



liquidum

January-June 2020

THE OFFICIAL PUBLICATION OF THE BAGUIO WATER DISTRICT

Volume V Issue No.1



**BWD taps GCash
for bills payment**
page 5

**Busol rainharvesting
facility targets partial
operation by year end**
page 7

**Baguio Water District:
ISO 9001:2015
Certified**

more on page 4





“Serving Mankind is Serving God”

BWD Officers

BOARD OF DIRECTORS

Chairperson:

Atty. Renato S. Rondez - Education Sector

Vice Chairperson:

Engr. Felino D. Lagman - Professional Sector

Secretary:

Ms. Sonia A. Daoas - Women's Sector

Members:

Dr. Joanne J. Balderas - Civic Sector

Mr. Peter L. Ng - Business Sector

MANAGEMENT

General Manager:

Engr. Salvador M. Royeca

Asst. General Manager - Admin/Fin/Comm/ICT:

Atty. Ma. Luisa C. Tenedero

Asst. General Manager - Technical Operations (OIC):

Engr. Reynaldo C. Jayco

DIVISION MANAGERS

Administrative Division:

Engr. Guillermo V. Lucero

Commercial Division:

Ms. Juliet A. Almacen

Construction & Maintenance Division (OIC):

Mr. Rodrigo O. De Venecia, Jr.

Engineering Division:

Engr. Edmundo Q. Llanes

Finance Division:

Ms. Bernadette B. Velasquez

Information & Communications Technology Division:

Mr. Geovani L. Piza

Internal Audit Division:

Ms. Luzvimin G. Ramos

Non-Revenue Water Management Division:

Engr. Fernando A. Peria

Production & Distribution Division (OIC):

Engr. Noriel C. Calpito

in this issue...

Baguio Water District is now ISO 9001:2015 Certified	4
BWD taps GCash for bills payment	5
BWD limits visitors, implements paperless communication for health & safety	6
District suspends surcharges during ECQ-GCQ periods	6
Busol rainwater harvesting facility targets partial operation by year-end	7
BWD: Helping Mother Nature through construction of watershed ditches	8
Baguio Water District: Stepping up as frontline workers during COVID19 pandemic	10
Handwashing: An essential practice to fight COVID19	12
Staying mentally healthy during corona virus pandemic	16
District joins volunteers in CBD-wide disinfection routine	18
BWD prompts wise use of water for hygiene and sanitation purposes	19
Profund provides members with emergency loan during ECQ	20



Liquidum

Published by Baguio Water District

Editor-in-Chief:

Atty. Ma. Luisa C. Tenedero

Editorial Staff:

Maria Vida C. Ragma

Maria Angelique S. Mendoza

Mark Victor S. Pasagoy

Adviser:

Engr. Salvador M. Royeca

FROM THE GM'S DESK

In March of this year, everything suddenly changed and all things around us seemed so surreal when we were struck by the news that we are under Luzon-wide community quarantine because of the Corona Virus Disease 19 pandemic. At first, we thought that like any other viruses that hacked the immune system of man like SARS and MERS-COV, this too, will likely go away in a few months. But cases rose everyday until we were all perplexed and dumb-founded and so it finally sank in, "This is real. The threat is real." People are getting infected, people are dying in all corners of the world, not sparing anyone, young and old, healthcare worker or not; it did not matter.

A lot of planned activities for the year, both personal and organizational, have been put off. Our planned milestone anniversary which was supposed to be a special one turned out personal and simple, being attended only by the awardees themselves. No grand celebration, no elaborate clothes, no sumptuous banquet to share with everyone, no hurrays and hullabalooos, no hugs and toasts.

We weren't prepared for this crisis, no one was, not even those who prophesized that this year will be a great one. But we cannot just stay in one corner and wait it out to disappear. We have to do something real fast; we cannot stay in our homes until the threat is over thus, adjustments in plans and programs started to fall in place to make our organization survive this crisis and save us all from losing our jobs. We have to move on and move forward while protecting ourselves and our families. As a leader, balancing between keeping my own family and employees safe and the operation running in tiptop condition is actually draining and challenging - physically, emotionally, and mentally. There were decisions made at this time that you might think as uncalled for but "desperate times call for desperate measures" in order to survive and protect everyone from a greater harm.

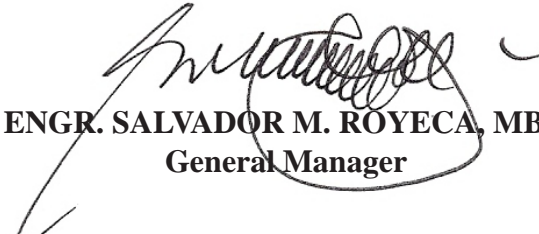
True enough, this pandemic has taught us so many lessons in life. This crisis has taught us that simple things matter and made us realize the important things we have taken for granted. Our lives were suddenly controlled by this virus – we have curfews to follow; we have safety protocols to comply with: mandatory wearing of masks, physical distancing, and so on. Everything now is on a standstill, everyone in a quandary, uncertain when everything will be back to what it was that none has actually changed. The angst we feel for new cases coming out every day is actually saddening, some-



times even depressing and the question of "What will happen now?" reverberates in our thoughts.

But then, life must go on. We have remained steadfast through the years, we have endured every battle that came our way. We are tough soldiers and we will come out triumphant and unscathed. Let us not put our guards down, let us treat everyone around us like they have the virus... that we have it as well and we are all infectious. We are in an uncertain time and we just need to survive until this is over. Let us learn to co-exist with this virus, after all it is here to stay even when vaccines come out.

I enjoin everyone to be vigilant at all times and to be mindful of our own health, that of our families, and our co-workers. We are in this together, we will all come out of this crisis together, and in due time, we hope it would be sooner, we will all celebrate with a new hope and a new perspective. Altogether, we will heal as one. **God bless us all.**


ENGR. SALVADOR M. ROYECA, MBA
General Manager

Baguio Water District is ISO 9001:2015 Certified!

THE Baguio Water District has finally been recommended for the International Organization for Standardization (ISO) 9001:2015 Certification for Quality Management System (QMS) after it has satisfactorily passed all the requirements during the Stage 2 Audit conducted by its certifying body, Certification International Philippines, Inc. (CIPI) on February 27-28, 2020.

The Summer Capital's lone public water utility is now quality certified to ISO 9001 across its supply, production, and distribution of potable water processes. The certification which was conferred to the Baguio Water District on June 23, 2020 serves as a testament to BWD's steadfast commitment to quality standard and excellence in its operation and public service. This is a significant achievement in the history of the water utility which provides a firm foundation and framework for continuously improving its service to the consuming public, as well as unceasingly revisiting its strategic goals to meet the agency's vision and mission and exploring new innovations to enhance its service across all areas of operations.

With the Certification, the District is now amongst other ISO-compliant water utilities in the country whose quality management systems provide a systematic approach towards excellent public service.

This significant milestone assures BWD's current and future clients of an unwavering dedicated service designed to meet international standards and requirements in today's highly-competitive world.

