
	COVID-19 CONTINUITY OF OPERATIONS PLAN (COOP)			
	GLENVIEW PUBLIC SAFETY DISPATCH CENTER			
	Effective: 03/29/20	Revised: N/A	Pages: 2	

1.0 Objective

- 1.1 The purpose of this document is to establish a Continuity of Operations Plan (COOP) for the novel coronavirus and the COVID-19 illness, to keep employees safe while maintaining our ability to perform mission critical operations.
- 1.2 This is plan developed on currently available information and is subject to change at any time based on new or developing information.

2.0 Definition



- 2.1 The novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold.
- 2.2 COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans.

3.0 Procedure

- 3.1 This procedure outlines different levels of actions that can be taken to minimize the impact of the outbreak
- 3.2 GPSPDC follows the guidance of the Centers for Disease Control (CDC), the Illinois Department of Public Health (IDPH), the Cook County Health Department, and the Lake County Health Department to establish our response and inform employees of our actions.
- 3.3 GPSPDC's primary mission is to receive and process calls for service and dispatch appropriate police, fire, and EMS response for the agencies and citizens we serve.
- 3.4 The Director is responsible to ensure compliance to this written plan.
- 3.5 All supervisors are responsible to ensure compliance to this plan for any staff under their direct supervision.
- 3.6 All staff are responsible to understand and comply with the COOP and any associated policy or procedure.
- 3.7 The Director or designee will be responsible for determining what level of the COOP the agency is operating under.
- 3.8 Employees who travel or have contact with a suspected COVID-19 patient should advise your supervisor and/or the Director or Deputy Director. Appropriate steps based on CDC or public health department guidance will be taken to protect employees and the operations of GPSPDC's dispatch centers.
- 3.9 Any employee who becomes ill while at work should be sent home.

4.0 Level 1

- 4.1 Center management will keep current with CDC, IDPH, County Health Department, and the Advocate Lutheran General Hospital (LGH) medical system director to update procedures for processing medical calls, and dispatching all responders.
- 4.2 Update employees on personal protective actions to be taken
- 4.3 Normal operating conditions for staff. Regular schedules and shift rotations will be followed

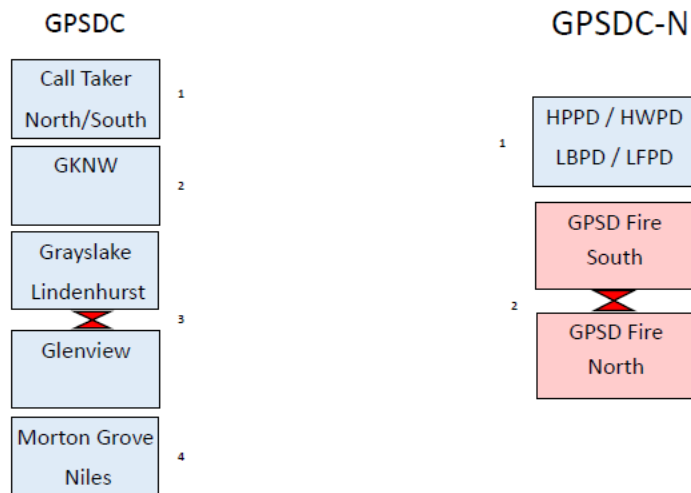
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- 4.4 Remote work whenever possible for administrative/support staff
- 4.5 Limit non-essential personnel from entering the dispatch center
- 4.6 Temperature screening of employees at the beginning and end of shift.
- 4.7 Begin preparing for escalation to a higher level of response.
- 5.0 Level 2
 - 5.1 Level 2 will add additional components to protect staff and operations.
 - 5.2 There will be no open/shared food items in the centers.
 - 5.3 Shift rotations and schedules will remain the same, however staffing levels may be adjusted and talkgroups may be combined.
 - 5.4 Staff may spread out in the centers to maintain as much distance as possible.
 - 5.5 Outside training is cancelled, and travel for Village business is limited
 - 5.6 Staff will not leave the building during breaks. Food delivery is still acceptable.
- 6.0 Level 3
 - 6.1 Level 3 will be considered the highest level and represents significant limits to available personnel
 - 6.2 Time off may be cancelled if personnel are needed to staff the dispatch center
 - 6.3 Shift rotations may be altered to allow for staffing and proper breaks/relief of staff
 - 6.4 Operations may be combined or limited to one dispatch center.
- 7.0 Additional Measures
 - 7.1 Parts of any level may be combined or utilized without fully implementing the level
 - 7.2 Staff feedback and needs will be considered while implementing any level. The goal is keep staff safe and continue our core mission of answering 911 calls, and dispatching responders
 - 7.3 Additional cleaning and sanitizing will be done in both dispatch centers.

