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:
  o messaging to notify callers to anticipate delay in service
  o offload non-emergency calls lines to a recording to notify callers to anticipate delay in service or alternate number(s) to call
  o work with medical director/public health official on appropriate questions for COVID-19
  o adopt CDC policies on modified caller queries

☐ Prepare alternate work locations
  o activate back-up centers or employ mobile command center as alternate work locations
  o identify tertiary locations as additional facilities (e.g., off-site training centers, training rooms, conference rooms, office buildings, etc.)
  o revisit / develop mutual-aid agreements/policies with neighboring PSAPs to supplement staffing as needed
  o 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
  o establish wellness check before and during shifts

☐ Implement facility protective measures
  o allow only essential personnel into the ECC
  o limit what is coming into the ECC (e.g., carryout / food delivery services, etc.)
  o avoid congregating / establish physical and social distancing
  o 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
  o 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)