ISO 9001:2015 is the globally recognized best practices standard



that target quality business processes in any type of industry. It also sets out management systems for organizations to improve work quality of its employees, ensure delivery of services to its customers and attain optimal organizational process. It emphasizes risk-based thinking and assessment in all work processes that help improve communication, efficiency, and implementation of constant improvement.

This Certification demonstrates BWD's desire to deliver quality public service at the highest level of per-

formance. It however, is just the beginning of a continuous process, a cycle of constantly re-engineering the bureaucracy, revisiting action plans, and cautiously perfecting the system towards the attainment of its goal to become one, if not, the model water utility in the country.

This feat is a result of the combined hardwork and sacrifices of all the employees and management team of the BWD and which shall continue in its day-to-day operation to sustain the quality standard for which it was certified. - **Maria Vida C. Ragma**

BWD taps GCash for bills payment

BAGUIO Water District customers can now settle their water bills through the use of GCash application.

BWD announces the launching of its additional payment option this June 2020 as it partners with the Electronic Commerce Payments, Inc. (ECPay), a subsidiary of Globe Telecom, Inc. which manages the mobile remittance facility GCash.

BWD General Manager Engr. Salvador M. Royeca said the agreement between the government-owned water utility and GCash aims to provide public convenience to some 44,392 active connections (as of May 2020) in the payment of their water bills.

Likewise, this provides an extended venue for customers to pay bills remotely using a virtual wallet while the COVID-19 pandemic still poses health risks to people and as the Summer Capital transitions into the "new normal".

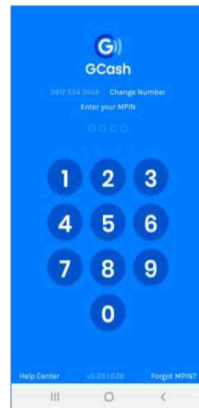
"This service intends to lessen the health risks of our customers queuing here in our office when paying their bills. BWD's partnership with GCash can provide an additional gateway where our customers can transact with the District in the comfort and safety of their homes." GM Royeca said.

Apart from GCash, GM Royeca said BWD is further evaluating other mobile payment partners to accommodate the preferences of customers on top of the already available and accredited payment centers namely; 7-Eleven

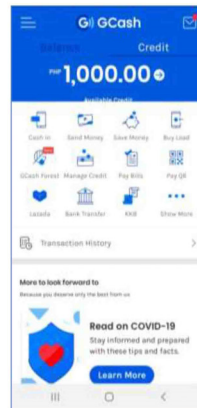


BAGUIO WATER DISTRICT
"Serving Mankind is Serving God"

PAY YOUR BWD WATER BILL ONLINE VIA GCASH



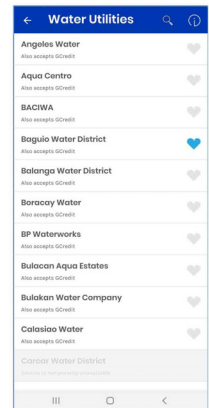
1. Open the GCash mobile application.



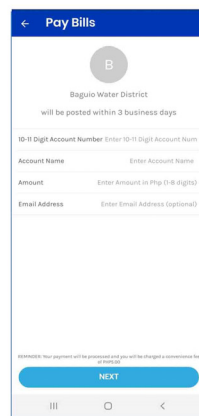
2. Choose "Pay Bills"



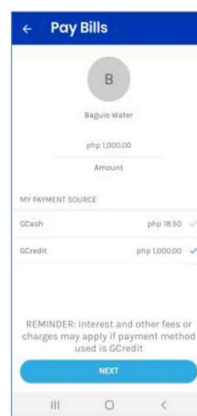
3. Choose "Water Utilities"



4. Choose "Baguio Water District"



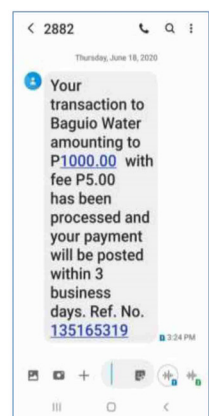
5. Enter your account details and the amount to be paid.



6. Choose your payment source, GCash or GCredit.



7. Confirm your payment.



8. Wait for the text confirmation and you're done!

Please take note that payment made through the GCash mobile application will be posted within one (1) to three (3) business days after payment.

Should you need further assistance, please call BWD telephone numbers (074)422-5978 or email us at bwdfinance@yahoo.com.ph.

We continue to find ways to give you the best service you deserve. Thank you.

Stores via the CLIQQ mobile application (nationwide); SM Bills Payment Center; Savemore Supermarket; Development Bank of the Philippines ATM units nationwide or over-the-counter during banking hours; and the Landbank of the Philippines thru their Electronic Payment Portal (ePP).

Meanwhile, the District still advises its customers to settle overdue bills directly at the BWD

main office from Mondays to Saturdays, 8:00AM to 5:00PM.

For more information, customers may reach BWD's 24/7 hotline numbers at (074)442-3218, (074)442-4929, 09088651504, 09176794929, 09228409765, or message through Facebook at "BWD_Customer Relations", or send their email at baguiowaterdistrictgmo@gmail.com.

—Mark Victor Pasagoy

BWD limits visitors, implements paperless communications for health & safety reasons

TO ENSURE the health and safety amongst its employees and customers, the Baguio Water District issued restrictions for customers frequenting the different offices at the building.

Effective June 1, 2020 and until further notice, the District shall limit visitors in its main office to stem the transmission of the corona virus disease.

The said notice covers customers and other visitors whose presence in the premises of the BWD office is deemed unnecessary. This includes unscheduled visits or courtesy call to the Office of the General Manager, unscheduled appointments, visitors from outside trying to stop over and meet BWD employees, peddling food products, and so on.

However, the Tellers' and the Customer Relations Offices are open to the public and all frontline services are provided and catered to by the staff.

Moreover, the District started to regulate incoming letters intended for communications and imple-

mented paperless transactions. Government offices, line agencies, private organizations, private individuals and others are encouraged to send their communications thru electronic mail via its official email address, baguiowaterdistrictgmo@gmail.com. All correspondences are received at a central receiving area at the Customer Relations Office.

The actions were set as additional protection to clients, customers, and BWD employees alike while the COVID-19 virus still poses health threats.

"As much as we would like to accommodate and make this office a home for all, we cannot risk the health and safety of everyone especially our employees in the frontline." BWD General Manager Engr. Salvador M. Royeca said.

"These restrictions are adopted in observance of the minimum health protocols to avert the spread of the corona virus. We dearly hope that our clients and customers would understand as we prioritize everyone's well-being and safety," he added.

District suspends bills surcharges during ECQ-GCQ periods

BAGUIO Water District suspends the imposition of surcharges to help consumers during the enforced community quarantine due to the COVID-19 pandemic.

The Summer Capital's lone public water utility suspends imposition of due dates, surcharges, and implementation of disconnection notices in compliance to Republic Act No. 11469, otherwise known as the "Bayanihan to Heal as One Act."

