



## COMMONWEALTH of VIRGINIA

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### ODW Program Guidance During the SARS-CoV-2 (Coronavirus) Pandemic

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**From: Dwayne Roadcap, Director, Office of Drinking Water (ODW)**

**To: ODW staff**

#### Document History Log

History	Date	Description
Issued	April 1, 2020	Initial Program Guidance
First Revision	May 1, 2020	Updated monitoring and reporting requirements.
Second Revision	May 15, 2020	Resumption of routine fieldwork.
Third Revision	May 29, 2020	Updated to be consistent with Executive Order 63.
Fourth Revision	June 12, 2020	Added screening recommendations, increased staff at site visits.
Fifth Revision	August 21, 2020	Added procedures for tracking and monitoring waterworks that have temporarily stopped operation, that are operating at a reduced capacity (serving fewer than 25 persons each day) for an extended period of time, or have permanently closed. Updated use of enforcement discretion remains consistent with EPA guidance. Added references to Dept. of Labor and Industry Emergency Temporary Standard for Workplaces, 16VAC25-220.

Drinking water is essential during the SARS-CoV-2 (coronavirus) pandemic. Public water systems (“waterworks”) have a heightened responsibility to protect public health and help prevent the spread of COVID-19, the disease caused by the SARS-CoV-2 virus. To this end, people need drinking water for life and other critical needs, such as handwashing during the coronavirus pandemic. Waterworks owners and operators must continue normal operation and maintenance to the extent possible to ensure required sampling and safety of drinking water supplies.

The well-being of our employees, stakeholders, waterworks staff, and the public is our top priority while making sure drinking water is safe and complies with applicable laws and regulations. ODW will adhere to Governor Northam’s [Executive Orders](#), the Virginia Department of Health guidelines for [Schools, Workplaces, and Community Locations](#), and the Department of Labor and Industry (DOLI) [Emergency Temporary Standard, 16VAC25-220](#) (effective July 27, 2020).

ODW is performing routine fieldwork unless the waterworks is located in a facility that is within a high to very high exposure risk category (see Appendix - 1A). ODW will evaluate exposure risk and the status of COVID-19 spread at these waterworks and make a case-by-case determination about performing fieldwork, including the onsite portion of a sanitary survey. See Appendix - 1A for ODW's priorities, Appendix - 1B for workplace safety best practices and procedures and best practices when performing fieldwork, and Appendix - 1C, which has guidelines for sanitizing a vehicle. When a routine, in-person inspection or sanitary survey is not possible because of a COVID-19 outbreak or risk at a specific waterworks, then ODW staff will provide technical assistance to the extent possible over the phone, teleconferencing, videoconferencing and other remote methods of communication. Only in rare and emergency situations will staff provide on-site, in-person assistance at a facility with a COVID-19 outbreak.

### **Customer Service and Office Hours:**

Offices remain open and customer service is a top priority. Staff can best receive and help customers who schedule an appointment in advance. Walk-in appointments may be limited to ensure physical distancing of at least 6-feet. To the extent possible, owners, operators, consultants, and others should contact the appropriate field office prior to arrival to schedule an appointment and determine if there are any access limitations at the location. Three field offices, Richmond, Southeast Virginia, and Culpeper, are in buildings with other Department of Health programs, state agencies, and/or local government offices, which may limit access to the buildings at these locations.

Staff are available at the usual contact numbers and by email. Field office, program, and staff contact information is at <http://www.vdh.virginia.gov/drinking-water/contact-us/>. For specific questions about transient noncommunity and nontransient, noncommunity waterworks, waterworks owners can also contact Jarrett Talley, Noncommunity Sustainability Coordinator at [Jarrett.Talley@vdh.virginia.gov](mailto:Jarrett.Talley@vdh.virginia.gov) or (804) 864-8085.

Staff have resumed construction and technical assistance site visits. In accordance with the Governor's recommendations for easing restrictions and the DOLI Emergency Temporary Standard, staff continue to work remotely when possible and stagger office hours throughout the week to minimize contact.

