

CHECKLIST OF URGENT ACTIONS FOR EMERGENCY COMMUNICATIONS CENTERS (ECCs) TO MITIGATE THE IMPACT OF THE COVID-19 PANDEMIC

SUSTAIN ESSENTIAL PSAP FUNCTIONS

- Triage incoming calls:
 - messaging to notify callers to anticipate delay in service
 - offload non-emergency calls lines to a recording to notify callers to anticipate delay in service or alternate number(s) to call
 - work with medical director/public health official on appropriate questions for COVID-19
 - adopt [CDC policies](#) on modified caller queries
- Prepare alternate work locations
 - activate back-up centers or employ mobile command center as alternate work locations
 - identify tertiary locations as additional facilities (e.g., off-site training centers, training rooms, conference rooms, office buildings, etc.)
 - revisit / develop mutual-aid agreements/policies with neighboring PSAPs to supplement staffing as needed
 - review facility evacuation and relocation plans with personnel
- Monitor for potential cybersecurity threats

PROTECT STAFF

- Develop a rotational plan for extended occupation within the ECC in the event of staff impact
 - establish wellness check before and during shifts
- Implement facility protective measures
 - allow only essential personnel into the ECC
 - limit what is coming into the ECC (e.g., carryout / food delivery services, etc.)
 - avoid congregating / establish physical and social distancing
 - establish daily cleaning and sanitizing procedures for individual workstations, common areas, and all workspace surfaces / public areas (restrooms, breakrooms, sleeping areas)
- Restrict staff's secondary employment / volunteer EMS activities to minimize exposure
- Limit staff's use of public transportation
- Maintain a 60-day supply of essentials
- Protect mental health by relaxing some policies to allow flexibility
 - Be transparent and inform staff with accurate, relevant, and timely information
- Develop / retrain personal hygiene practices as recommended by CDC

PLAN FOR STAFF SHORTAGES

- Coordinate with labor stewards and human resources to make temporary modifications to shift, scheduling, and leave policies
- Suspend ancillary PSAP duties to relieve personnel of non-essential functions
- Identify staff that can be re-assigned to essential duties, i.e., training coordinators, shift supervisors, Quality Assurance (QA)
- Succession plan—make sure everyone knows role and responsibility if someone is ill

KEEP INFORMED

- Maintain situational awareness of the COVID-19 pandemic. Establish a routine to monitor Federal, State and Local briefings and guidelines
- In concert with elected and public health officials, develop and distribute public education materials to inform your community and proactively reduce non-emergency calls
- Maintain contact with the local emergency operations center (EOC) and provide situation reports as requested or on a scheduled basis

ONLINE RESOURCES

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Federal Emergency Management Agency \(FEMA\)](#)
- [National 911 Program COVID-19 Pandemic Response Plan](#)
- [National Association of State 911 Administrators \(NASNA\)](#)
- [National Emergency Number Association \(NENA\)](#)
- [Association of Public Safety Communications Officials \(APCO\)](#)