Included in this provisional amnesty are water bills issued in March 2020 billing period or those that were not settled before the imposition of the Luzon-wide Community Quarantine on March 15, 2020.

BWD customers with accounts that were already issued with disconnection notices for the month of March are also advised not to worry as they will continue to have water supply.

The District ensures Baguio City residents

will have equitable water.

BWD General Manager Engr. Salvador M. Royeca however, called for the participation of the members of the community to practice water conservation in their households as the community quarantine coincides with the annual BWD summer operations.

The District's frontman said that while the water utility readied contingency plans for its annual summer operations, the health threat of COVID-19 is seen to increase the demand as water will be used more often for sanitation and other cleaning purposes.

Customers in highly elevated areas who commonly experience low to no water supply during summer are advised to call any of the BWD hotline numbers to avail of the BWD water delivery services.

Busol rainwater harvesting facility targets partial operation by year-end



Though deferred of its total completion, the Busol rainwater harvesting facility is targeted to be commissioned by the end of 2020 or early in 2021. The 50,000 cubic meter capacity of the man-made reservoir sees to improve water supply of nearby areas particularly during summer.

THE Baguio Water District rainwater harvesting facility in Busol watershed targets to partially operate before the end of 2020.

Upon the completion of Basin 1 of the rainwater harvesting facility early this year, the Summer Capital's lone public water utility targets to commission and utilize part of the man-made water reservoir to improve the supply in areas surrounding it. Remedial works including pipelaying and slope stabilization are being conducted for the anticipated operation of the facility.

The project, implemented by the Department of Public Works and Highways (DPWH), initially allotted a Php112 million budget for the construction of two (2) rainwater harvesting facilities in 2017.

It was scheduled to be completed and operated early in 2019 but incurred damages dur-

ing the onslaught of typhoon Ompong in September 2018 which caused the project to be re-evaluated. BWD requested assistance from the DPWH-Cordillera Administrative Region for a supplemental budget to be allotted by the national government to repair the damages and complete the project.

The facility, estimated to hold a total capacity of 50,000 cubic meters will serve as a back-up supply during the summer season.

Apart from the initially constructed Basin 1 and Basin 2, two (2) more rainwater harvesting facilities are in the pipeline within Busol Watershed as part of the Php430 million budget requested by the City Government of Baguio from the national government to fund the construction of four (4) new water harvesting facilities here in the city.

Helping Mother Nature through the construction of watershed ditches



In this file photo taken July 1, 2017, Baguio Water District General Manager Engr. Salvador M. Royeca (right most), Assistant General Manager for Non-Technical Operations Atty. Ma. Luisa C. Tenedero (3rd from right) along with other BWD staff personally inspect a newly excavated ditch within the Busol watershed.

FOR places in our country where water is heavily sourced underground, natural recharging of aquifers is the topmost priority for water utilities. As more and more of the natural land is converted into urban areas, the problem of recharging these aquifers arise as natural soil are turned into concrete pavements causing runoff water to drain down to man-made sewerage systems and direct them straight into natural bodies of water instead of seeping down into the earth.

Baguio City, having the lack of natural open waters as source for its water supply, has been facing the problem to naturally recharge its acquifers since urbanization took off in this mountain resort more than three decades ago. The interference on the natural recharging of underground aquifers has caused a longer period for the water table to normalize after the dry season thus, the BWD took the initiative of seeking natural interventions to improve the recharging rate of these underground sources.

Since the Summer Capital generates around 70 percent of its water supply from watersheds, the natural intervention is the construction of ditches to catch rain water and run-off water helping the aquifers in capturing and turning this into stored water.

Construction of Ditches

Ditches help in trapping runoff water into the ground which leads to the faster recovery of aquifers. To address the increasing demand of potable and clean water supply,

the District had to act to manage Baguio's ground water sources.

In 2017, under the leadership of General Manager Engr. Salvador M. Royeca, BWD started to implement the construction of ditches within three of the four watersheds of Baguio. The project was conceptualized to intervene and contribute to the fast recovery of aquifers and to counter the slow recharging of the underground sources caused by the structural developments within the City.

BWD started to initially construct thirteen (13) ditches in strategic locations inside Busol, Buyog, and Camp 8 watersheds. The project was implemented by marking delineated routes of surface water movement during the rainy season. After tracking the flow of the runoff water, areas were marked and clearing of bushes and grasses within identified sites were undertaken. Excavations of ditches then ensued and signage and warning devices were properly installed to prevent unintentional accidents. These ditches are likewise regularly inspected to prevent the breeding of mosquitoes.

The Eco-system response

From 2018, results of the project have seen to accelerate the normal recharging of water tables during the wet season. The construction of ditches lessened the timeframe in restoring the normal water table of BWD's underground

Continued on next page...

sources during the onset of the wet season, conserving the lost run-off water wasted to flow in open bodies of water.

Further, these ditches were also able to sustain and trap runoff water during short rain showers during the onset of the rainy months. These resulted to better water supply services in the areas these watersheds cater to.

From ditches to rainwater harvesting facilities

The concept of constructing ditches is similar to rainwater harvesting for purposes of distributing water stored in the facility. A famous rain basin is the Sto. Tomas Rain Basin (STRB) atop Mt. Cabuyao, Sto. Tomas, Tuba, Benguet. This basin sits on a mountain with an elevation of 1,990 meters above sea level and measures around 9 hectares, 13 meters in height. This basin has been under the operation and management of the BWD since 1975 and after its rehabilitation in 2018, is able to store a total of 700,000 cubic meters merely from rain and run off water. The output from this basin supplies the southern area of Baguio serving at least 16,000 of its current connections.

Having seen the unquestionable effects of the rain basin, the BWD has set its targets in replicating the STRB in other feasible areas within the City of Baguio. Construction of rain water harvesting facilities within the Busol watershed is currently ongoing and is slated to be operational by 2021.

Busol watershed has a total area of 335 hectares, 224 of which are situated within La Trinidad and the rest within Baguio City. This watershed supplies 15% of the water needs of the Baguio City populace covering the areas of Aurora Hill, Ambiong, and Pacdal barangays.

The proposed Busol rainwater harvesting facilities have a total storing capacity of 40,824 cubic meters for both



HUMAN-MADE CHANGES. Baguio Water District has set its eye to take advantage of the massive amount of rain it gets annually. In this file photo, personnel are constructing ditches within Busol watershed to catch and trap runoff water therefore, accelerating the recharging of underground water sources to meet the daily water demands of the City.

Basins 1 and 2 and the total project cost is Php123M; funds were granted by the national government through the Department of Public Works and Highways.

Rainwater harvesting systems serve as alternative decentralized water sources especially in the age when groundwater supply is depleting and municipal water infrastructures are facing high replacement costs. And since the use of decentralized harvesting systems is growing nationally and internationally, the BWD sought the favorable assistance of the Local Government Unit of Baguio in sourcing funds for the construction of additional rainwater harvesting facilities in Baguio City.

In December 2019, the City Government of Baguio confirmed that the Department of Budget and Management already detailed the allocation of some Php430 million for the construction of four (4) more rainwater harvesting structures to be constructed in identified areas inside Busol, Camp 8 and Buyog watersheds.

