

HR & Wellness Best Practices for PSAPs During the COVID-19 Pandemic

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COVID-19

What Has Changed?

- **Based on the spread of the COVID-19 virus, national, state and local governments have declared states of emergency.**



We're All Impacted

- **This state of emergency has had a variety of impacts on public-safety telecommunications.**
- **Today, we will look at the human-resource implications in your 9-1-1 center.**



Government Authority During Emergency Declarations

Union Contracts

- **Many collective bargaining agreements contain language that allows for the relaxation of some contract provisions during declared emergencies.**



Scheduling

- Alter work schedules
- Limit time off
- Cancel vacations
- Travel limitations/manpower needs

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Month Week Day Dashboard Goto Date **March 2020** Location: Communications (Filter: [New](#) | [Saved](#)) Duty Assignments Prev Next

Daylight Savings Time starts 03/08/2020

View: Month Week Day Dashboard Legend Select Location Select Action

Schedule User	Wed 18	Thu 19	Fri 20	Sat 21	Sun 22	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27
2 DeVito Danny									0000-1600(OT)*	
3 Bassinger Kim	0800-1700 Trainer	0800-1700 Trainer	0800-1700 Trainer			0800-1700 Trainer	0800-1700 Trainer	0800-1700 Trainer	0800-1700 Trainer	0800-1700 Trainer
4 Becker Carrie						0800-1700(TG)				
5 Blake Madge	0800-1700(TG)	0000-0800(OT)	0800-1700(TG)			0800-1700(TG)	0800-1700(TG)	0800-1700(TG)	0800-1700(TG)	0800-1700(TG)
6 Booth Tim	2200-0800	2200-0800	2200-0800	2200-0800	1600-0000	1600-0000	1600-0000	2200-0800	2200-0800	2200-0800
7 Ellis Christine	1600-0000	0830-1130 Court		1600-0000	1600-0000	1600-0000	1600-0000(AB)	1600-0000	0800-1130 Court	
8 Fonda Jane						0800-1700(TG)				
9 Hanks Tom	1600-0000	1600-0000*	0800-1200 Meet		1600-0000*	0800-1600(TR)*16	1600-0000	1600-0000	1600-0000*	
10 Hardy Tom - 2						0000-0800(OT)				
11 Jager Mick	0000-0800 On Cal	0000-0800 On Cal	0000-0800 On Cal			0000-0800 On Cal	0000-0800 On Cal	0000-0800 On Cal	0000-0800 On Cal	0000-0800 On Cal
12 Kidman Nicole	0800-2200(OT)				0800-2200(OT)			0800-2200(OT)		
13 Loll Ronny										
14 Mancuso Robert										
15 Napier Alan	0600-1600	0000-1600(OT)			0600-1600	0600-1600	0600-1600	0600-1600		
16 Oldman Gary	0800-1600	0800-1600			0800-1600	0800-1600(TA)	0800-1600	0800-1600	0800-1600	
17 Palance Jack	0000-0800				0000-0800	0000-0800	0000-0800	0000-0800		
18 Perkins Gil				0000-0800	0000-0800	0000-0800	0000-0800	0000-0800		
19 Peterson Lauren					0000-0800	0000-0800	0000-0800	0000-0800	0000-0800(OT)	
20 Pitt Brad	0000-0800				0000-0800	0000-0800	0000-0800	0000-0800		
21 Prince Diana						0800-1600(OT)				
22 Stevens Samantha	0000-0800*				0000-0800*	0000-0800*	0000-0800	0000-0800*		
Total Scheduled Resources	11	9	4	6	13	14	10	11	9	4

Continuity of Operations Plans (CoOPs)

- **Every center should have a Continuity of Operations Plan.**
- **Samples of these plans are available at the NENA COVID-19 Resource Page**
 - **nena.org/covid19**

Families First Coronavirus Response Act (FFCRA)

