for this)	X	X	Public Notification Template
Source Info (Wells and Pumps)	X	X	Source Info (Wells, Intake, Treatment Plants)
Treatment Info (Location and Storage of Chemicals)	X	X	Treatment Info (Location and Storage of Chemicals)
Potential Sources of Contamination Nearby	X	X	List Nearby Industry Chemical Handling and Storage Facilities
Finished Water Storage Info	X	X	Finished Water Storage Info
		X	Distribution Info
		X	Safety Materials and Information
System Demand	X		
Procedure to Provide Reserve Capacity of Alternate Water Supply	X	X	Emergency Alternate Drinking Water, Source Water, and Interconnected Utilities
Power Supply Equipment	X	X	Response Resources and Core Response Procedures
Repair Equipment Available	X		
Spare Equipment for the Source Water	X	X	
Spare Equipment for Distribution	X		
Spare Equipment for Treatment	X		
Vehicles and Construction Equipment	X		
		X	List of Key Local Services that may be needed in an Emergency
	X	X	Incident-Specific Response Procedures
Description of Corrective Actions for Probable Emergencies	X	X	Core Response Procedures (Access, Physical Security, Cybersecurity, Power Loss)
		X	Core Response Procedures (Sampling Analysis, Laboratory Contacts)
		X	Family and Utility Personnel Well Being
		X	Other Mitigation Actions
		X	Detection Strategies



# QUESTIONS



# Thanks for joining us!

Download the slides at [ssmgroup.com](https://ssmgroup.com)



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CONNECT WITH US.



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