

Dispatch Coronavirus (COVID-19) Guidelines

Updated: March 27, 2020-Holcroft

Purpose: The purpose of the following guidelines is to help prevent the spread of the Coronavirus (COVID-19) to the public and employees.

A. Reporting to work

All staff reporting to work for their assigned shifts will be required to complete a screening process at one of the screening entrances listed below.

1. East Annex entrance door by the Human Resource office
2. South entrance door, west of the radio tower

At each entrance there will be an employee COVID-19 screening log. This log has a series of self-explanatory questions that each employee must answer. This screening will identify persons with a fever of 100 degrees Fahrenheit or greater, cough, shortness of breath, known exposure to the COVID-19 virus, travel to a high risk area/country in the past 14 days.

Any employee with a fever (100 degrees Fahrenheit or greater) or answering yes to two (2) or more questions will not be allowed to work and will need to notify their supervisor, and health care provider for further instructions. Employee will have to obtain a doctor's note that will release them to return to work.

B. Call Taking, **Pre-Arrival Instructions** and Dispatching

Before deputies or units arrive on the scene obtain the following COVID-19 screening questions will need to be obtained from the caller. Assure the caller that due to the COVID-19 epidemic we want to make sure we are taking the necessary precautions to prevent the spread of the virus. The following questions will need to be added to your call taking on every call.

1. Is there anyone in the residence/location that has received public health or medical advice to self-monitor or self-isolate?
 - Yes
 - No

*If **YES** to question- he/she screened **POSITIVE***

2. Is there anyone in the residence/location presenting fever like symptoms with a fever of 100 degrees Fahrenheit or greater or new onset of cough or difficult breathing?
 - Yes
 - No

- Has anyone in the residence/location returned from travel outside of Arkansas within the 14 days prior to his/her illness onset?
 - Yes
 - No

- Has anyone in the residence/location had close contact with a confirmed or probable case of COVID-19?
 - Yes
 - No

- 3. Has anyone in the residence/location had close contact with a person with an acute respiratory illness who returned from travel outside of Arkansas within the 14 days prior to his/her illness onset?
 - Yes
 - No
 - If **YES** to question 2 and **YES** to any part of question 3 – he/she screened **POSITIVE**

 - If **YES** to question 2 and **NO** to all of question 3- he/she screened **NEGATIVE (STOP SCREENING QUESTIONS AND DOCUMENT CALLER’S RESPONSE)**

 - If **NO** to question 1 and 2, and **YES** to any part of question 3- he/she screened **NEGATIVE (STOP SCREENING QUESTIONS AND DOCUMENT CALLER’S RESPONSE)**

Pre-Arrival Instructions

If the caller has self-identified themselves or any other persons on location as positive for COVID-19 or sick with flu-like symptoms, advise the caller the following information due to our current health crisis:

- ***Responding Deputies will be wearing protective masks, eyewear, and protective gloves and will remain at least six (6) feet from all parties at the location.***

Dispatching CFS

If anyone at that location has self-identified themselves or any other persons on location as positive for COVID-19 or sick with flu-like symptoms, advise the caller the following information to the responding officers:

- **“Has travel history”**