ODW has cancelled or postponed most staff training at this time. Staff is working on delivery of training via online technology to the extent possible. Outreach and marketing of these courses will continue using the same email and online platforms.

### **Monitoring and Reporting Requirements:**

Staff must inform waterworks owners of the following program guidance:

### Active Waterworks

- Waterworks must notify ODW when they experience difficulties collecting, submitting, or reporting water quality data, or they suspend operations. ODW staff should remind waterworks to promptly and routinely communicate needs and challenges. If a waterworks cannot sample because of impacted operations related to the coronavirus pandemic, then staff may exercise enforcement discretion until August 31, 2020.<sup>1</sup>
- Until August 31, 2020, staff may reject violations of monitoring and sampling requirements at noncommunity waterworks that are directly related to the coronavirus pandemic. If appropriate and based on sufficient information, staff will enter into SDWIS that the violation is “Rejected” with a Reason Code of “COVID.” Tableau queries can be used to find all active waterworks with the COVID indicator of “YES”.
- After August 31, 2020, ODW expects waterworks to meet all monitoring and reporting requirements as long as they are operating. Limited exceptions are explained below. Field office staff should advise waterworks owners and operators to continue to notify ODW staff if, after August 31, the waterworks experience difficulties meeting the requirements in the Waterworks Regulations due to the coronavirus pandemic.

### Waterworks That Have Temporarily Suspended Operation

- If a nontransient noncommunity waterworks (e.g., one serving a school, child care facility, or factory) is shut down and no one is using the facility/waterworks for a period of more than 60 days, the owner may submit a written request (email or letter) for ODW to inactivate the waterworks. Field office staff will confirm and document the shut down through information the owner provides, a site visit, and/or communication with other state agencies as appropriate. Upon confirmation and field director concurrence, staff will inactivate<sup>2</sup> the waterworks in SDWIS.

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<sup>1</sup> See [guidance from the U.S. Environmental Protection Agency](#) (EPA) dated March 26, 2020. EPA issued a [memo dated June 29, 2020](#) in which the agency announced it will terminate the March 26 guidance on August 31, 2020. This means that the EPA will not exercise enforcement discretion as set forth in its March 26 policy for any noncompliance that occurs after August 31, 2020. To remain consistent with federal guidelines, ODW will not exercise enforcement discretion, as set forth in EPA’s March 26 policy memo, for noncompliance that occurs after August 31, 2020.

<sup>2</sup> To “inactivate” a waterworks, means it remains in ODW’s SDWIS database, with the expectation that it will resume operation within 12 months. During the period in which the waterworks is inactive, the owner may not use the waterworks to provide water to the public, but is also not required to monitor water quality, submit monthly reports, or meet other regulatory requirements – much like a seasonal waterworks. Prior to resuming operation, the owner must notify the field office and perform start-up procedures to ensure the water meets water quality standards. Field office staff must contact the waterworks owner every 90 to 120 days following inactivation to confirm the waterworks status. Staff must verify verbal representations from the owner by a site visit, communication with another state regulatory agency, local government, the local health department, or another third-party source.

- If a facility operates a transient noncommunity waterworks, including a seasonal waterworks, which is not open to the public and no one is using the facility for a period of more than 60 days, the owner may submit a written request (email or letter) for ODW to inactivate the waterworks. Field office staff will confirm and document the closure (or not opening) through information the owner provides, a site visit and/or communication with other state agencies, local government, and the local health department as appropriate. Upon confirmation and field director concurrence, staff will inactivate waterworks. Staff will follow the procedures outlined in footnote 2 to communicate with the owner and ensure water meets water quality standards prior to the waterworks resuming operation.

