

meditation available. Downtime was filled with games and cards, movie nights, crab feasts and other activities.

DID YOUR CENTER SET UP 3-1-1 CALL TAKERS, 9-1-1 CALL TAKERS OR PUBLIC SAFETY TELECOMMUNICATORS SO THEY COULD WORK FROM HOME? IF SO, PLEASE DESCRIBE HOW YOU HANDLED TELEPHONE/9-1-1, CAD AND RADIO.

SUZANNE LADD, SEMINOLE COUNTY FIRE EMERGENCY COMMUNICATIONS, FLORIDA

We had a few people working from home because they were in the high-risk category. One worked in training and continued to train our new hires virtually. The other was assigned special duties related to COVID-19 and updated CAD premise notes with confirmed or suspected locations with COVID-19.

LESLIE WHITHAM, CHINO POLICE DEPARTMENT, CALIFORNIA

One of our supervisors was sent home (she was considered at higher risk due to pregnancy). She deployed a Vesta mobile command center phone (which is essentially a Vesta phone position on a laptop) and was able to work as a fully functioning call taker from a spare bedroom. She was also able to remote into her workstation to access CAD, which meant she also had full access to NCIC returns. She equipped herself with two of our hand-held radios, so she had radio access. During lock-down, our city hosted a drive-thru testing site and she worked the event from home.

We also had two of our three trainees work from home during this time. One is pregnant and the other has a pre-existing medical condition that weakens her immune system. Our training cadre used Zoom screen share to allow our trainees the ability to train in our CAD, as well as Slack and Quizlet to keep in contact with each other and to create study materials.

ROBERT BLOOM AND RENEE GORDON, ALEXANDRIA DEPARTMENT OF EMERGENCY & CUSTOMER COMMUNICATIONS, VIRGINIA

“Each day, personnel would be given a different color-banded bracelet to wear once they passed the temperature checkpoint. This was done to give staff members peace of mind knowing that those working alongside them had passed the temperature check.”

- Deborah Wesolowski Gross, Communications Coordinator, Seminole County Fire Emergency Communications, Florida

We used command post phones for the taking of 9-1-1 calls remotely. Laptops were used to remote into a CAD terminal on the floor. FirstNet hotspots were deployed to provide an internet connection. FirstNet Sonim phones were used for general communications, and we established push-to-talk groups for 9-1-1 and 3-1-1. Dispatching was accomplished using box radios. Currently, this is difficult as the staff must live within the metro area. CJIS issues also prohibit the dispatch for police for personnel that live outside the state.

HOW DID YOUR CENTER SET UP FOR SOCIAL DISTANCING?

ANONYMOUS IN CALIFORNIA

The department was required to wear face coverings, even in the center. We installed plexiglass partitions between consoles that shared a common divider. Cleaning supplies (wipes, hand sanitizers, etc.) were provided throughout various locations. We performed temperature checks (using no-contact thermometers) of each person before entering the building.

DEBORAH WESOLOWSKI GROSS, MIAMI DADE POLICE DEPARTMENT, FLORIDA

Thermal imaging technology was installed at our main entrance to detect temperature anomalies as people entered the facility each day, and daily temporal scans were also required and conducted by EMD personnel at other entrances into the facility. Each day, personnel would be given a different color-banded bracelet to wear once they passed the temperature checkpoint. This was done to give staff members peace of mind knowing that those working alongside them had passed the temperature

check. Additional cleaning personnel were hired to ensure that all buttons, knobs, handles, rails, tables, etc. were disinfected. Bathrooms were scrubbed and trash was removed multiple times throughout the facility all day long.

CHERYL KONARSKI, JOPLIN POLICE DEPARTMENT, MISSOURI

We provided masks should anyone feel the need to use one, but no one used them. We kept wipes, sprays and other cleaning products available to use. We are in the process of training, so social distancing was difficult with one pair as they trained. Everyone else's work consoles are spaced far enough apart. We also took everyone's temperature when they reported for duty.

HAVE YOU LEARNED ANYTHING FROM THIS EXPERIENCE THAT WORKED SO WELL THAT YOU ARE CONSIDERING IMPLEMENTING THE PROCEDURES ON A PERMANENT BASIS?

SUZANNE LADD, SEMINOLE COUNTY FIRE EMERGENCY COMMUNICATIONS, FLORIDA

Virtual meeting with zoom or business skype with my supervisors will continue. We had daily meetings for a month and now down to weekly meetings. Keeping them virtual helps everyone who is technically off from having to come into work and still allows "face-to-face" communications.

DEBORAH WESOLOWSKI GROSS, MIAMI DADE POLICE DEPARTMENT, FLORIDA

Using videoconferencing was really a great method of facilitating team communication.