- **On March 18, 2020, President Trump signed into law H.R. 6201 known as the Families First Coronavirus Response Act (FFCRA) with an effective date of Apr 1, 2020.**



What the FFCRA Does

- **Provides 2 weeks emergency paid sick leave to employees who are quarantined, suffering the effects of COVID-19, or caring for someone in isolation or children home from school due to closures.**

What the FFCRA Does

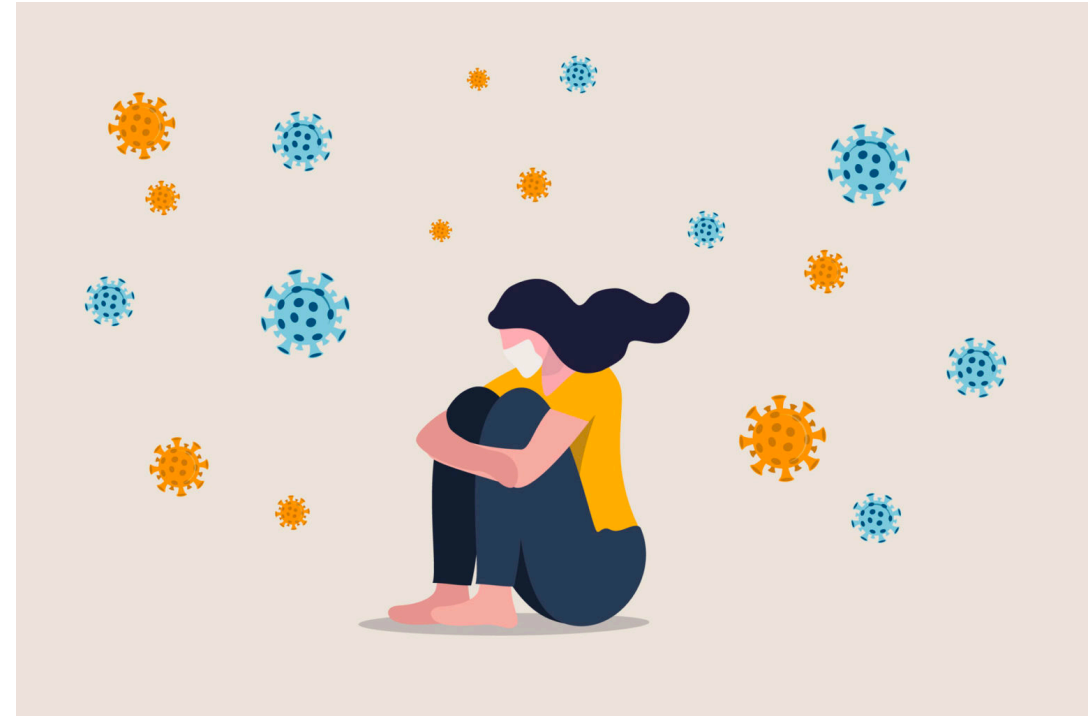
- **Additional FMLA benefits cover the need to provide child-care due to school closures or child-care unavailability.**
- **Benefit includes up to 12 weeks of leave with the first 2 weeks unpaid and the last 10 paid at 2/3 pay but not more than \$200.00 per day.**

Wellness Ideas & Best Practices



Research on Stress Predictors

- **Novelty**
- **Predictability**
- **Control**
- **Social evaluation**
- **9-1-1 job description**
- **The world of COVID-19!**



Illustration/iStock

Confronting Stress

- **Stress and distress are intimately linked with...**
 - **How we think**
 - Evaluating our own appraisals, our labels
 - **How we behave**
 - Problem-focused coping versus emotion-focused coping
 - Smile
 - Breath
 - **How we emote**
 - Developing awareness, committing to our values

Why Isn't This Working?