#### Reduced Operation, Temporary Closure, and Seasonal Waterworks

- If a waterworks continues to meet the definition of a waterworks, but is operating at less than its normal capacity, field office staff may provide technical assistance to the owner for managing building water quality and collecting compliance samples. These waterworks are expected to continue to meet all regulatory requirements including monitoring and reporting.
- If a waterworks closes temporarily (generally more than 30 days) due to the coronavirus or remained operational with limited or no water demand, but anticipates returning to more normalized flow, then staff should recommend flushing of the plumbing system before the waterworks resumes normalized flow. Staff may recommend special bacteriological sampling to verify the water quality is adequate. After 60 days of closure, the owner of a nontransient noncommunity or transient noncommunity waterworks may request to go to an inactive status following the procedures described above.
- If a waterworks serves a seasonal facility that is opening for the season, then staff must discuss sampling requirements of the seasonal start-up plan with the waterworks operator and owner.

#### Permanent Closures

- If a waterworks has closed permanently (i.e., lasting or intended to last or remain unchanged indefinitely), then staff should follow the procedures described below for inactivating the water system and invalidating the operation permit.<sup>3</sup>

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<sup>3</sup> Va. Code § 32.1-174 specifies five conditions under which the Commissioner may revoke a permit. If none of those conditions exist, i.e., a water system continues to provide pure water, but it no longer meets the definition of a waterworks, Va. Code § 32.1-173 says the Commissioner can determine the permit is no longer valid, which means to invalidate. The Commissioner has delegated authority for permitting to ODW.

- ODW may determine an existing permit is no longer valid<sup>4</sup> because the water system does not meet the regulatory threshold for a “waterworks” (15 service connections or 25 or more individuals for at least 60 days out of the year). If a waterworks owner believes that the water system no longer meets the definition of a waterworks and requests ODW invalidate the permit, staff must have sufficient documentation before stopping regulatory oversight of the water system.
- Field office staff will perform a site visit to confirm information provided by the owner, unless another state agency provides field confirmation. Field office staff will contact the local health department, the local building/zoning official, or other state agency (e.g., Virginia Department of Education, Department of Agriculture and Consumer Services, or Department of Social Services) as appropriate to determine whether other regulatory agencies have conflicting information.
- If the field director concurs that the water system no longer meets the definition of a waterworks, then the field director will email a summary and documentation to the Division of Technical Services. The field services engineer and division director will review the documentation and the field director’s assessment and, if they concur, will forward a recommendation to the office director for approval. If the office director approves, then the field director can invalidate the permit and notify the water system owner.
- Invalidating a permit is not appropriate for waterworks that anticipate reopening within 12 months from the date ODW invalidates the permit.

#### Waterworks That Claims It Now Serves a Population Less Than 25 Persons

- If the waterworks owner asserts the facility no longer meets the definition of a waterworks because it serves fewer than 25 people a day and/or operates less than 60 days per year, the owner may submit a written request (email or letter) for ODW to inactivate the waterworks. Field office staff will confirm and document the population served and/or days of operation through information the owner provides, a site visit, business records, and/or communication with other state agencies, local government, or the local health department, as appropriate. Staff must use facts and information from a disinterested third party to the extent possible. Upon confirmation and office director concurrence, staff may inactivate the waterworks. Field office staff should contact the waterworks owner every 90 to 120 days following inactivation to confirm the population served and/or days of operation remain below the regulatory threshold. Staff must verify verbal representations from the owner by a site visit, communication with another state regulatory agency, local government (planning, zoning, building, etc.), the local health department, or another third-party source.

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<sup>4</sup> Va. Code § 32.1-173 B.