With these major infrastructure projects already in the pipeline, BWD looks forward to effectively take advantage of the free natural resource and

continue to close the gap between water supply and demand in the years to come.

Other water conservation programs

On a more direct involvement in water conservation, the BWD actively started its intensified campaign to conserve water through various modes such as the posting of flyers on water conservation tips at the various BWD offices, distribution of the same to customers during meter reading activities and during payment of water bills. These conservation tips are likewise posted at the BWD website and are published at the various dailies every so often. The BWD encourages its customers and has tapped the involvement of the barangay officials in the reporting of leakages to the BWD through its 24/7 hotline numbers. In fact, a PRAISE program was devised by the BWD in recognizing reporters of water leakages. Also, the BWD annually engages in the world water day, an annual UN observation day usually held every March 22, which highlights the importance of water and the conservation of this resource.

Baguio Water District: Stepping up as frontline workers during the COVID-19 pandemic



HEALING AS ONE. Baguio Water District Board of Directors Chairperson Atty. Renato S. Rondez (2nd from left) turned over to Baguio City Mayor Benjamin B. Magalong a cheque amounting to Php1,000,000.00 as donation to the local government's fight against COVID-19 apart from the cash donations from the BWD employees amounting to Php111,430.00. Witnessing the simple turn-over (from l-r) are City Administrator Engr. Bonifacio I. Dela Peña, BWD General Manager Engr. Salvador M. Royeca and BWD Assistant General Manager for Non-Technical Operations, Atty. Ma. Luisa C. Tenedero. *-(photo courtesy of the Public Information Office-Baguio)*

THE year 2020 will forever be etched to people living in this generation. No matter where we are and no matter what we do, the fear of the COVID-19 pandemic is and will be a common experience we all share. And yet during this time of crisis, we are seeing our communities come closer together unlike any other time. We discover an even deeper respect for our frontliners, those who put their own health and needs at considerable risk ahead of their own to continue serving our fellow men.

As public servants, we are bound to ensure our roles will be sufficient to carry on with our commitment to attend to the people – to their needs and concerns. That is why the Baguio Water District stepped up in managing its daily operations and beyond to ensure that every section of the society is served and attended to well enough during these trying times.

On March 15, 2020, a state of public health emergency forced our national government to declare a 30-day Enhanced Community Quarantine (ECQ) over Luzon, and eventually prolonging the initial declaration for another two (2) weeks. The BWD, being the lone water utility in the Summer Capital, has its own crucial role in preventing the spread of the corona virus within the locality. From the first few days of ECQ up to the present, the District, apart from observing the health and sanitation protocols required by

the Inter-Agency Task Force (IATF) for New and Emerging Diseases, has been in close communication and coordination with other government offices in containing or even better, helping flatten the curve.

What BWD did during the first weeks of the COVID-19 scare?

In support of the City's COVID 19 programs, BWD donated Php1,000,000.00 to the Local Government Unit last May 6, 2020. The donation was approved through a resolution unanimously approved by the BWD Board, to help cover some of the LGU's expenses for its various COVID-19 operations. In a similar act of goodwill, the District through its employees managed to raise a total of Php111,430.00 cash contribution which was also handed over on the same day.

To ensure that the community strictly follow the "stay-at-home" policy of the national government, the BWD management headed by General Manager Engr. Salvador M. Royeca, immediately suspended most of its frontline services. On March 19, a few days after the declaration of the ECQ, collection of water bills payment, new water service connection applications

Continued on next page...

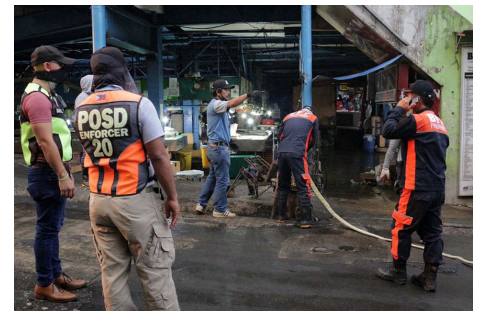
including the scheduled mandatory orientation seminar, implementation of a skeleton workforce, projects and other non-essential works were suspended. Advisories informing the general public of the temporary closure of the BWD main office were disseminated through available platforms like radio, social media and through the District's official website.

To relieve the concerns of some 45,000 active connections, the BWD Management decided to suspend all water service disconnection activities and waived the imposition of the surcharges on late payment of water bills while under the ECQ.

Despite BWD Main Office's temporary closure to the public, GM Royeca assured that its operations will not be hampered and will be kept fully running. Equitable water supply is still assured; pipeline repairs and maintenance were still prioritized; and water delivery services were enhanced.

The BWD Management set an almost day-to-day virtual meeting to discuss immediate and critical concerns to guarantee that all of BWD operations run smoothly and that the District will not fall short of the performance expected from them especially during the ECQ period. Along this note is the implementation of skeletal workforce in all its departments and non-technical employees adopted the work-from-home scheme. Technical field personnel whose functions are essential in the operations of the district reported daily subject to strict observance of COVID19 health and sanitation protocols.

In May 14, 2020, as the BWD re-opened its doors to the public for bills payment collection, it made sure that health and sanitation protocols



In a bid to stop the local transmission of COVID-19 disease, Baguio Water District joins volunteers from the City Mayor's Office, Baguio Fire Department and the Baguio City Sunshine Fire Volunteer Brigade during the cleaning and flushing activities held at the Central Business District on March 23, 2020. BWD provided assistance and supplied water for the cleaning of the main City thoroughfares including Abanao Road, Harrison Road, Session Road, Magsaysay Road and the streets of the City Public Market.

were strictly followed and observed both by the customers and BWD employees alike.

The first line of defense: Sanitation and Hygiene

COVID-19 disease, according to the World Health Organization (WHO), is caused by a corona virus, SARS-CoV2 and is transmitted through close contact or through respiratory droplets produced when an infected person coughs, sneezes or talks thus, proper hygiene and sanitation is amongst the immediate concerns the District has prioritized.

On March 23, 2020 the BWD, in partnership with the City Government of Baguio, the Baguio Fire Department

(BFD), and the Rehabilitation Action Baguio-Volunteers (RAB-V) conducted flushing activities at the Central Business District of the City. The District provided water for BFD fire trucks to complete the flushing of some 20-kilometer main roads and street pavements at the Baguio City Public Market, Abanao Road, Magsaysay Road, Harrison Road and Session Road.

From March 23 to May 10, 2020, the district's Commercial Division managed to transport more than 275 drums of water deliveries charged to BWD's Corporate Social Responsibility and used for sanitation and disinfection activities throughout the City. To ensure households have

Continued on page14...

Handwashing: An essential practice to fight COVID-19

HANDWASHING remains as the no. 1 tip in preventing the spread of Coronavirus (COVID-19) according to the World Health Organization (WHO). However, it must be done properly with soap and water and if both are immediately not available, the next best option is to use an alcohol or any alcohol-based sanitizer.