- **Naturally anxiety-provoking, particularly if you were already on the anxious side**
- **Worry**
 - **Tolerance of uncertainty – we have limited certainty on anything**
 - **Catastrophic thinking – we are inundated with catastrophic predictions**
 - **Information overload – we are overloaded with information that we cannot fully process**
- **This has tapped many of us on so many levels**
 - **Financially, interpersonally, family commitments**

What Can I Do?

- **Pick one self-care technique each day and stick to it**
- **Don't wellness shame yourself or others**
- **Don't let your self-care goals compete**
- **Acceptance, versus the ugly side that is experiential avoidance**
- **Self-compassion**
 - **Evaluate your expectations**
 - **Say “no” and don't feel bad**
 - **Forgive yourself for losing it. You probably have had your moments.**
 - **<https://mindfulnessexercises.com/free-self-compassion-exercises/>**

STEP ① Recognize How Your Unmanaged Stress Cascades to Others

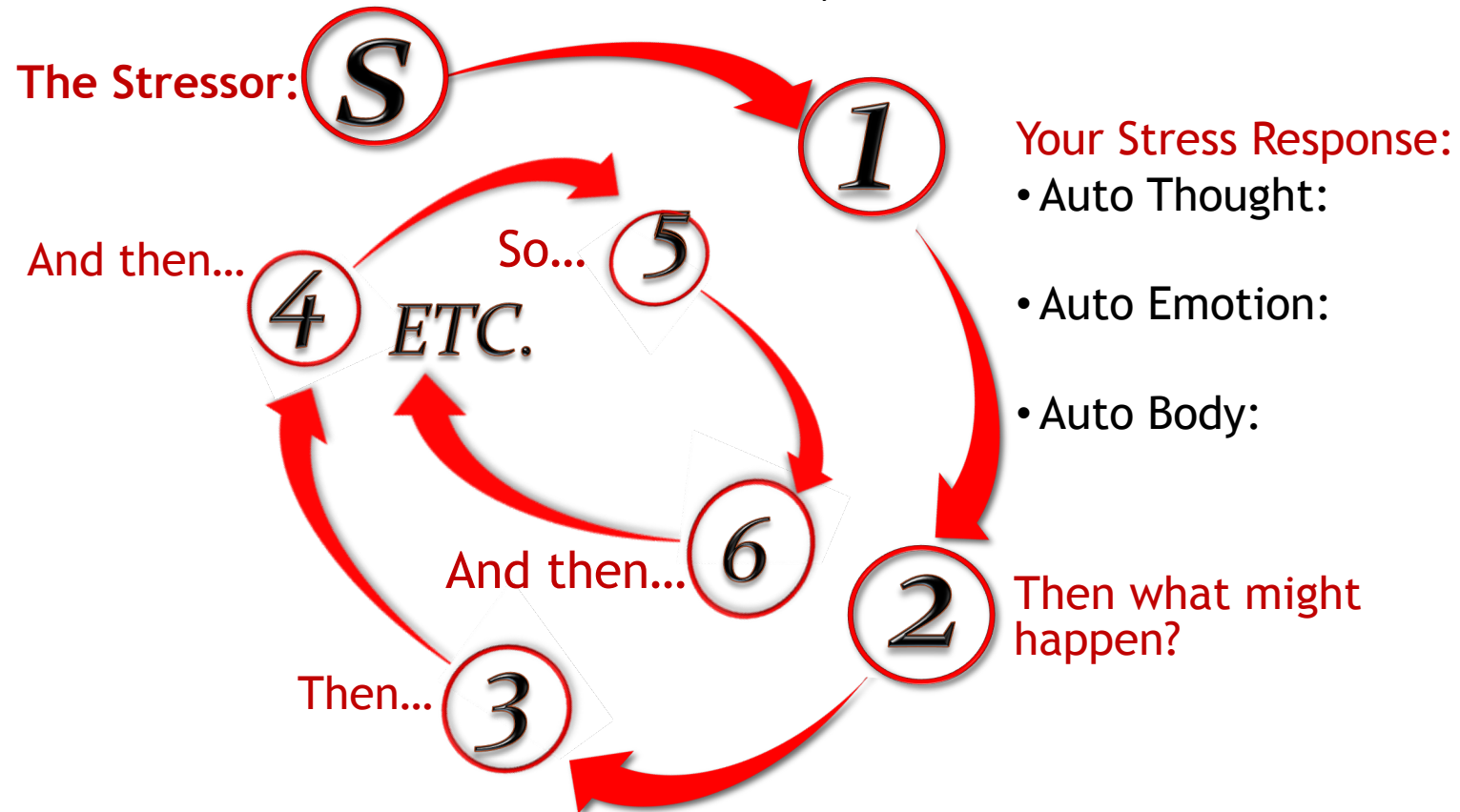
Stress Cascade Example



STEP ① Recognize How Your Unmanaged Stress Cascades to Others

Exercise: I.D. Your Own Stress Cascades

A. Choose one stressor ("S" below) to work on; B. Work solo to identify/write down your predictable Stress Response, including the three Auto's (1 below). C. Explore how that might then fuel disturbance within you, others, and between all... At each number write down how that may cascade to another level..