### SDWIS Coding

- If staff determine that a waterworks is (1) closed temporarily; (2) the population served and/or days of operation are less than the regulatory threshold for defining a waterworks; or (3) a waterworks is operating at less than its normal capacity, because of the coronavirus pandemic, they will add the “COVID” water system indicator in SDWIS with a value of “YES”, and a “Begin Date” marking the start of the closure or change in operational conditions.
- For any waterworks that staff confirms is inactive, staff will inactivate the system in SDWIS by changing the “Activity Status” to “INACTIVE”, in addition to the use of the COVID indicator as described above. Staff must use the date of the concurrence document as the activity date, and staff will include a brief description of the reason for inactivation in the status reason box.
  - Do not reduce the population to a value less than 25. Staff cannot classify a waterworks as non-public (NP) when inactivated.
  - Staff can use MS Access queries to find all waterworks with the COVID indicator of “YES” and activity status of “INACTIVE.” Field office staff should run these queries on a routine basis to know when to follow up with waterworks to verify the status is still valid.
  - Upon the owner re-opening the waterworks and collecting startup samples, ODW expects regular monitoring to commence and for staff to annotate the re-open date as the End Date on the “COVID” indicator (changing the indicator to “NO”) and also as the activity date (changing the “Activity Status” to “ACTIVE”). Do not delete the COVID indicator.
  - If the waterworks was due for an inspection during the period of inactivity, staff will conduct an inspection at the earliest possible opportunity upon learning of the re-opening or resumption of normal operation that meets the definition of a waterworks.
  - For waterworks that would be required to collect Lead and Copper samples, but are in an inactive status, ODW expects monitoring to commence at the next applicable monitoring period (for example for ultimate reduced monitoring June through September of 2021, for routine monitoring the next 6 month monitoring period).

### Laboratory Issues

- If worker shortages and laboratory capacity problems develop, then compliance monitoring to protect against microbial pathogens is the highest priority. Additional priorities include nitrate/nitrite and lead and copper monitoring, followed by contaminants for which the waterworks has been non-compliant. Compliance monitoring for these parameters focuses on acute health risks.

- Waterworks owners should identify and use alternative laboratories to satisfy monitoring and reporting requirements. Contact [labadmin@vdh.virginia.gov](mailto:labadmin@vdh.virginia.gov) for any problem with compliance monitoring based on a closed laboratory with no adequate back-up lab available. Report monitoring or other compliance issues at [labadmin@vdh.virginia.gov](mailto:labadmin@vdh.virginia.gov).

**Appendix - 1A**  
**Guidance for Resumption of Routine Field Work**  
**May 15, 2020**

Beginning May 15, 2020, the Office of Drinking Water (ODW) will implement a prioritized approach to resuming routine field activities, which include sanitary surveys, site visits/inspections at construction projects, complaint investigations, and other on-site technical assistance activities. Table 1 summarizes the prioritization schedule.

Table 1. Prioritization schedule for resuming ODW field operation

<b>Level</b>	<b>Type of Waterworks</b>	<b>Action</b>	<b>Work Unit</b>
Priority I	Community waterworks	Sanitary survey, technical assistance, inspection, complaint investigation	Field Offices
		Final construction site visits and progress meetings	FCAP
		Online training	TCDO
		WBOP, asset management planning	TCDO
Priority II	Low and moderate exposure risk non community waterworks	Sanitary survey, technical assistance, inspection, complaint investigation	Field Offices
		Onsite training	TCDO
		Interim construction site visits and progress meetings	FCAP
Priority III	High & very high exposure risk community and non-community waterworks	Sanitary survey, technical assistance, inspection, complaint investigation	Field Offices

ODW’s first priority will be to complete field visits at community waterworks that staff postponed from mid-March to mid-May due to concerns about exposure to COVID-19, the disease caused by the novel coronavirus. Community waterworks are the primary water source for a significant percentage of Virginia's population and serve the largest number of consumers. Staff will focus on completing the onsite portion of sanitary surveys at community waterworks, conducting site visits/inspections at construction projects, providing on-site technical assistance as required, and following up on complaint investigations. Staff may use tele-survey information to the extent possible.

ODW’s second priority is completing sanitary surveys, providing on-site technical assistance, and following up on complaint investigations at noncommunity waterworks that pose low to moderate risk of coronavirus exposure to ODW, waterworks owners/operators, and facility staff. These facilities may include schools, factories, restaurants, and other facilities that do not serve populations whose members have contracted COVID-19 or are at high risk for exposure to the coronavirus.

