

Covid-19 Webinar Topics / Concepts

1. Understanding and reducing risk – What the agencies say
 - a. BBC article on how long covid-19 persists on surfaces
 - b. CDC Guidance for handling potentially contaminated wastes
 - c. Overview of how Governor’s recommendations change basic facility operations
 - d. Overview of how Governor’s recommendations change public meetings
2. Communications with Staff
 - a. Pandemic planning and IIPP-related communications
 - b. Changing regular staffing habits
 - c. Altering schedules to reduce overlap
 - d. Disinfecting common areas regularly
3. Customer Relations
 - a. Regular disinfection of signature pads, other items touched by customers
 - b. Public bathrooms
 - c. Social distancing
 - d. Gloves and money
 - e. Masks and bandannas
 - f. Hand sanitizer
 - g. Communications
4. Materials handling precautions
 - a. Operations personnel PPE
 - b. Materials handling precautions
 - i. At the curb
 - ii. At the facilities
 - c. Recycling centers
5. Waste Management
 - a. Customers requesting stop in service
 - b. Customer service call center closure
6. Board meetings
 - a. Public Notices
 - b. Conducting Meetings – Increasing social distances
 - c. Online Engagement Tools
 - d. Posting Notices to reduce crowds & protect public
 - e. Disinfecting between meetings
7. Contingency Planning
 - a. Precautions when staff is healthy

- b. What if fewer staff are available?
 - c. What if contractor's staff or services become less available?
 - d. What is your process for reducing facility hours or services?
 - e. What are most essential services, and how will those continue?
8. Resources for colleagues facing similar challenges