

## 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  $\geq 60\%$  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:
  - Employees should self-monitor and watch for signs and symptoms of the COVID-19 virus
  - Employees who are demonstrating symptoms or feel ill will notify their supervisor, describe their symptoms and not report to work
  - 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
  - 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
  - Avoid touching face, eyes, nose, mouth and any other mucous membranes
  - Practice respiratory etiquette by covering coughs and sneezes
  - 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