



# Daily Operations Briefing

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May 1, 2020

0800 Hours

# Welcome – Planning Section Chief

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1. **Welcome & Introductions**
2. **Expected Outcomes**
  - A. Transfer of information
  - B. Hand off duties
  - C. Clarify expectations for the day
  - D. Execution of Incident Action Plan (IAP)
3. **Ground Rules**
  - A. Cell phones and radios off/silent
  - B. Minimize side-bar conversations
  - C. Stick to the agenda

Welcome!



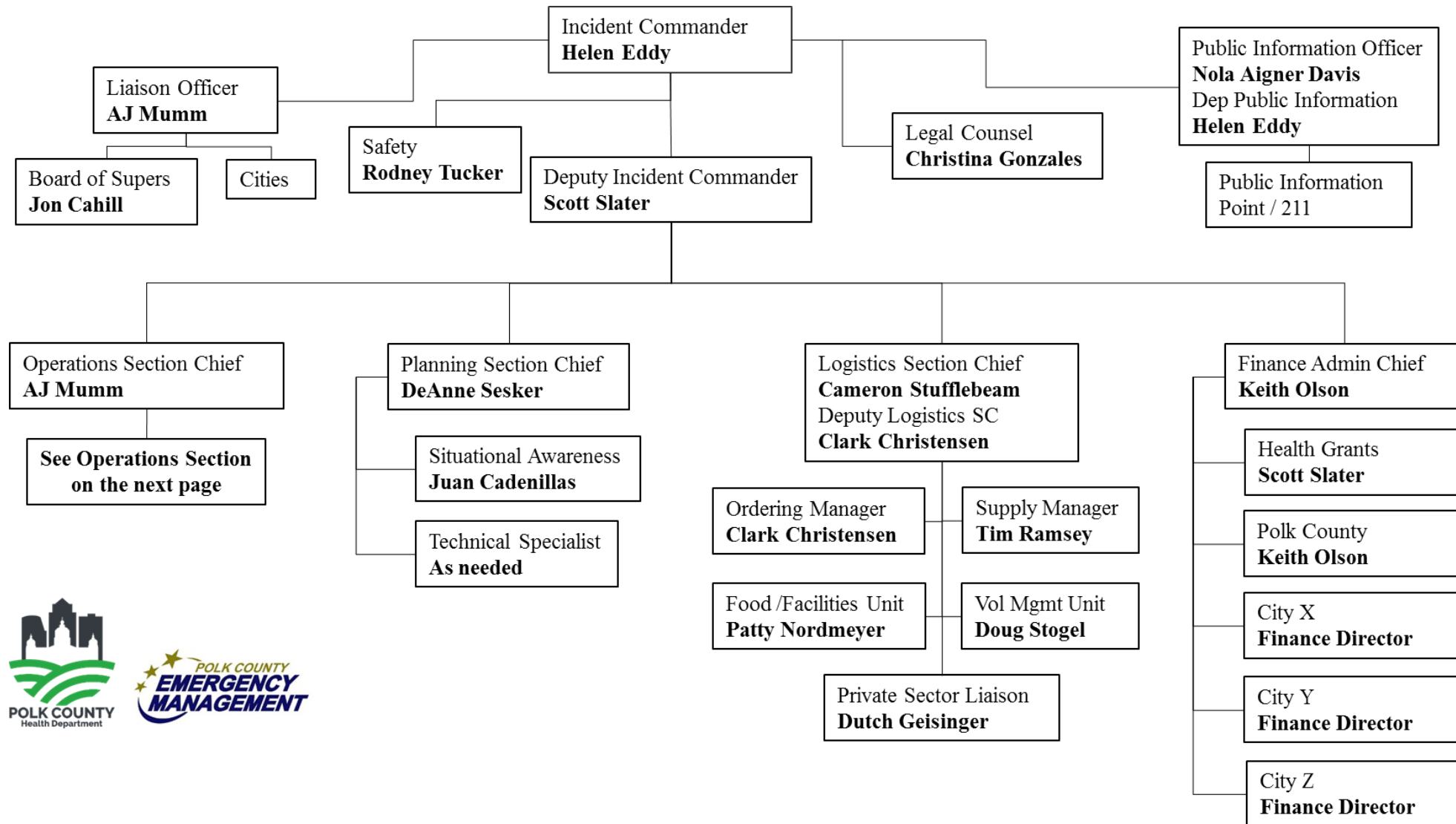
# Opening Comments

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**Helen Eddy – Incident Commander**