South Center and North Center Fire Operations Patched



This is a summary of fire operational changes that GPSDC has made as part of our transition to Level 2 of our Continuity of Operations Plan (COOP) which is attached to this document. Level 2 focuses on the reduction of staff working each shift and in each of the dispatch centers. In order to reduce staff we needed to reduce the number of radio positions needing to be staffed, so we analyzed each of the radio frequency/talkgroups in our north and south center to determine the current activity levels and the feasibility of patching multiple frequency/talkgroups together.

We operate two fire dispatch radio positions between the two centers, in the south center Glenview and Glencoe fire operate on STARCOM talkgroup GV-Fire Main and in the north center Lake Bluff, Lake Forest, and Highland Park on conventional VHF radio frequency ESRN Fire. The decision was made to patch these two fire dispatch channels into one dispatch position leaving each of the agencies operating on their assigned portable channel but combined to allow one 9-1-1 Telecommunicator to dispatch all 5 agencies without having to monitor two different radios. This requires each agency to operate with the understanding the radio traffic will be increased during this time, and currently will require Glenview and Glencoe to communicate with the TC's in the north center during this operational change due to the TC dispatching the fire desk will be located in Highland Park at GPSDC-N. We have realized all possible efficiencies we can with the patching of our two Fire operations, but should we need to adjust staffing in the future the fire operations desk might be moved to the south center. Any changes will be communicated to each of our agencies as soon as we identify the need.



Our staffing level minimums have been reduced from 5 (south) and 2 (north) to 4 (south) and 2 (north) ultimately with these changes we are able to see a reduction of 3-4 TC's and Supervisors reporting to work each day. Our intention is to reduce the chance of exposure while maintaining a reasonable level of service now and in the future should we see staff becoming ill.

All fire operation communications from Glenview and Glencoe personnel should use [REDACTED] to communicate with your dedicated fire TC.

