



CITY OF LA CROSSE UTILITIES

WATER - SEWER - STORM

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La Crosse Utilities Covid-19 Response

The health and safety of our customers and employees remains our top priority. We're closely monitoring updates from the Centers for Disease Control and Prevention (CDC) regarding the COVID-19 situation. We're also continuing to receive guidance from other government agencies and public health authorities to ensure that the most up-to-date information and protocols are in place.

The Utilities are currently following the La Crosse County Health Department's COVID-19 Compass risk assessment tool, <https://lacrossecounty.org/covid19compass>, related to recommendations related to entering customer homes.

Coulee COVID-19 Compass Pre-Vaccine Status Recommendations for Businesses/Establishments				Last Updated 5/28/2020
Healthy habits always. Wash hands frequently. Cover coughs. Stay home when sick. Disinfect frequently touched objects. ¹ People over age 65 and/or with underlying medical conditions may need to take additional precautions, consult your medical provider.				 LA CROSSE COUNTY Health Department <i>Healthy. Accountable.</i>
Sector	Low Risk ¹	Moderate Risk ²	High Risk ²	Severe Risk ²
ALL: Employees stay home when ill or exposed	Required	Required	Required	Required
Exterior home-work at a private residence	Yes	Yes, physical distancing OR wearing fabric face covering	Yes, physical distancing AND wearing fabric face coverings	Yes, if by one person
Interior home-work at a private residence	Yes	Yes, physical distancing OR wearing fabric face covering	Yes, physical distancing AND wearing fabric face coverings	No, minimum basic operations to prepare for reopening

The Utilities are closely monitoring and using this tool to aid in making decisions on employee and customer safety. Should the risk level be elevated to Severe Risk for the La Crosse Region, technician in-home visits will be halted except for emergency situations.

Promoting Safety During a Technician Visit

What We're Doing

- We're continually educating our staff on best practices, such as proper hygiene and physical distancing, and are regularly disinfecting our trucks and equipment.
- Employees are provided PPE (Personal Protective Equipment) such as face coverings, gloves, and hand sanitizer. Staff will be required to follow the Compass risk assessment tool in relation to the wearing of a face covering and maintaining physical distance.
- Employees are asked to take their temperature before they come to work, and at any time throughout the day if they feel they could have a fever. They are not allowed to report to work if their temperature is 100.4 or higher.
- Employees who feel ill or show any of the signs of COVID- 19 have been instructed not to report to work.

How You Can Help

While we've implemented a variety of measures to promote the safety and health of our communities, we need your help.

- If you have a scheduled appointment and are experiencing cold or flu-like symptoms, or have been in close contact with a person who has, please let us know immediately so that we can discuss options with you to promote our collective well-being. We ask that our customers only allow technicians into their home if they, and their household members, are healthy and have had no known exposure.
- Before our technician enters your home, he or she will ask to confirm:
 1. That everyone in your home is healthy
 2. That there are no self-quarantine restrictions for anyone in your home
- If you are sick or under quarantine due to COVID-19 exposure, let us know. We will extend your service work for 60 days as long as the work is not an emergency.
- Exercise physical distancing when the technician is in your home by having everyone in your home maintain a minimum six-foot distance from our technician.
- Review the La Crosse County Health Department's COVID-19 Compass for additional guidance.