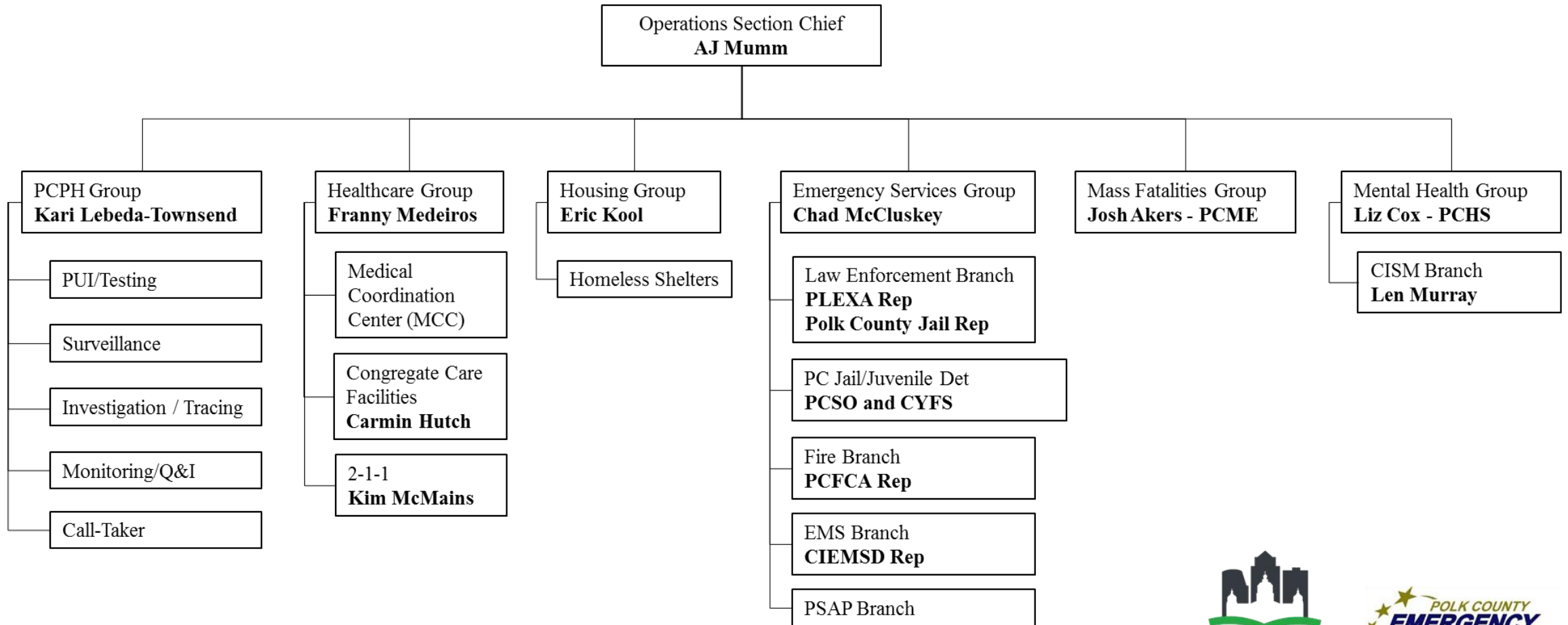
**Polk County Public Health Director**

# CORONAVIRUS COVID-19 ORGANIZATIONAL CHART (04/20/20)



*Our success is measured by how well we help others succeed.*

# Operations Section

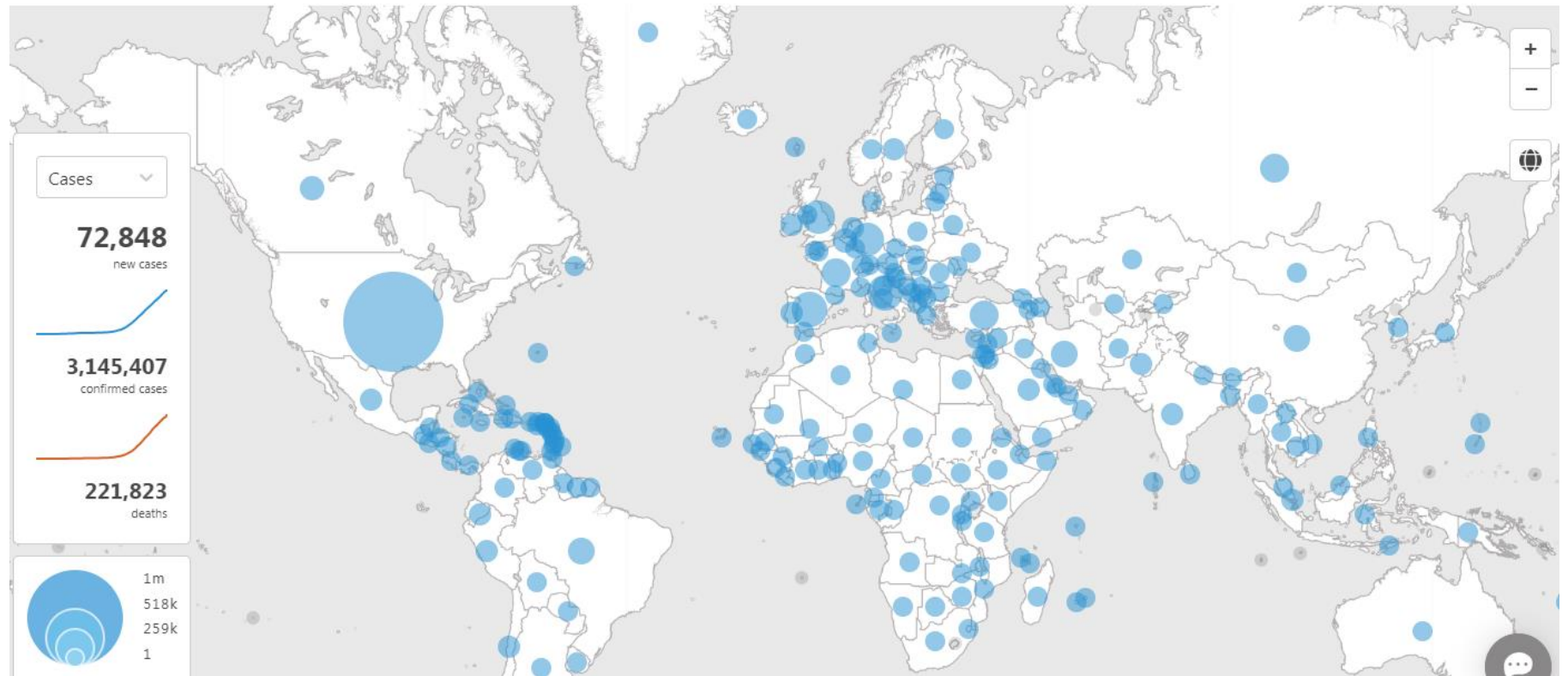




# Global Situation Update

World Health Organization