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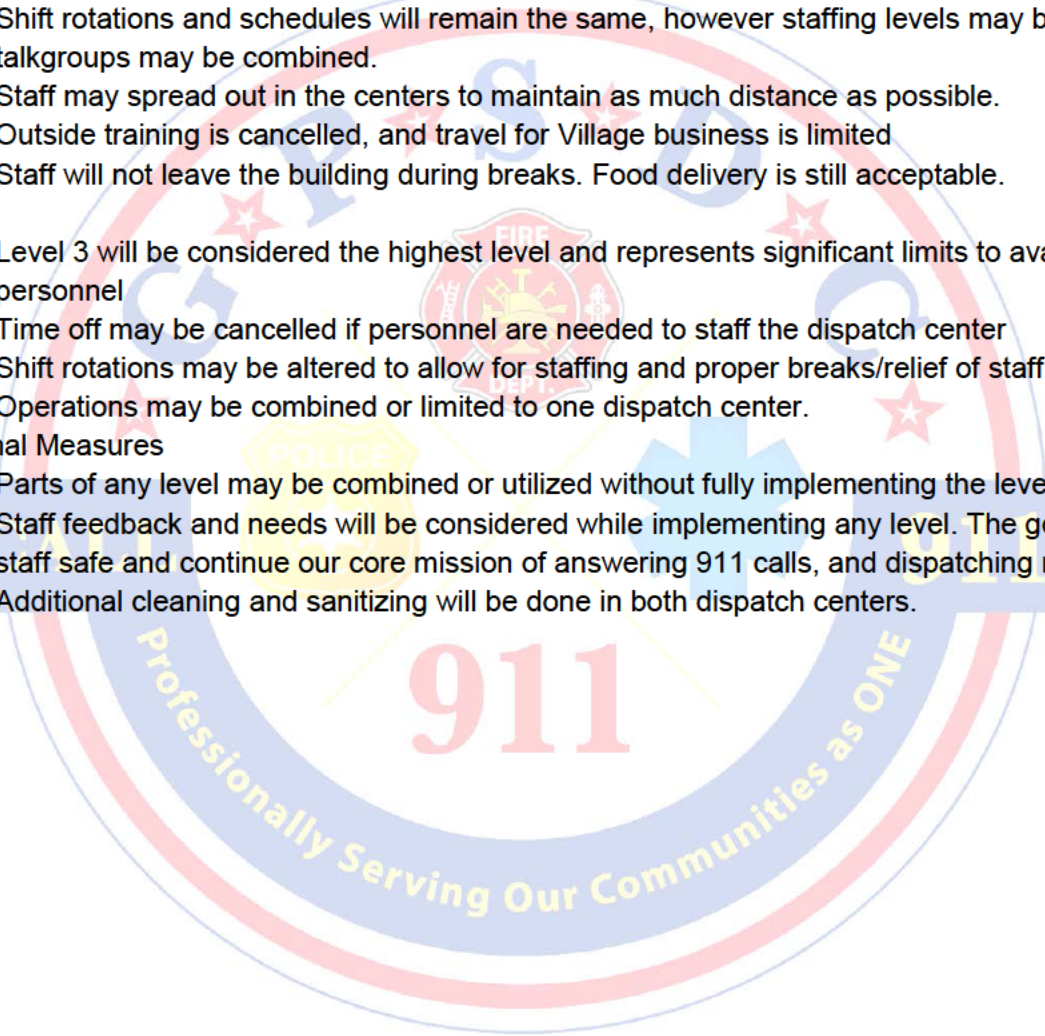
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From: [Brent Reynolds](#)
To: dgraf@lakebluff.org; SiebertP@cityoflakeforest.com; [Kevin Cronin](#); [Amidei.Larry \(LAmeidei@cityhpil.com\)](mailto:Amidei.Larry@cityhpil.com); [Olson Stanley](#); [Cary Lewandowski \(clewandowski@villageofglencoe.org\)](mailto:Cary.Lewandowski@villageofglencoe.org); [Mary Saikin](#); [Tony DeRose](#); [Mike Rutkowski](#)
Subject: FW: EMD - CORONAVIRUS Procedures- EIDS UPDATE
Date: Monday, March 2, 2020 9:28:58 PM
Attachments: [Infectious Disease Surveillance Tool Update 030220.docx](#)

We first started using the Surveillance tool on January 29th and between then and today March 2nd we have had 790 EMD cases created in ProQA and of those 49 qualified to launch the Surveillance tool.

As things continue to evolve we will send out updates on what we are doing related to EMD and dispatch protocols. The attachment and email below was distributed to staff this evening and the EMD software was updated.

From: Ann Marchiafava
Sent: Monday, March 2, 2020 9:13 PM
To: Public Safety Dispatch <gpddispatch@glenview.il.us>
Subject: FW: EMD - CORONAVIRUS Procedures- EIDS UPDATE

All,

An Updated **Emerging Infectious Disease Surveillance Tool (EIDS)** has been uploaded with the newest version of ProQA at every position.

Also saved here: [G:\Public Safety Dispatch\EMD Resources\Infectious Disease Surveillance Tool Update 030220.docx](#)

Since 01/29/20 there have been 790 cases where EMD was launched. Of those, the EIDS tool was launched 49 times.

This tool MUST be launched any time a patient has flu like symptoms, respiratory issues, or reports recent travel to Asia, or contact with someone who has possibly been infected. **If you think you should use the tool, use it!**

Please read the attached instructions. Supervisors will be asking you to create test calls to ensure understanding. ****Please mark all as test calls.**

Remember: Give as much specific information to responders as possible. "Patient was in Asia 3 weeks ago and now has a high fever and cough."

Responders are relying on us to give them the information prior to their arrival on scene based on our questioning.

Please ask if there are any questions.

Annie

From: Peter Simonetti

Sent: Wednesday, January 29, 2020 6:35 PM

To: GPSDC South Dispatchers <GPSDCSouthDispatchers@glenview.il.us>; GPSDC North Dispatchers <GPSDCNorthDispatchers@glenview.il.us>

Subject: EMD - CORONAVIRUS Procedures

All –

Our medical director has approved the use of the ‘Emerging Infectious Disease Surveillance Tool’ that is built into ProQA. This tool will help to identify possible contact with the Coronavirus that has been widely reported on in the news. Any time a patient has flu-like symptoms, or reports recent travel to China, we should be using the tool. This is for the safety of first-responders as well as the public.

