

# DU-COMM

DuPage Public Safety Communications

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DU-COMM Memorandum 20-002

Issue/Revision Date: 03/11/2020

## COVID-19 CONTINUITY OF OPERATIONS PLAN (COOP)

Effective Date: 03/11/2020

Rescinds/Amends N/A

No. of Pages 4

Attachments: [COVID-19 Prevention and Planning](#)  
[COVID-19 CDC Fact Sheet](#)

Revision No. 1.0

### 1.0 PURPOSE

1.1 The purpose of this Memorandum is to establish a Continuity of Operations Plan (COOP) for the novel Coronavirus, now known as COVID-19 flu outbreak, to keep our employees safe while maintaining our ability to perform our mission critical operations.

### 2.0 PERSONS AFFECTED

2.1 All Personnel

### 3.0 POLICY

3.1 It is the policy of DU-COMM to establish a Continuity of Operations Plan (COOP) to ensure all appropriate steps are taken to keep our employees safe and healthy during the COVID-19 flu outbreak. This will be accomplished to the best of our ability while ensuring we can maintain our mission critical operations. There are three levels of anticipated response, but changes may be required based on conditions.

### 4.0 PROCEDURE

4.1 This memorandum outlines different levels of actions that can be taken to minimize the impact of the outbreak.

4.2 DU-COMM is following the guidance of the Centers for Disease Control (CDC), the Illinois Department of Public Health (IDPH) and the DuPage County Health Department (DCHD) to establish our response and inform our employees and actions.

4.3 DU-COMM's primary mission is to receive and process calls for service and dispatch the appropriate police, fire, and EMS response for the agencies and citizens we serve.

- 4.4 The Executive Director is responsible to ensure compliance to this Written Directive and its associated policy and procedure.
- 4.5 All Department Heads are responsible to ensure compliance to this Memorandum.
- 4.6 All Managers, Supervisors, and On-Duty supervisors are responsible to ensure compliance to this Memorandum for all employees under their direct supervision.
- 4.7 All personnel are responsible to understand and comply with this Written Directive and its associated policy and procedure.
- 4.8 The Executive Director or Designee will be responsible for determining what level of the COOP plan the agency is operating under.
- 4.9 Employees who travel outside of the United States, or otherwise have had contact with a suspected COVID-19 patient, should advise your Supervisor and/or HR, so appropriate steps can be taken. Those steps will be based on CDC and DuPage Health Department Guidance.
- 4.10 Any employee who is symptomatic with breathing problems, fever and feeling ill, should be sent home and advised to seek medical care and clearance to return to work.

**5.0 Level 1**

- 5.1 Level 1 is implemented during an emerging threat based on disease activity.
- 5.2 Level 1 is the initial activation and beyond the initial steps below, command personnel will begin to actively monitoring the situation.
- 5.3 The Operations Department will keep current with CDC, IDPH, and NM CDH guidelines for 9-1-1 call intake, and update our procedures with our first responders.
- 5.4 Share information to employees on personal preventive actions that can be taken.
- 5.5 Order supplies as needed to ensure appropriate inventory (includes facemasks, soap, hand sanitizer, paper, etc.).
- 5.6 Normal operating conditions for Operations staff, shift rotations continue as scheduled.
- 5.7 Normal operating conditions for Administrative, Support Services, and Operational Support personnel continue as scheduled.
- 5.8 Command staff prepare for the escalation and possibly implement elements of a higher level response.

## **6.0 Level 2**

- 6.1 Level 2 is implemented based on elevated situational conditions
- 6.2 Level 2 activation will require some specific considerations to be enacted by Command staff.
- 6.3 Consult with Northwestern CDH Medical Control for any operational changes in call intake.
- 6.4 Tours of the communications center, sit-a-longs, and other visits will be suspended.
- 6.5 All public events, meetings, and in-person interviews will be reviewed to be determine if they should be cancelled or conducted by electronic means (i.e.: conference call or video conference).
- 6.6 Consideration will be made on cancelling any outside training, or limiting visitor access within the building.
- 6.7 Access to the communications center will be limited to people working in the center, or have a critical need to access the facility.
- 6.8 Any vendor needing access to equipment rooms shall use the MEP corridor, not the communications center, to access the equipment rooms.
- 6.9 Operations personnel should work at alternating consoles to increase space between co-workers when possible.
- 6.10 Normal operating conditions for Operations staff, shift rotations continue as scheduled.
- 6.11 Normal operating conditions for Administrative, Support Services, and Operational Support personnel continue as scheduled.
- 6.12 Consideration and planning should be given to allow for telecommuting for non-operational personnel to reduce the number of people in the workplace.
- 6.13 All food ordered by staff and delivered to the Center will be paid for electronically, so that no money (cash) changes hands. Personnel shall use the pass-through window and secure box to receive the food. At no time, will any personnel come in personal contact with the food delivery worker.
- 6.14 The sharing of open food should be suspended in the center, offices, and the kitchen unless individually wrapped.
- 6.15 Fresh air will be cycled into the center at least once per shift by the On-Duty Supervisor.

**7.0 Level 3**

- 7.1 Level 3 will be implemented if the area is having a local community spread and/or center personnel becomes limited.
- 7.2 Level 3 activation will require some specific considerations to be enacted by Command staff.
- 7.3 Consult with Northwestern CDH Medical Control for any operational changes in call intake.
- 7.4 Implement emergency staffing plan implementation for Operations personnel either based on increased call level and/or reduction in available healthy personnel to work.
- 7.5 Consideration shall be given to radio channels consolidation to increase call taking or reduce required staffing.
- 7.6 The Executive Director, or designee, shall declare an emergency if needed.
- 7.7 Emergency staffing should be implemented. Non-essential personnel shall be moved to a telecommuting role if possible.
- 7.8 Administrative, Support Services, and Operational Support personnel shall be scheduled in a rotational assignment to maintain on-site support while other personnel work remotely.
- 7.9 Fresh air will be cycled into the center every four (4) hours by the On-Duty Supervisor.

**8.0 Additional Measures**

- 8.1 DU-COMM Department Heads will consider and review any other recommended actions from the CDC, IDPH, or DCHD and provide additional instructions or update this memorandum.
- 8.2 Additional cleaning should be requested from DuPage County Facilities and directed by DU-COMM staff if needed.
- 8.3 Consideration of other capabilities to ensure the continuity of operations and ensure the primary mission of the organization is met.

**Executive Director/Department Head**

*Brian Tegtmeyer*

*March 11, 2020*

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Name

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Date