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Local Water Utilities Administration
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A Government Owned & Controlled Corporation

BALAOAN WATER DISTRICT COVID-19 CONTROL AND PREVENTION PROGRAMS AND ACTIVITIES

On March 8, 2020, Presidential Proclamation No. 922, Declaring a State of Public Health Emergency Throughout the Philippines. The Balaoan Water District, being one of the water utility in the province of La Union, knew it has to amplify its role in preventing the spread of the corona virus disease within its locality. From the national declaration of the Enhanced Community Quarantine (ECQ) up to present, the District, apart from observing the health and safety protocols required by the Inter-Agency Task Force (IATF) for New and Emerging Diseases, has continued to perform and carry its mandate to deliver public service.

CUSTOMER SERVICE

- Waiving of surcharge for late payments and suspension of disconnection activities during ECQ to GCQ periods.
- Installation of contactless digital thermometers, alcohol dispensers, foot bath at office entrances.
- Adopted the use of the StaySafe.PH system (QR Code) as a primary contact tracing application tool for customers transacting at the BWD office.
- Adopted the use of Log-book & Health Declaration Form for those who have not yet registered nor use the StaySafe.PH system QR Code for contact tracing application tool for customers transacting at the BWD office.
- Installation of acrylic plastic shield at the BWD Customer's area particularly in the Teller's Booths.
- Cleaning and disinfection of BWD Customer's area (every hour).
- Installation of WASH Facilities in front of the BWD office.

- Implementation of online application for new water connection application, temporary dis-connection thru the Balaoan WD FB /Messenger account.
- Distribution of Covid-19 Hygiene Kit for those customers that paid their water bills at the office.

EMPLOYEE'S HEALTH & SAFETY

- Creation of the BWD Health and Safety Committee
 - Tasked to review, formulate and develop protocols and procedures which can be adopted by the District to fortify the prevention and management of COVID-19.
- Creation of COVID19 risk assessment tool.
 - Close contact with a confirmed COVID-19 case;
 - Attendance to mass gathering/s such as birthdays or mass;
 - Travel outside La Union especially to high-risk areas;
 - Exposure of household member;
 - Exposure based on proximity of residence to a confirmed COVID19 case;
 - Manifestation of flu-like symptoms.
- Transportation Service for office employees
- Work From Home (WFH) arrangement for all employees
- Implementation of mandatory accomplishment of Health Declaration Form (HDF) for those reporting back to work after travel, sickness or others.
- Mandatory use of facemask and face shield for office and field personnel
- Daily disinfection inside/outside the office building and service vehicles.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

- Installation of handwashing facilities at the entrance of Balaoan Public Market
- Grant of extension in the payment of water bills and non-imposition of surcharge due to late payment.
- Suspension of disconnection of water service connections.
- Participation in various community flushing and disinfection activities.
- Immediate installation of water service connections for the designated COVID-19 quarantine-area for LGU Covid-19 Facilities
- Donation of chlorine powder for disinfection purposes.