

**ANONYMOUS IN CALIFORNIA**

We will keep the plexiglass partitions in place and continue to make revisions to our COOP.

**ANONYMOUS IN VIRGINIA**

One thing we used to do was send a relief around the room for breaks. They would sit behind the person they were relieving and take over their PC. Now our relief is stationary and takes over from that spot. This minimizes cross contamination. It has worked well, and people generally like it. We may continue this after the pandemic ends.

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

Yes, we will continue to take 9-1-1 calls from home, 3-1-1 calls from home, admin staff working from home and IT staff working from home. We trust our staff, and our performance statistics reinforce that trust.

**ANY HUMOROUS STORIES THAT OCCURRED DURING THIS TIME?**

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

When COVID-19 hit like a tsunami, we had to implement a pandemic COOP that had been rarely exercised, which resulted in a few missed areas in our isolation arrangements. There were plenty of things that happened that we had to work through. Once inside and in isolation, we propped open many doors and didn't realize that our alarms sent the building security team crazy for days. We thought we could drain the washing machine in the sink. However, that wasn't such a good idea after we discovered our director's office had been flooded. So we drained the water into a 50-gallon trash can with a sump pump and a 25-foot hose to the shower drain. It looked a mess, but it worked.

**DEBORAH WESOLOWSKI GROSS, MIAMI DADE POLICE DEPARTMENT, FLORIDA**

Everyone here has made every attempt to make the best of the situation by sharing memes and being as jovial as possible.

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The responses to these questions made me proud to be a part of this incredible community as I know these panelists are proud of their staff and how they came together to ensure the safety of their first responders and citizens. The show most certainly did go on. The public safety community should be especially proud of the hard work and dedication from the personnel who staff their emergency communication centers and 3-1-1 centers as they went above and beyond the call of duty. ●

*Julie Heimkes is Senior Consultant with Winbourne Consulting. Heimkes has been an APCO member for over 25 years and currently serves on the APCO Editorial Committee and the Membership and Chapter Services Committee. She is a subject matter expert and consultant with more than 30 years expertise in public safety management, operations, technical training and project management roles. Her public safety assignments include roles as paramedic, public safety telecommunicator, dispatch trainer, dispatch supervisor and center director. She can be reached at [jheimkes@w-llc.com](mailto:jheimkes@w-llc.com).*



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