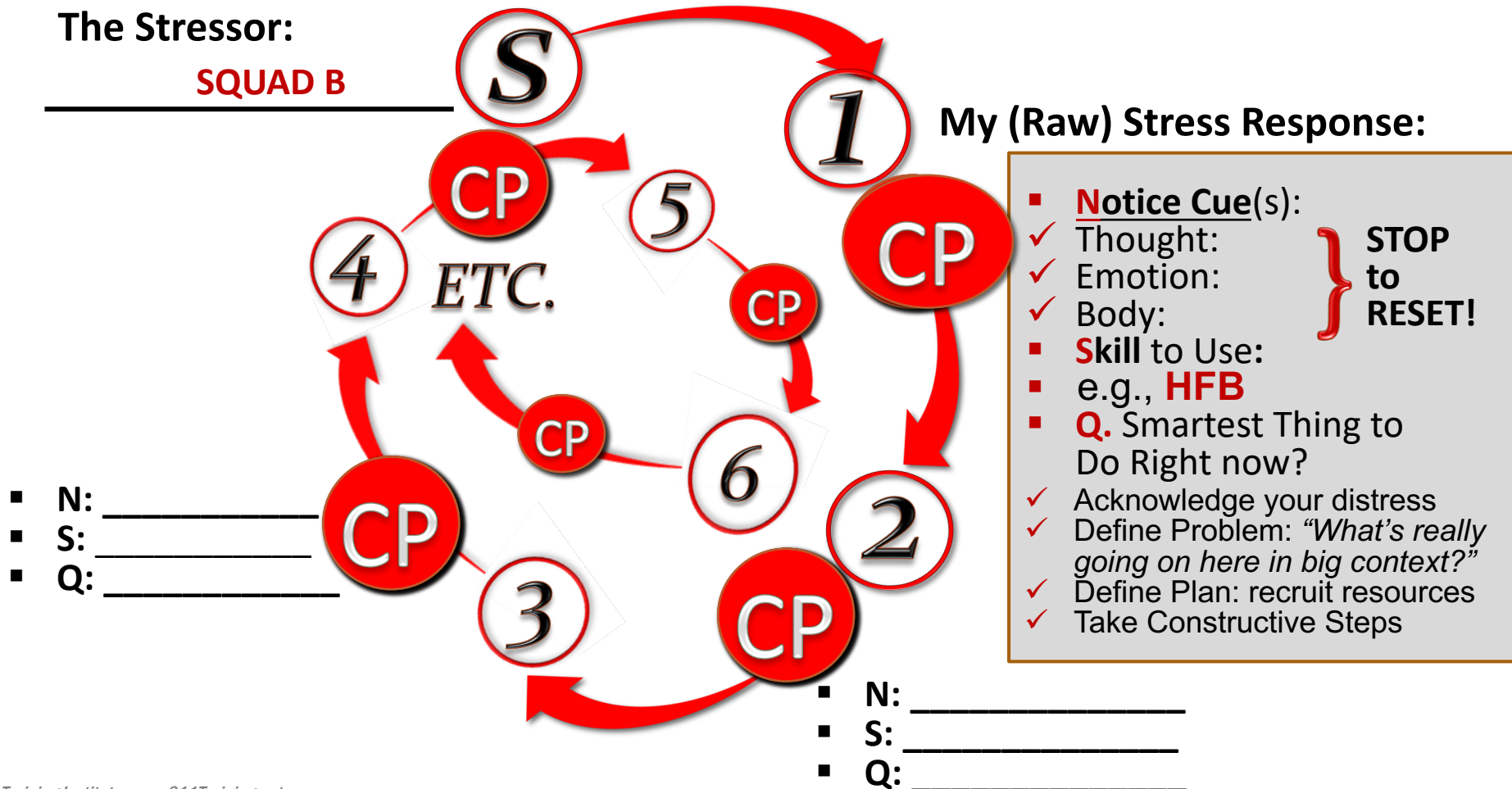


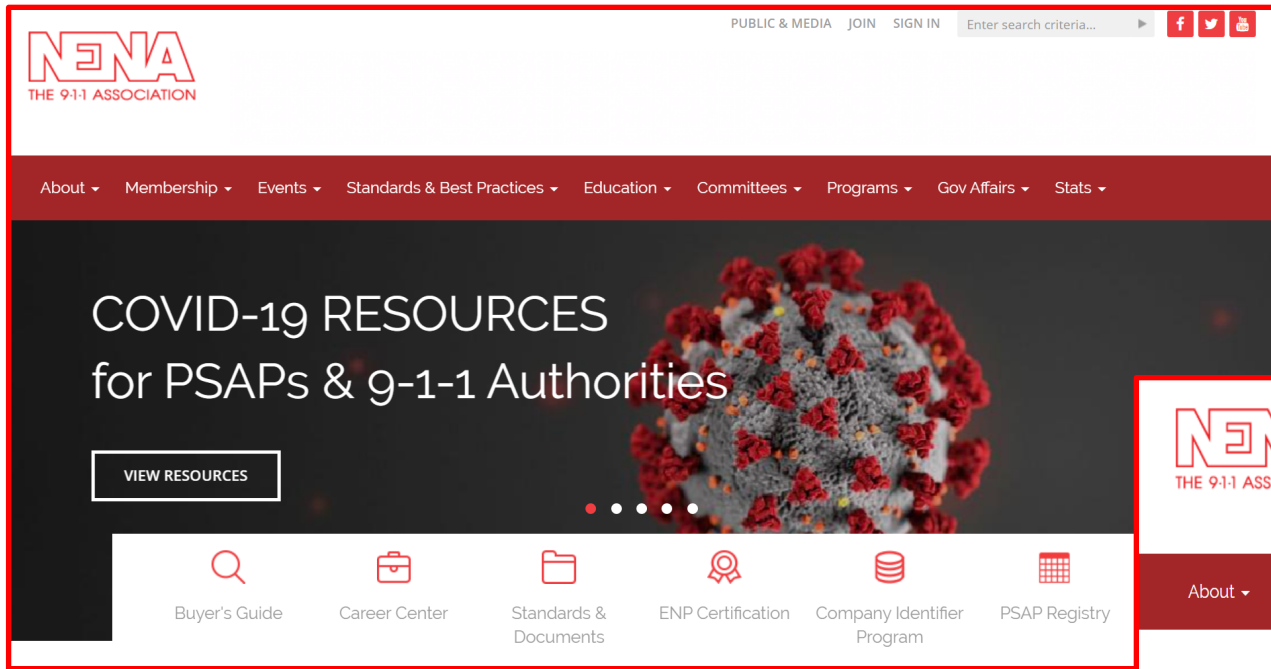
STEP 2 PREVENT THE STRESS CASCADE To Optimize Resilience & Performance

INSTRUCTIONS: Insert the titles of your stressor and your own Stress Cues. Then identify how you can create CPs to prevent the cascade, following the “N...S...Q” guidance below.