Community and noncommunity waterworks that pose a high risk or very high risk of exposure to coronavirus or serve an at-risk community, such as a waterworks that serves an adult care facility for senior citizens, will be in the third priority. For waterworks with an active COVID-19 outbreak, staff should continue to communicate with owners and operators remotely (via phone, webinar, video conference, etc.).

ODW will modify procedures to ensure implementation of CDC recommendations, state and agency leadership direction, and the Governor’s restrictions on work, travel, and/or social interaction in response to the coronavirus. Staff will receive personal protective equipment (PPE) and guidelines for conducting field activities in a safe manner. For more detailed instructions, please see Appendix - 1B, “BMPs for conducting routine field work.”

Division directors and field office directors may establish priorities for individual waterworks within the broader guidelines. Case-by-case changes of priorities in Table 1 should consider and balance potential public health risks, health risks from delaying field activity at a particular waterworks, staff safety concerns, available staff resources, individual staff needs or concerns, availability of PPE, location of coronavirus outbreaks, and other considerations.

The sanitary survey prioritization of noncommunity and certain community waterworks as Priority II or Priority III considers the level of exposure risk depending on the risks posed by the waterworks. These steps identify the exposure risk associated with field work at noncommunity and certain community waterworks:

- STEP 1 – Determine the waterworks service population and type.
- STEP 2 - Categorize the waterworks on the exposure risk category using Table 2 below.
- STEP 3 – Follow the BMP for scheduling and conducting field work, Appendix - 1B.

Table 2 – Exposure Risk Evaluation

Examples	Type	Exposure Risk Categories		
		Low	Medium	High/Very High
Water Treatment Plants	Community	X		
Groundwater	Community	X		
Consecutives	Community	X		
Mobile Home Parks	Community	X		

Examples	Type	Exposure Risk Categories		
		Low	Medium	High/Very High
Prisons, Healthcare Facilities <sup>1</sup>	Community			X
Service Stations	TNC		X	
Retailers	TNC		X	
Restaurants	TNC		X	
Country Clubs/Golf Courses	TNC <sup>2</sup>		X	
Inns/Hotels/Motels	TNC		X	
Campgrounds/Parks/Rec Areas	TNC <sup>2</sup>		X	
Schools	NTNC		X	
Daycares	NTNC		X	
Manufacturing Plants <sup>3</sup>	NTNC		X	X
Mortuaries/Funeral Homes	TNC			X

<sup>1</sup>Waterworks may also be classified as NTNC or TNC based on the number of persons that are “residents” and how long those persons stay at the facility served by the waterworks.

<sup>2</sup>Waterworks may be either TNC or NTNC.

<sup>3</sup>Some manufacturing plants that operate waterworks, such as poultry processing plants, have experienced outbreaks of COVID-19 and should be classified as high/very high risk.

Acronyms Used in Appendix - 1A:

BMP	Best management practice
CDC	Centers for Disease Control and Prevention, <a href="https://www.cdc.gov/">https://www.cdc.gov/</a>
FCAP	Financial and Construction Assistance Program
ODW	Office of Drinking Water
PPE	Personal protective equipment
NTNC	Nontransient noncommunity waterworks
TCDO	Division of Training, Capacity Development, and Outreach
TNC	Transient noncommunity waterworks
WBOP	Waterworks Business Operation Plan

## Appendix - 1B

### Workplace Safety Best Practices And Procedures and Best Practices for Conducting Routine Field Work

August 14, 2020

This document contains information about 1) workplace safety best practices and 2) procedures and best practices for scheduling and conducting routine field work. The Office of Drinking Water may update the document periodically to ensure consistency with state or agency guidelines. The best practices for workplace safety and conducting routine field work do not represent an exhaustive list. Please review resources found on the VDH COVID-19 webpage for worker safety and other guidelines (<https://www.vdh.virginia.gov/coronavirus/>). Following the procedures outlined herein will minimize exposure to and limit the spread of the novel coronavirus. Each field office and division maintains autonomy on work assignments pursuant to Appendix - 1A. Continue to use a team approach to complete work and tasks.