Our hands play a crucial role in the transmission of COVID-19. Contact transmission means touching infected people and/or contaminated objects or surfaces. Thus, your hands can spread virus to other surfaces and/or to your mouth, nose or eyes when touched. In order to lower the chances of acquiring or transmitting the disease, hand sanitation is a must.

Handwashing is one of the most effective actions one can take to reduce the spread of pathogens and prevent infections, including the COVID-19 virus. Together with soap, proper handwashing procedures can eliminate viruses and bacteria by breaking these nanoparticles like a nail popping a tire, the water-repelling end of the soap molecule, a hydrophobic tail that can bond with oil and fats, stabs COVID-19 and leaves the virus a deflated and broken sack of RNA cells. And while alcohol can also break an oily membrane, washing with soap has the added benefit of physically removing even tougher to break viruses and bacteria from the skin.

Everyone can play a critical role in fighting COVID-19 by practicing frequent hand hygiene as part of our day-to-day routines. When done properly, we not only protect ourselves, but also those whom we engage or have contact with.

Five Simple Steps of Handwashing:

STEP 1. Wet hands: Wet both hands using clean water.

STEP 2. Lather: Apply a generous amount of soap to the inside and back of your hands as well as your fingertips. Wash hands for at least 20 seconds (sing happy birthday) including under the jewelry and fingernails. The fingertips are especially important as people often put their fingers on their face, nose, and eyes. This is how the virus spreads.

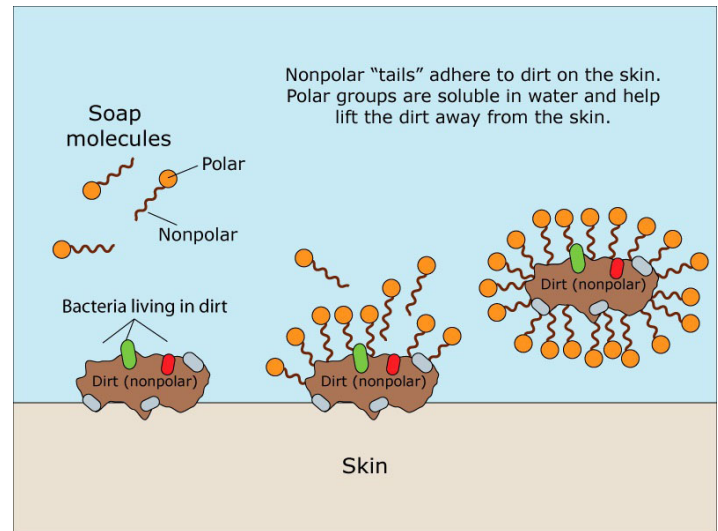
STEP 3. Scrub: Rub both hands together and move your fingertips around both hands. You don't need a scrub brush. You don't need to make harsh, scrubbing movements.

STEP 4. Rinse: Rinse both hands with water and gently wash away the soap.

STEP 5. Dry: Completely dry the water from your hands. Using a disposable towel (paper towel) is best to avoid leaving germs on towels.

When to wash your hands?

Handwashing throughout the day is important, but even more important during a disease outbreak. Always remember to wash



How soap works and interacts with dirt. - Photo credits UNESCO Global Coalition

your hands in these situations:

- After returning from a public place or outing (grocery store, work, school, concert, sporting activity, hospital, nursing home, etc.);
- Before leaving the bathroom — both at home and in public bathrooms;
- Before, during, and after preparing food, especially raw food;
- Before eating food;
- Before and after caring for someone at home who is sick with symptoms of vomiting or diarrhea;
- Before and after treating a cut or wound;
- After changing diapers or cleaning up a child who has used the toilet;
- After blowing your nose, coughing, or sneezing;
- After touching an animal, animal feed, or animal waste;
- After handling pet food;
- After touching garbage;
- After putting on your shoes;
- After using public computers, touching public tables and countertops, cash and coins, other people's phones, etc; and
- After shaking hands during flu season and virus outbreaks.

Using clean running water is important however, observing water conservation is also essential as it can help ensure that clean water is readily available for you and the members of the community when needed.

References:

https://www.who.int/infection-prevention/campaigns/clean-hands/WHO_HH-Community-Campaign_finalv3.pdf?ua=1

<https://familydoctor.org/handwashing-and-covid-19/>

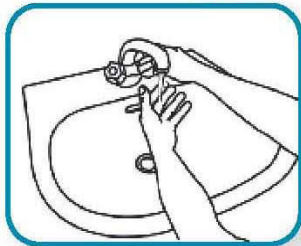
<https://www.philstar.com/lifestyle/on-the-radar/2020/07/20/2023963/safehands-proper-handwashing-still-crucial-slow-covid-19-spread-new-normal>

<https://en.unesco.org/news/how-soap-kills-covid-19-hands>

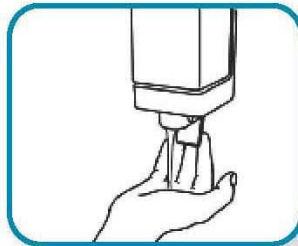
How to wash and dry hands with liquid soap and water



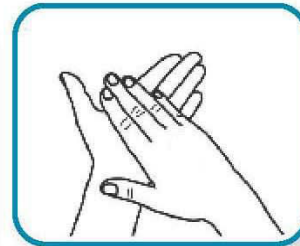
Duration of the entire procedure: **40–60 secs.**



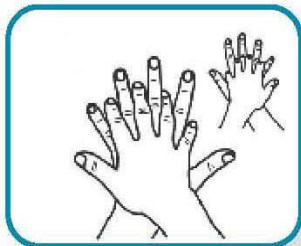
Wet hands with water



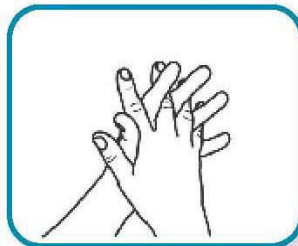
apply enough soap to
all hand surfaces



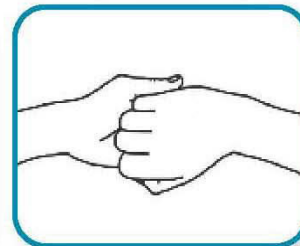
rub hands
palm to palm



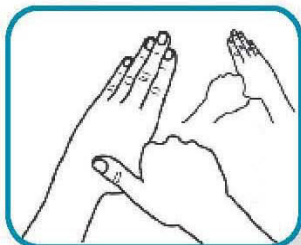
right palm over left
dorsum with interlaced
fingers and vice versa



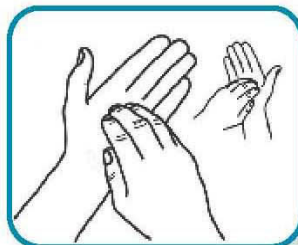
palm to palm with
fingers interlaced



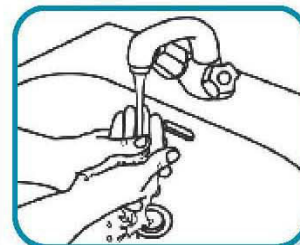
backs of fingers to
opposing palms with
fingers interlocked