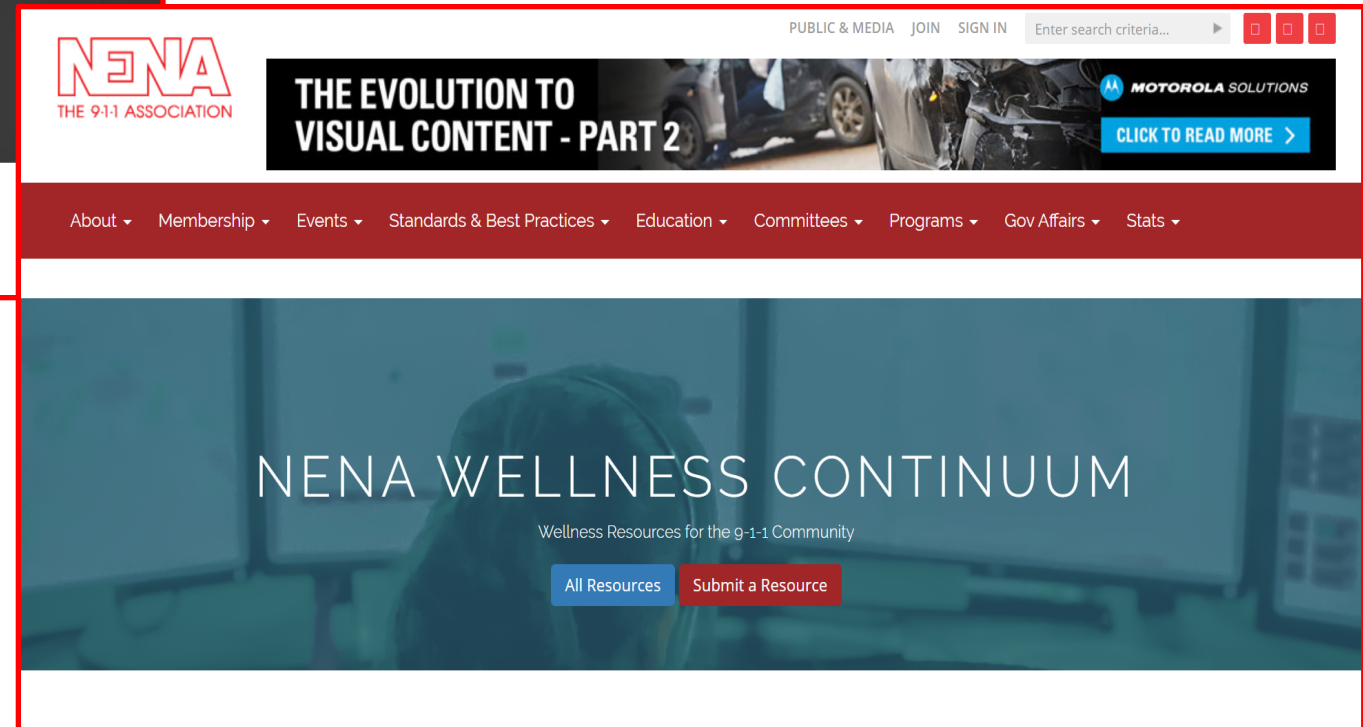
The Stressor:

SQUAD B





nenana.org/covid19

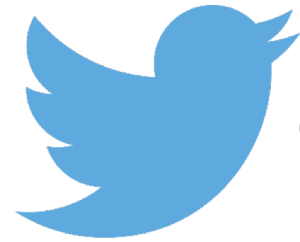


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Questions?



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