**+72,848 new cases**  
Since previous day

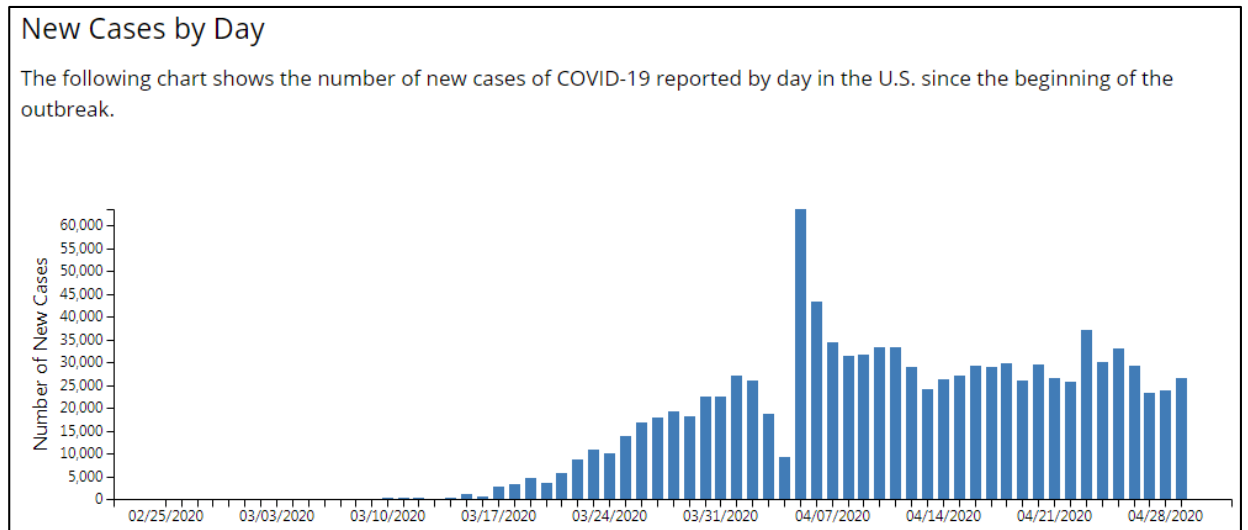
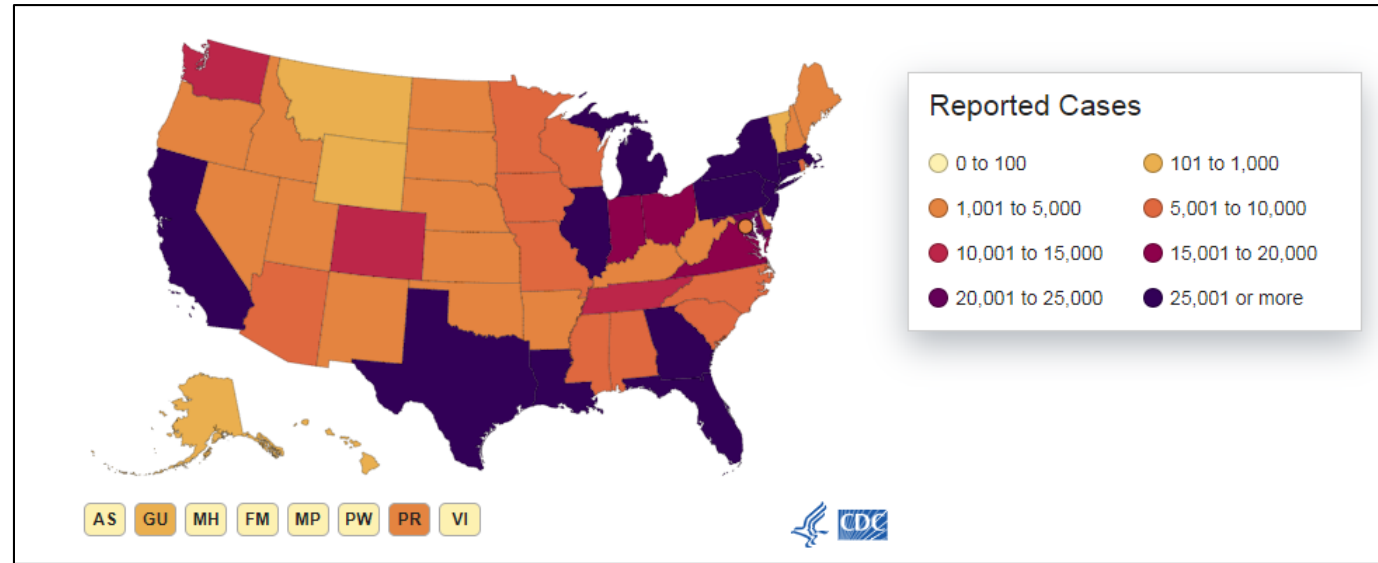


<https://covid19.who.int/>

# U.S.A. Situation Update

Centers for Disease  
Control and  
Prevention

Current Case  
Count: 1,031,659  
(+26,512 since previous day)



