



TRACY POLICE DEPARTMENT
BUREAU OF SUPPORT SERVICES PROCEDURE MANUAL

COMMUNICATION UNIT S.O.P. – 20-02			
TRIAGE QUESTION - CORONAVIRUS			
ISSUED: 3/24/20	REVISION NUMBER:	REVISED: N/A	EFFECTIVE: 3/21/20
<u>PURPOSE:</u> The purpose of this procedure is to establish approved triage questions related to the Coronavirus.			
<u>GENERAL INFORMATION:</u> There is a necessity to have approved triage questions for employees to ask citizens who are requesting personal contact by Public Safety personnel to help limit the exposure to the Coronavirus (COVID-19). Employees should remember that not all callers will be able to answer the question and they should still use the guidelines set forth by the County Public Health Department and Centers For Disease Control and Prevention. This order expires at the end of the City Manager's emergency declaration or by order of the Chief of Police.			
<u>PROCEDURE:</u> Any employee who talks with a citizen over the phone who is requesting personal contact by Public Safety personnel should ask the below triage question. The question should be asked after all other priority information is obtained from the caller (i.e. address, nature of the call, weapons, etc.). Approved Triage Question: In the interest of Public Safety, have you or anyone else at this location been exposed to or have the Coronavirus? If the call for service is handled by dispatch they will document the response in CAD using one of the below options: <ul style="list-style-type: none">• COVID YES• COVID NO• COVID UNKNOWN Dispatch will advise responding officers as follows: <ul style="list-style-type: none">• If the answer is yes, advise 1036H, over the radio<ul style="list-style-type: none">○ The dispatcher will then follow up with an MDC message to ALL units that the 10-36H is for (i.e. COVID, HIV, Hepatitis, etc)• If the answer is unknown, advise 1036H unknown, over the radio• If the answer is no, advise 1036H no, over the radio If Tracy Police Department request South County Fire Authority to respond to a call for service, our dispatch center will advise Stockton Fire Dispatch the response to the triage question.			

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PREPARED BY: Michele Clubb Communications Unit Supervisor	
APPROVED BY: 	AUTHORIZED BY: 
Police Support Operations Manager Beth Lyons-McCarthy	Acting Chief Alex Neicu