#### Workplace Safety

With all parts of the state in Phase Three, expect for restrictions in the Hampton Roads area, the Department of Labor and Industry [Emergency Temporary Standard, 16VAC25-220](#), contains the state workplace requirements. They include physical distancing by limiting occupancy of physical spaces, encouraging teleworking when possible, limiting in-person gatherings and meetings, practicing routine cleaning and disinfection of high contact areas, frequent hand washing, and monitoring for COVID-19 symptoms.

Before reporting to work each day, staff should self-monitor for [COVID-19 symptoms](#) by taking their temperature to check for fever and asking themselves: “YES or NO since my last day of work, have I had or experienced any of the following:”

- A new fever (100.4 °F or higher) or a sense of having a fever?
- A new cough that cannot be attributed to another health condition?
- New shortness of breath that cannot be attributed to another health condition?
- New chills that cannot be attributed to another health condition?
- A new sore throat that cannot be attributed to another health condition?
- New muscle aches (myalgia) that cannot be attributed to another health condition or specific activity (such as physical exercise)?
- New loss of taste or smell?

If a staff member answers YES to any of the screening questions before reporting to work, stay home, and communicate with your supervisor for further instructions.

If a staff member has been in close contact with someone confirmed with COVID-19, stay home, monitor for COVID-19 symptoms, and communicate with your supervisor for further instructions. Symptoms may appear 2 to 14 days after exposure to the virus.

Inform leadership of site visits conducted prior to showing symptoms. To minimize the waterworks' and stakeholder's exposure risks, do not perform any field work and notify your supervisor immediately when canceling fieldwork.

Sick staff should not return to work until they have met the DOLI Emergency Temporary Standard at 16VAC25-220-40 C. Additional information about screening, monitoring, and testing employees returning to work is available on the Department of Health website ([here](#)).

### **Conducting Routine Field Work**

After assigned field work is scheduled, follow the steps below as applicable:

1. Call ahead to schedule and plan field work.
  - a. Verify operational status and the ability to perform the work.
  - b. Ask if there are worker protection control measures in place at the waterworks' facilities such as special restrictions or personal protective equipment requirements that go beyond face coverings.
  - c. Ask if the facility has had or is currently experiencing any potential or confirmed cases of COVID-19 or do they have workers quarantined due to exposures. If so, communicate with the field director or the division director to discuss postponing and rescheduling the activity.
  - d. Determine who needs to be available for the field work and confirm that this person will be available.
  - e. Explain what areas you will be looking at during the onsite visit and what areas you will discuss over the phone or via email.
  - f. Schedule a day with the operator where there is the least interaction with non-operator staff or individuals, if possible.
2. Staff must prepare as much as possible before the site visit and only look at areas that are needed during the in-person site visit. To the extent possible, avoid entering administrative facilities while at the waterworks. Staff should make the site visit as brief as possible to limit exposure to both operator and staff.
  - a. Complete required forms prior to the visit to help identify the onsite focus.
  - b. Limit onsite handling/review of paperwork - take pictures or ask that they scan and email documents to you.
3. Staff should limit the site visit to one ODW employee.
4. On a case-by-case basis, such as a sanitary survey, a preliminary engineering conference, or an enforcement meeting, two or more ODW employees may participate in a site visit. Prior to the site visit, staff are required to get concurrence from the waterworks (the owner or operator in charge) and the field office director and/or division director. When two or more ODW employees attend a site visit, staff should arrange to travel in separate vehicles

using a combination of state and/or personal vehicles or, if available, use a vehicle such as a van that will allow sufficient separation for multiple passengers. Mileage reimbursement for personal vehicles is subject to the VDH Fleet Management Policy (OPGS Policy #8.4, revised 6/1/18).