<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>

# Iowa Situation Update

## Iowa Department of Public Health

Number of Confirmed COVID-19 Cases in Iowa (since previous day)

Confirmed 7,145 (+302)

Deaths 162 (+14)

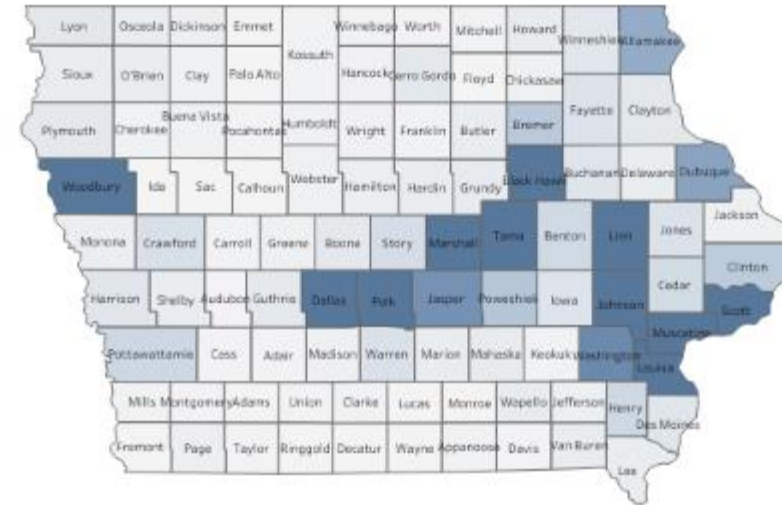
Recovered 2,697 (+533)