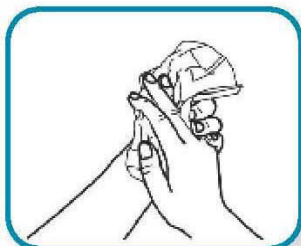
rotational rubbing of
left thumb clasped in
right palm and vice versa



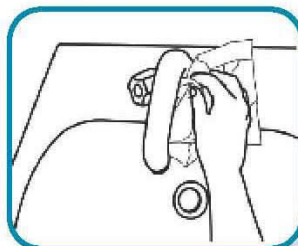
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in
palm and vice versa



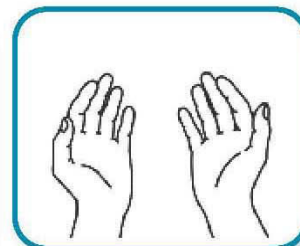
rinse hands with water



dry thoroughly with
single use towel



use towel to turn off faucet



...and your hands
are safe.

STEPPING UP from 11



Hand washing facility installed by the Baguio Water District at the Baguio City Hall. More than twenty (20) other areas particularly Barangay District Health Centers were installed with handwashing facilities by the Baguio Water District.

—Photo courtesy of Philippine Information Agency-Baguio

adequate supply while residents stay in their homes, water supply schedules are extended in some barangays specifically Areas 1 and 3, including Bonifacio Street (Upper and Lower), Caguioa Compound, Kennon slide, Doña Bueno Elementary School, Upper Camp 8 Barangay and neighboring areas, Poliwes, Claudio Street, Cuesta Building 1, Harrison Road, Legarda Road, Mabini Street (Upper and Lower), Session Road, Assumption Road and General Luna Street. BWD water delivery services similarly took off on a daily operation to bring water to customers particularly those located in highly elevated areas.

The District partnered with the Health Services Office (HSO) of the City Government of Baguio in the installation of hand washing facilities in strategic areas. A total of Php109,179.68 were allocated for the construction of twenty-five (25) handwashing facilities from April 3, 2020 to April 15, 2020 to benefit various barangay district health centers and government offices such as Atab

Health Center, Loakan Health Center, Atok Trail Health Center, Engineers Hill Health Center, Slaughter House Covered Facility, Pacdal Health Center, Quirino Hill Health Center, Pinsao Health Center, Asin Health Center, Quezon Hill Health Center, Irisan Health Center, Mines View Health Center, Aurora Hill Health Center, Scout Barrio Health Center, City Camp Health Center, and Lucban Health Center.

The Baguio City Hall, Baguio City Police Office, and the HSO at T. Alonzo were similarly installed and provided with additional hand washing amenities not to mention those that were set-up within the BWD compound. This activity was also in consonance with the Local Water Utilities Administration's (LWUA) MC No. 06.20 on the Efficient Water Supply Services Related to Management/Control of the COVID-19 Disease, particularly item 3 to "extend all available means possible to provide water, in support of the operation of hospitals and similar medical or quarantine facilities".

Observing health guidelines for both BWD office and field personnel

The District imposed strict protocols for its employees to ensure their safety and protection within and outside office premises as frontline workers during the ECQ. Temperature check, rubbing with alcohol or handwashing, stepping on a footbath and walking through a misting/sanitation tent are mandatory activities prior to entry to BWD offices. BWD field vehicles pass through a “disinfecting lane” where parallel lanes of cloth soaked with chlorine solution are laid to disinfect the tires.

Disinfecting lanes are set up at the Baguio Water District’s parking entrance. All BWD service vehicles used by field personnel pass through this improvised disinfection tire mats which act as a precautionary measure against the spread of the COVID-19 disease.

Field personnel are provided with complete Personal Protective Equipment (PPE) to include hazmat suits, face masks, safety goggles, shower caps and face shields. The office building is thoroughly cleaned and sanitized at the close of office hours. Employees showing symptoms of upper respiratory infections like cough, colds, fever, and sore throat are no longer permitted to report for work and advised to undergo self-quarantine and medical check-up.

In compliance with occasional lockdown of some barangays imposed by the local government when a positive case arises, BWD employees residing within these locked down areas are given notices to observe the 14-day quarantine period as a precautionary measure and thus, not permitted to report for work.

Giving more than what is expected

To cap the small but noteworthy arrangements to serve every section of



Water Quality staff of the Baguio Water District deliver pails of powder chlorine to other Baguio City-based government offices, which will be used for their COVID-19 disinfection activities.
-BWD File Photo

the society, the BWD also extended immediate assistance for its fellow frontliners in the health care sector. The District, upon the request of the Department of Public Works and Highways-Baguio City District Engineering Office (DPWH-BCDEO) and the University of the Philippines-Baguio City Campus, immediately acted upon on the application for water service connection for the UP-Baguio International House Phase II which was identified as one of the temporary quarantine areas for Baguio-based health workers. The completed project amounting to Php22,617.42 is expected to provide adequate water supply for the facility as a temporary residential quarters throughout the duration of the ECQ, or longer as deemed necessary.

Other assistance extended were the donation of 151 bottles of alcohol to the Municipality of Tuba,

Benguet and a temperature scanner to the LGU; 80 pieces N95 masks to the frontline health workers of the Notre Dame de Chartres Hospital; and powder chlorine to the following agencies for their disinfection activities: General Services Office, six (6) pails; Health Services Office, one (1) pail; Department of Transportation-CAR, twenty-one (21) kilos; BCPO-Tourist Police Unit, five (5) kilos; and to the Bureau of Fire Department, one (1) gallon of bleach, all amounting to a total of Php60,228.08.

Way beyond the BWD Vision and Mission, BWD’s commitment to continue its service during these trying times prioritizes the safety and well-being of the customers, the employees, and the community it is serving, as it is one with the City’s program to end COVID19 guided by the slogan, **“We Work As One, We Heal As One”**.

Staying mentally healthy during the Corona Virus Pandemic

THE whole world is facing uncertainty as the COVID-19 pandemic threatens every type of field there is. Whether you are in business, education, food, arts, a service utility or any type of industry, you are definitely feeling the effects of this new strain of virus. We are all worrisome of what is happening, so how are you coping with the mental stress this pandemic brought lately?

Lots of advices are being offered right now on how to keep oneself physically healthy during the coronavirus pandemic such as exercising, zumba, doing yoga and a lot more. But managing mental health during this time is just as vital to your overall well-being. So while it is happening, we should also take steps to keep our psychological well-being intact as well.

How the ongoing pandemic can impact one's mental health?