If the tool indicates possible exposure to the Coronavirus, verbally notify all responders immediately. Do not wait until the end of EMD.

It is imperative that you read through the attached guide, and practice multiple test calls in ProQa. Due to media coverage, it is likely that you will take a call for somebody concerned that they may be infected.

Pete Simonetti | 911 Shift Supervisor

Village of Glenview | Public Safety Dispatch

2500 East Lake Avenue | Glenview, IL 60026

☎: 847-901-6111 | : 630-415-5568 | ✉: PSimonetti@glenview.il.us

[Click here](#) to sign up for our weekly e-Glenview newsletter.

Infectious Disease Surveillance Tool (updated 030220)

If reported symptoms are flu-like (fever, vomiting, sweating/chills, etc..) and/or respiratory the “*Emerging Infectious Disease Surveillance Tool*” will be used *after* completing case entry, and *before* starting key-questions.

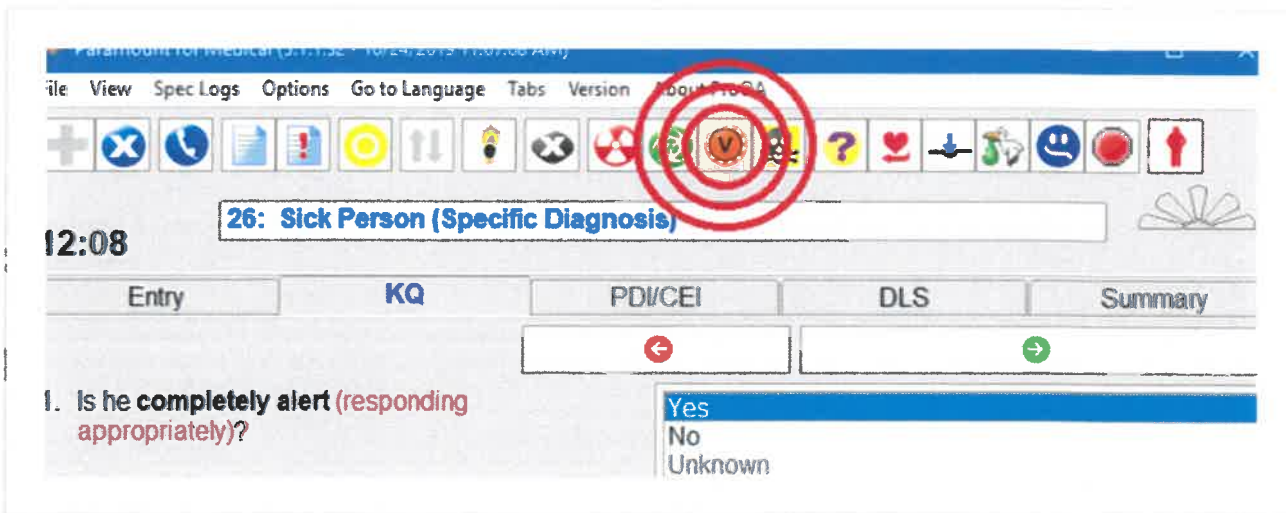
Remember that this tool is intended to identify and prevent further spread of infectious disease to both the public and first responders. If the tool indicates possible exposure, alert responders *immediately*. Do not wait until the end of EMD.

Give specific information to responders once information is obtained

Example: “Ambulance 6 from Glenview, EMD indicates possible exposure to Coronavirus.
Patient was in Asia 3 weeks ago and now has a high fever and cough”

Procedure:

- Complete Case-entry as usual, and move to the key-questions screen
- Prior to asking any key questions, click on the orange circular diagnostic tool button at the top of ProQA:



The EIDS tool does NOT auto-launch/open, it must be selected by the EMD. The surveillance tool will open in a new window.

