COVID-19 PSAP Checklist (v3)

Social Distancing

☐ Limit ECC access to employees and essential traffic
☐ If possible separate telecommunicators to allow 6 feet between them
☐ Stop physical console changes during shift - instead, this can be done virtually
☐ Limit training rooms and conference rooms to only ECC personnel
☐ Avoid in-person meetings/role calls unless essential - instead, use other methods such as webinars/Zoom/Skype/GoToMeeting
☐ Suspend work-related travel
☐ Suspend employee personal travel and/or institute self-isolation guidelines upon return

Policy

☐ Review COOPs/Contingency Plans and make situational adjustments as needed to include decontamination of the PSAP if it becomes necessary
☐ Activate Contingency Staffing Plans
☐ Start a conversation statewide about temporarily suspending telecommunicator certification/training requirements, during a state of emergency
☐ Test all backup equipment and sites
☐ Activate disaster security protocols for primary and backup sites
☐ Make changes to policy/procedure/protocols as needed - policy/procedure changes may come from responder partners and protocol changes may come from the dispatch protocol vendor
☐ Assign someone to monitor the protocol vendor website to keep up with changes
☐ Review all internal and external resource contact numbers to make sure they are current - such as response partners, public support agencies
☐ Ascertain if any changes can be made to lighten the non-emergency load on telecommunicators - could be an alternate center/EOC be activated, redirect of some or all non-emergency calls
Employee Health (Physical)

☐ Create or adopt health attestation form for essential visitors
☐ Use ≥ 60% hand sanitizer and deploy it at strategic points in the center (preferably at each console and in each office)
☐ Create a mobile hand washing station
☐ Implement health screenings for employees reporting to work
☐ Record temperature checks prior to entering the building – create a baseline based on CDC guidance and do not waiver from it
☐ Frequently wash your hands using soap and water for at least 20 seconds
☐ Notice to employees advising ways to stay healthy:
  o Employees should self-monitor and watch for signs and symptoms of the COVID-19 virus
  o Employees who are demonstrating symptoms or feel ill will notify their supervisor, describe their symptoms and not report to work
  o Employees who have a household member or close contact who has been diagnosed or is symptomatic will notify their supervisor and should not report to duty
  o Employees should not return to work until fully recovered from the virus and be free of symptoms for 72 hours, or on the clearance of a healthcare provider or the local health department
  o Avoid touching face, eyes, nose, mouth and any other mucous membranes
  o Practice respiratory etiquette by covering coughs and sneezes
  o Promptly dispose of used tissues in a trash receptacle
☐ Consider limiting employees to pick up food while on duty
☐ Identify available CISM support, establish check-in schedule with CISM resources
☐ Monitor staff physical and mental health as the event unfolds
☐ Managers should track first responder/emergency responder testing sites and provide information to staff as necessary. If PSAP staff is not included in the first responder/emergency responder testing, refer to the CISA Guidance on Essential-Critical Infrastructure Workers document.
**Employee Health (Mental)**
- Managers/Supervisors/Peers should watch for atypical signs in behaviors and report/address them as early as possible.
- Identify available CISM support, establish check-in schedule with CISM resources.
- Provide staff information regarding Employee Assistance Programs (EAP) and Peer Support teams - if applicable to your organizations.
- Provide staff with information regarding community resources. (food, financial assistance, healthcare options)
- Direct employees to the NENA [Wellness Continuum portal](#) where they can obtain information on mental and physical health along with guidance for managers in dealing with high impact events. See the [Post Tragedy Care Plan Checklist](#) that can assist PSAP Managers with these events.

**Public Information**
- Create a contact schedule or recurring conference call with response partners to keep informed of changing policies, procedures, protocols or plan.
- Create media messages including social media messages to assist the public accessing assistance and information - include any agency services that have been suspended.

**Cleaning & Supplies**
- Contract with industrial cleaning agency for deep cleaning should it become necessary.
- Increase the frequency of existing janitorial services.
- Disinfect surfaces at every shift change if possible, but at least twice a day.
- Ensure adequate cleaning supplies are on hand.
- Supplies for extended shifts.