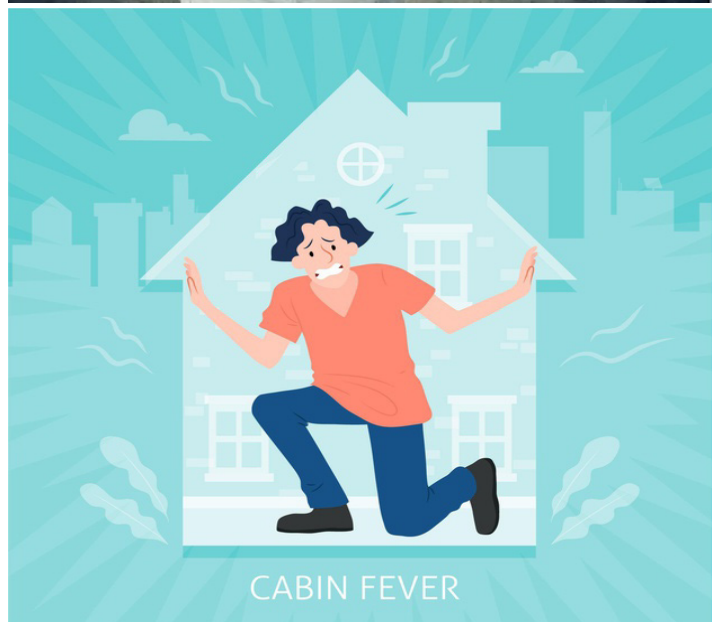
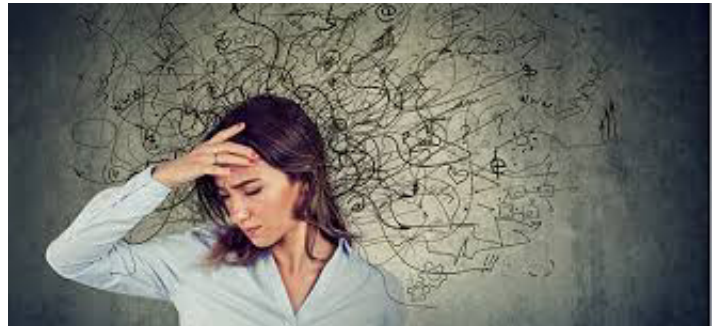
There are many ways and reasons the coronavirus pandemic may take a toll on your mental health. Being aware of the factors that might affect your well-being can help you take steps to combat these issues.

Stress. Fear of catching the virus and worrying about how you're going to pay the bills are just two of the stresses of the situation that can make it difficult for you to function well. You may have to deal with a variety of practical problems—from keeping your source of income and livelihood to taking care of your child while everything is just uncertain. Your day-to-day life may be changing unexpectedly as government regulations and health recommendations continue to roll out regarding social contact.

Disrupted Routines. Many people are required to work from home and children, who should be in school, are likewise stuck at home. Keeping things in balance is a bit hard to figure out especially when you've been so used to having a work-home-family routine during the normal time. No matter what, your routine has likely been disrupted in some way. Having less structure, a changing schedule, and complete uncertainty about how long this will last take a toll on your mental health.

Cabin Fever. Staying at home for extended periods of time can cause you to feel a bit restless. For some people it causes anxiety. For others staying indoors causes boredom. If left unaddressed, these emotions can lead to a decline in mental health.

Lack of Social Contact. For most people, the coronavirus pandemic means a lot less social contact. Some are separated from family members and co-workers. Others live alone and aren't able to see anyone face-to-face. While some may



be able to use social media, call through phone, and video chats to stay connected, not everyone has people they can

reach out to in this way. And since social interaction is vital for good mental health, less contact can lead to feelings of depression and anxiety.

Reduced Physical Activity. Whether you normally walk home after work, or you have a job that requires fair amount of physical labor, there's already a good chance that your current work situation may not require you to move as you usually do. Due to quarantine protocols and community lockdowns, there are fewer opportunities to work out or engage in physical activities.

Changes in Mood. You might feel like you're on a bit of an emotional rollercoaster right now. Whether you're more irritable, sad, or anxious than usual, these emotions can be expected.

Changes in Sleep Habits. Stress can also interfere with sleep. You might find you're not able to fall asleep or that you wake up repeatedly throughout the night. On the flip side, you might find you're sleeping too much. Getting too much or too little sleep are both signs of mental illness according to the American Psychological Association (APA).

Changes in Appetite or Weight. Distress can cause some people to eat too much. Others lose their appetite altogether. If you're experiencing a major change in appetite or in weight, it could be a sign your distress is too high.

Difficulty Functioning. You might find you have more difficulty concentrating, staying on task, and being productive. And while the change in your routine may make these things more difficult, poor mental health can also be a factor.



Five Ways to Stay Mentally Healthy During the COVID-19 Outbreak

1. Seek factual information. Nothing can rev up anxiety more than misinformation, like sensationalized media coverage. Make sure that you and your kids are educating yourselves with facts, not myths. Be sure to read and watch information from reliable sources. Beware of fake news and inaccurate information being circulated.
2. Read and watch media coverage in moderation. It's easy to get caught up in the COVID-19 headline stories. While staying updated is essential, it is equally important not to watch or read media coverage to the point that it's consuming our lives. Being bombarded by information can exacerbate symptoms of anxiety.
3. Spend time with your kids/family. As more and more people are opting to stay away from public gatherings, and the hustle and bustle of everyday life has slowed down, you can take this as an opportunity to really connect with your family. We may be temporarily changing our fast-paced lives, but we don't have to stop living them.
4. Find something to do to keep you occupied. If anxiety is good for one thing, it is producing energy. Some people keep their minds spinning with worrisome thoughts and others use that energy like a catapult to help them accomplish tasks. If you find yourself feeling highly stressed and anxious, then turn that energy into power!
5. Stay focused on what's important. Whether you go for a walk or simply get outside to wash your car, look for ways to enjoy the day and be grateful. Soon, we will get back to the norm we are all used to. It's important that we all focus on what we do versus fearing what we don't.

Sources:

Bethune, S., & Lewan, E. (2017). APA stress in America™ survey: US at "lowest point we can remember"; Future of nation most commonly reported source of stress. American Psychological Association. Retrieved from <http://www.apa.org/news/press/releases/2017/11/lowest-point.aspx>.

<https://www.verywellmind.com/stay-mentally-strong-during-coronavirus-4800190>

https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2

<https://www.psychologytoday.com/us/blog/teen-angst/202003/keeping-our-families-mentally-fit-during-covid-19>

<https://www.pioneeredge.in/mentally-healthy-or-mentally-ill/>

BWD joins volunteers in CBD-wide disinfection routine



Baguio Water District staff operates the Public Market fire hydrant used as a water source during the flushing activity last March 23, 2020.

THE Baguio Water District reassured its support to the Local Government as it continues to provide assistance during a programmed clean-up and disinfection activity in the main thoroughfares of the Summer Capital's Central Business District and the Baguio City Public Market last March 23, 2020.

BWD stood up to the call for volunteers during the flushing and cleaning of some of the City's most frequented spaces in a bid to stop the local spread of the virus

causing COVID-19 disease.

BWD provided assistance by supplying water needed for the disinfection and clean-up, which started at 2:00 in the afternoon and concluded at 8:00 in the evening of the said date.

More than 20-kilometer pavement was flushed-off of possible virus contaminants including areas of Session Road, Abanao Road, Harrison Road, Magsaysay Road, and the streets of the Baguio City Public Market.