- Check all options that apply. Questions do not need to be read as-written.
- As of right now there are no other additional questions from the Medical Director, but this may change in the future

****You can start with has s/he traveled in the last 14 days****

2019-nCoV (Coronavirus) - □ ×

EIDS Tool *Currently in: **Trigger mode** v6.0.0 2/4/2020

Abbreviations Additional Info Limitations Warning

Listen carefully and tell me if s/he has any of the following symptoms:

Medical Director–approved additional questions:

-
-
-
-
-

Ask only in early phases when new flu, respiratory illness, or hemorrhagic fever is emerging from specific areas:

Travel History/Patient Contact History

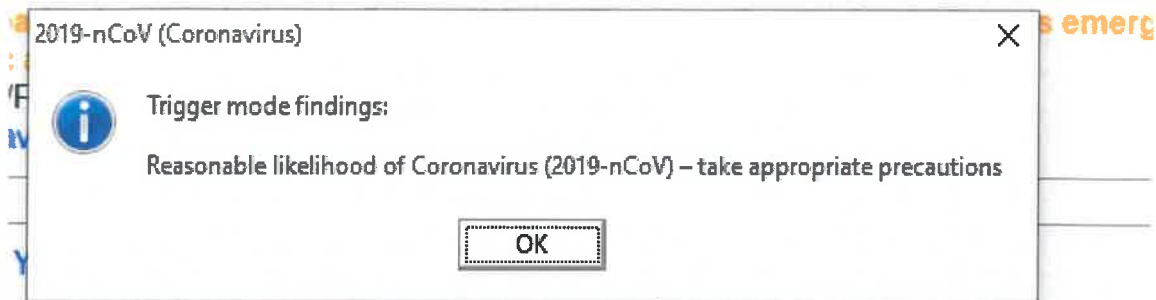
- has s/he traveled in the last 14 days (if so, where?)
- (if above is Yes) confirmed travel from a known infected ("hot") area
- contact with a person who has traveled from a known infected ("hot") area in the past 14 days (if so, what place?)
- contact with someone with flu-like illness (if so, when?)
- (if above is Yes) is s/he a healthcare worker?

Now tell me if s/he has any of the following symptoms:

- measured body temperature $\geq 100.4^{\circ}\text{F}$ (38.0°C)
- fever (hot to the touch in room temperature)
- chills

© 2003–2020 IAED *Note: Administrators may switch mode in ProQA's Admin Utility. Restricted settings area

If there is a reasonable likelihood of Coronavirus this will display:



1 a person who has traveled from a known infected ("hot") area in the past 14 days (?)

If your questioning indicates that the patient has flu symptoms, respiratory symptoms, and/or has traveled to China or has had contact with somebody who has traveled to China or may have the virus, read the 'Medical Director – Approved Special Instructions': "Keep everybody at least 6 feet away from the patient." You may re-word this depending on 1st/2nd/3rd party callers.

Infection Prevention Instructions:

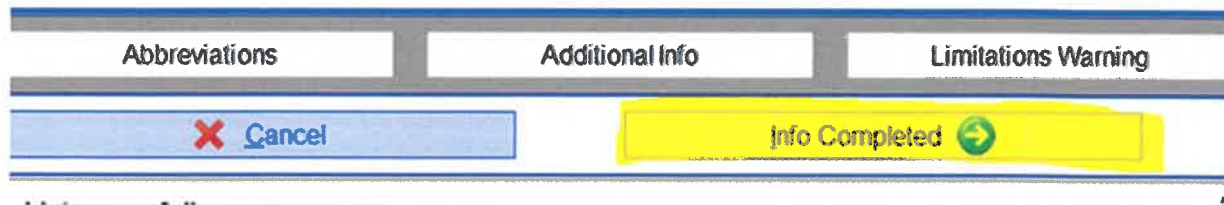
(Keep isolated) From now on, **don't allow** anyone to come in **close contact** with her/him.

Infection Prevention Instructions given

Medical Director–approved Special Instructions:

INSTRUCT CALLER "KEEP EVERYBODY AT LEAST 6 FEET AWAY FROM THE PATIENT"

→ After completion of the surveillance tool, scroll back to the top and click the "Info Completed" button



a

→ Resume EMD as normal with key-questions through case-exit

If there is reasonable likelihood of Coronavirus this information will NOT dump into CAD until after the send point in ProQA. MAKE SURE THIS INFORMATION GETS RELAYED TO RESPONDERS IMMEDIATELY