5. Planning for and conducting a site visit:
  - a. Prior to and after the site visit, ensure the vehicle is disinfected per the guidance for vehicles.
  - b. Always follow the operator vehicle instead of riding with the operator. This includes, but is not limited to, utility vehicles and golf carts.
  - c. Under no circumstance should staff be in a group of 10 or more persons. If the operator appears to show symptoms similar to COVID-19, you should feel empowered to cancel the site visit and ask to reschedule.
  - d. Do not handshake. Always maintain 6-feet of physical distancing.
  - e. To help prevent the spread of the coronavirus and provide protection to yourself and others, conversations with operators, consultants, contractors, and if conducting complaint investigations, the general public, should be conducted outdoors while maintaining 6 or more feet of separation to the extent possible. Use of cloth face coverings is recommended outdoors when other people are in the immediate area (i.e., even if they are more than 6 feet away, but are close enough that you can smell perfume, body spray, food, residue from smoking, or other odors) and may be required inside buildings (see No. 8 below).
  - f. If more than one ODW employee is present, particularly for training purposes, staff must consider the mechanics of conducting the sanitary survey, providing technical assistance, etc., such that they can maintain 6-feet of physical distancing when looking at equipment, collecting samples, reviewing bench sheets, etc.
  - g. Bring your own tools and equipment for use, avoid sharing equipment with the operator (pens, pencils, pocket colorimeter, flash light, etc.).
6. If possible, schedule multiple site visits in one day to maximize time in the field. Staff can likely accomplish more in one day by scheduling with one operator who operates four systems compared to the time constraints of scheduling four visits with four different operators who operate four different systems. Try to schedule field work to limit return to the ODW office until the next day.
7. Leadership recommends that staff wear nitrile or latex gloves when contacting high-traffic surfaces during the inspection (door handles, faucets, etc.).
  - a. Make sure you understand how to properly use cloth face masks and gloves and how best to protect yourself (e.g., not touching your face without washing hands first). Guidelines from the Centers for Disease Control and Prevention are included with this Appendix.
  - b. Use hand sanitizer liberally as you come into contact with surfaces.
  - c. For less trafficked surfaces like piping, tanks, etc. where last contact was likely days ago, realize more time has likely elapsed for viral die off.

- d. Remove and dispose of gloves after the site visit and use hand sanitizer after removal.
8. Executive Order Number 63, effective May 29, 2020, states that face coverings are required in “any indoor place shared by groups of people who are in close proximity to each other.” Read broadly, this means when you are indoors and more than six feet of physical separation between people is not possible, face coverings such as cloth face masks are required. The requirement does not apply to persons while inside their residence or the personal residence of another. There are also exceptions for eating/drinking, medical issues, and other conditions.

While not all waterworks will have indoor spaces shared by groups of people who are in close proximity to each other, leadership recommends liberal use of cloth face masks during all site visits, inspections, and other in-person interactions with waterworks personnel, consultants, contractors, and if conducting complaint investigations, the general public, particularly when you enter buildings and enclosed spaces. This means if you are outside and other people are in the immediate area (i.e., even if they are more than 6 feet away, but are close enough that you can smell perfume, body spray, food, residue from smoking, or other odors), you should wear a mask. If you are indoors and near other people, you should wear a mask. If you cannot maintain 6 or more feet of physical separation, you must wear a mask unless a medical condition or other exemption in the Executive Order applies.

Use of face coverings, such as cloth face masks, helps prevent the spread of the coronavirus and provides protection to yourself and others.

In general, cloth face coverings should:

- a. Fit snugly but comfortably against the side of the face,
- b. Be secured with ties or ear loops,
- c. Include multiple layers of fabric,
- d. Allow for breathing without restriction, and
- e. If they are reusable, be able to be laundered and machine dried without damage or change to shape.