GM Royeca said the activity is in line with the District's commitment to support various undertakings of the city particularly in the maintenance of cleanliness and promotion of proper hygiene and sanitation.

Apart from BWD, the LGU-initiated disinfection and clean-up drive was joined by other volunteers from the Baguio City Mayor's Office, the Baguio City Fire Station, the Baguio City Sunshine Fire Volunteer Brigade, and the Rehabilitation Action Baguio Volunteers (RAB-V).

"Volunteers do not necessarily have the time; they have the heart." – Elizabeth Andrews



BWD prompts wise use of water supply for hygiene and sanitation purposes

THE Baguio Water District encourages consumers to sternly observe water conservation as the necessity of water is seen to rise due to the local threat brought about by the COVID-19.

The City's lone water utility highlights the importance of using water in hygiene and sanitation thus, consumers are encouraged to use their supply wisely during this dry season.

"We encourage everyone to double their efforts in conserving water during these times. The dry season has already hit us early causing our underground sources to already drop below the normal level and now with this threat of the corona virus, water is very essential to keep ourselves and our surroundings clean." BWD General Manager Engr. Salvador M. Royeca said.

Apart from using alcohol or hand sanitizers, GM Royeca said a lot more people are keen on washing their hands with soap and water thus, sufficient supply should be readily available in every household or establishment when needed.

"As every one of us contribute and exert efforts to contain the spread of the virus, most of us will be very conscious with our own hygiene. The majority will be washing their hands more often and that will definitely increase the demand for water,"



Photo credits: <https://www.shubhamacqualink.com/water-conservation-tips/>

Royeca added.

The BWD frontman added that consumers should consider limiting the use of clean potable water when taking a bath or cleaning their surroundings and avoid wastage of water.

Despite the reminder, Royeca assured that the District can satisfy the water demand of its consumers until the end of the dry season.

With around 44,507 active connections as of April 31, 2020 in Baguio City and parts of Tuba and Itogon, Benguet, the BWD's top official said contingency plans are laid out annually to ensure the equitable distribution of available supply.

"Plans for BWD's summer operations are always prearranged to prepare for the annual

artificial increase in demand, and we are confident that we will be able to fulfill our mandate," Royeca closed.

The GM reminded the residents of Baguio to observe water conservation practices including the use of bucket and dipper when taking a bath; using a tumbler or glass when brushing teeth; using washing machines with full loads only and the use of basin to avoid over flow of water; recycling of laundry water for flushing toilets, cleaning of bathrooms or washing cars; and practicing rainwater harvesting if possible, among others.

Royeca also prompted consumers to immediately report visible leaking pipes and other water supply concerns to BWD's 24/7 hotline numbers.

BWD ProFund provides members with emergency loan during ECQ

THE Baguio Water District Provident Fund (ProFund) offered a special emergency loan to qualified BWD employees during the implementation of the Luzon-wide enhanced community quarantine (ECQ) effective March 19, 2020.

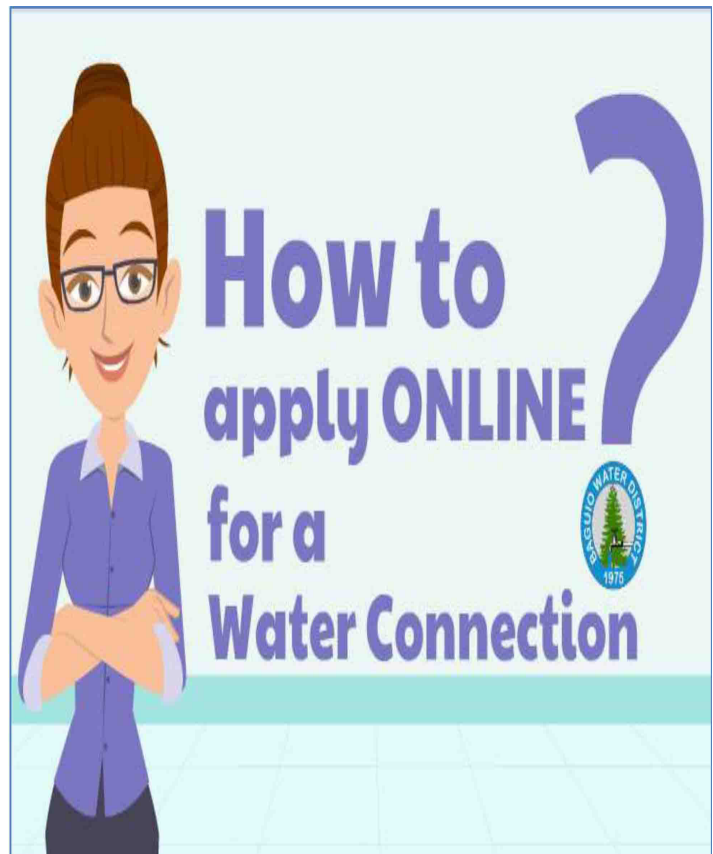
To assist its members and their immediate families financially, the leaders of the District's welfare fund, headed by its President GM Engr. Salvador M. Royeca, approved a resolution to offer an emergency credit during the height of the community quarantine.

Members of the BWD ProFund were permitted to avail of cash loans amounting to Twenty Thousand Pesos (Php20,000.00) for regular employees and Ten Thousand Pesos (Php10,000.00) for casual employees with zero (0) percent interest but with a very minimal one percent (1%) processing fee. A three-month moratorium on repayment of loan was applied and programmed to be paid in twenty-four (24) months thru salary deduction starting July 2020, when the financial effects of the COVID-19 pandemic is seen to ease up.

Further, ProFund members were also provided with a payment holiday for all types of loans during the month of March 2020 to ensure that BWD employees will be able to provide for their families during the quarantine period.



Baguio Water District
003 Utility Road, Barangay Marcoville
Baguio City, Benguet, Philippines 2600



1. Log in to Baguio Water District's official website
<http://baguiowaterdistrict.gov.ph/>
2. In the BWD homepage, choose the CONSUMER PAGE on the toolbar and click on ONLINE FILING OF WATER CONNECTION APPLICATION.
3. Fill-up the online form with the required information by ticking/clicking your answers on the questions provided.
4. Once complete, click on the SUBMIT button found at the bottom of the online form.
5. A confirmation will be sent to the email address provided by the customer. The documentary requirements for the application are likewise detailed in the confirmation email.
6. Customer may submit through email the scanned or photographed copies of the documentary requirements. Once uploaded, a BWD Customer Service Assistant (CSA) will inform through email and/or phone call the customer of the status of the water connection application.
7. An initial inspection will be conducted by the BWD Tapping Inspector.
8. After inspection, the BWD CSA will contact the customer to schedule the submission of the certified true copies of the required documents (bring original for validation) and payment of the corresponding inspection fee/s at the BWD Main Office.

Customers are encouraged to call the BWD Commercial Division at telephone numbers (074)442-6539 or send an email at bwdcommercialdiv@gmail.com for any clarifications or inquiries.