The Centers for Disease Control and Prevention website has more information about the use of cloth face coverings to prevent the spread of COVID-19:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

9. As much as possible, try and get any documents electronically versus paper copy.
  - a. If you receive a paper copy, it may be good to let it sit without contact for at least 24 hours to allow any virus to die from the surface

10. When going into well houses or other smaller enclosures, enter alone and ensure the door is open or ventilation is running to encourage air exchange.
11. If you need an operator to turn on a pump or piece of equipment, consider the following:
  - a. Ask the operator outdoors prior to entering the room, especially if the room will not allow 6-feet of physical distancing.
  - b. Have the operator enter the room and turn it on, exit the room, before staff enters.
  - c. Enter the room separately, make observations, exit the room.
  - d. Have the operator turn off equipment.
  - e. Discuss items observed outdoors.
12. Consider washing clothes worn during a sanitary survey on the warmest washer settings that are appropriate for the fabric and clothing.

**Appendix - 1C**  
**Guidance for vehicle sanitation**  
**May 15, 2020**

The Office of Drinking Water (ODW) recommends the following to minimize the risk of exposure to the novel coronavirus from the use of a vehicle.

1. If possible, let the vehicle sit for 24 to 48 hours prior to next use. This allows some viruses on surfaces to die. Scheduling specific vehicle usage on staggered days, MWF or TuTh for example.
2. Limit your stops to those only absolutely necessary. Each time you make a stop, you are increasing your chances of exposure.

**Before you leave:**

1. Plan ahead for any food/drink needs you may have while in the field. Packing at home prior to your field visit will decrease your risk of exposure.
2. Make sure to bring any prescription or over the counter medication that you may need during your field visit.
3. Be prepared for pumping gas:
  - a. The best practice is to use nitrile gloves while outside of the vehicle, especially when touching the pump handle and key pad.
    - i. If nitrile gloves are not available, use a paper towel as a barrier between your hand and the pump handle and keypad.
  - b. Once you have finished pumping gas, throw your gloves away before returning to your vehicle. Immediately after removal of gloves, wash hands with soap and water for at least 20 seconds or use an alcohol based hand sanitizer with at least 60% alcohol if soap and water are not available.

**When disinfecting the vehicle:**

It is advisable to wear nitrile gloves when cleaning and disinfecting the vehicle. They should be removed and disposed of after cleaning.

1. The vehicle should be cleaned upon return to the office by the staff person who used it that day. That person should immediately go home so they can clean the work uniform worn during their field exercise and vehicle disinfection. Their work clothes should be laundered using the warmest setting and dry items completely. Wash hands after handling dirty laundry.
2. Use a disinfecting wipe on hard surfaces, such as keys, door handles, steering wheel, dashboard, center console, cup holders, controls, and seat adjustment levers.

3. Use a disinfecting spray on the seat area only; make sure to spray two feet from the seat fabric and vent the vehicle for 10 minutes after.\*
4. DO NOT use any wipes or spray on the electronic display.
  - a. Clean electronic displays, by spraying a small amount of water and soap into a soft cloth and gently wiping areas with the cloth.
5. Immediately after removal of gloves, wash hands with soap and water for at least 20 seconds or use an alcohol based hand sanitizer with at least 60% alcohol if soap and water are not available.

**Things to remember while disinfecting the vehicle:**

1. Do not spray or wipe any sort of cleaner on switches, electronic devices or display screens, especially alcohol-based cleaners.
2. Do not use bleach-based sprays on fabric surfaces or carpet.
3. Do not use cleaning solvents, bleach or dye on vehicle's seat belts, as these may weaken the belt webbing.
4. On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents; such products could contaminate the side airbag system and affect the performance of the side airbag in a crash.
5. Do not use chemical solvents or strong detergents when cleaning the steering wheel or instrument panel to avoid contamination of the airbag system.
6. Do not use water or acidic cleaners (hot steam cleaners) on the seat as this can damage the seat or occupant classification sensor and can affect the operation of the air bag system, potentially resulting in serious personal injury.

\*As of May, 15, 2020, ODW has requested, but not received, disinfecting spray for all of the field offices. Letting a vehicle sit for 24-48 hours between use allows some viruses on surfaces such as seats to die.

Guidelines for disinfecting a vehicle are based on the Department of General Services, Office of Fleet Management Services guidelines published March 12, 2020: <https://dgs.virginia.gov/fleet/updates/announcements/>