### COVID-19 in Iowa

Data as of 4/29/2020 10:00 AM

Confirmed Cases by County

Click on a county for details



Total Confirmed Cases

7,145

Total Deaths

162

Total People Tested

42,667

Total Confirmed Cases Recovered

2,697

<https://coronavirus.iowa.gov/>



# RMCC Region 1 Status

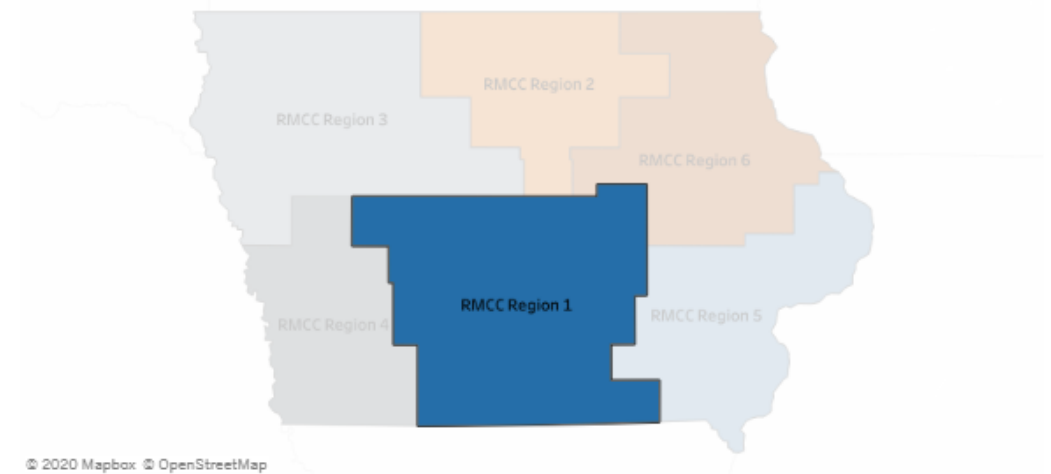
RMCC Hospital Data as of 4/29/20

Hospitalized	119
ICU	29
Ventilated	20

## Regional Medical Coordination Centers (RMCC) Hospital Data Summary

Select a Region on the map to show the numbers for that Region.

Data as of 4/29/2020 10:00 AM



© 2020 Mapbox © OpenStreetMap

Hospitalized COVID-19 Patients

119

Inpatient Beds Available

1,130

COVID-19 Patient Admitted in last 24 hours

7

ICU Beds available

221

COVID-19 Patients in ICU

29

Available Ventilators

185

Patients on Ventilators

20

<https://coronavirus.iowa.gov/>

# Polk County Confirmed COVID-19 Cases



Number of Confirmed COVID-19 Cases in Polk County	
Confirmed	1,222 (+131 since previous day)
Deaths	37 (+3 since previous day) (pending)

(Numbers are correct and adjusts the lag time between IDPH website updates)

DATA IS NOT INCLUSIVE OF TEST IOWA INFORMATION.



# PCPH Group – Kari Lebeda-Townsend, PCHD

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## Recent Accomplishments

- Case management, contact tracing and follow-up continues
- New procedures for internal tracking system
- Expanded intake and IDSS data entry
- Locations and approaches to increase CD team staff capacity
- Coordination on COVID-19 mortality review with PCME
- Through the PIO, interpreters were embedded with the CD Team

# PCPH Group – Kari Lebeda-Townsend, PCHD



Objectives	Due Date
Addressing school return questions and children on immunization provisional waivers for 2020-2021 school year	Monitoring
Onboard and train additional RNs and CMAs to support disease investigation, follow up and contact tracing	Ongoing
Process with PCME to verify cases	Ongoing
Work with community partners to meet basic patient and family needs	Ongoing
Coordinating individual case investigation and facility under monitoring and with outbreaks	Ongoing
Develop position job aid to document processes for continuity	4/8
Identify successor	4/8
Develop a patient education video w/PIO for those that have tested positive	5/4
Provide information or host a call with PC schools on re-opening considerations	5/6

# Congregate Care Group – Carmin Hutch, PCHD

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## Recent Accomplishments

- Building out a team to meet the demands of LTCF/congregate site hotspots
- Managing a high-number of LTCF/congregate sites to include daily calls to provide guidance to facility staff



# Congregate Care Group – Carmin Hutch, PCHD



Objectives	Due Date
Daily calls with LTC impacted facilities	Ongoing
Identify successor	4/8
Coordinate with Mental Health Group on transport of group home patients	4/9
Provide guidance to group homes on staffing recommendations and how to minimize exposure to “narrow the web” across group home locations/patients	4/14
Define process with logistics and staffing requests	4/22

# Congregate Living Cases and Outbreaks

(including LTC Facilities)

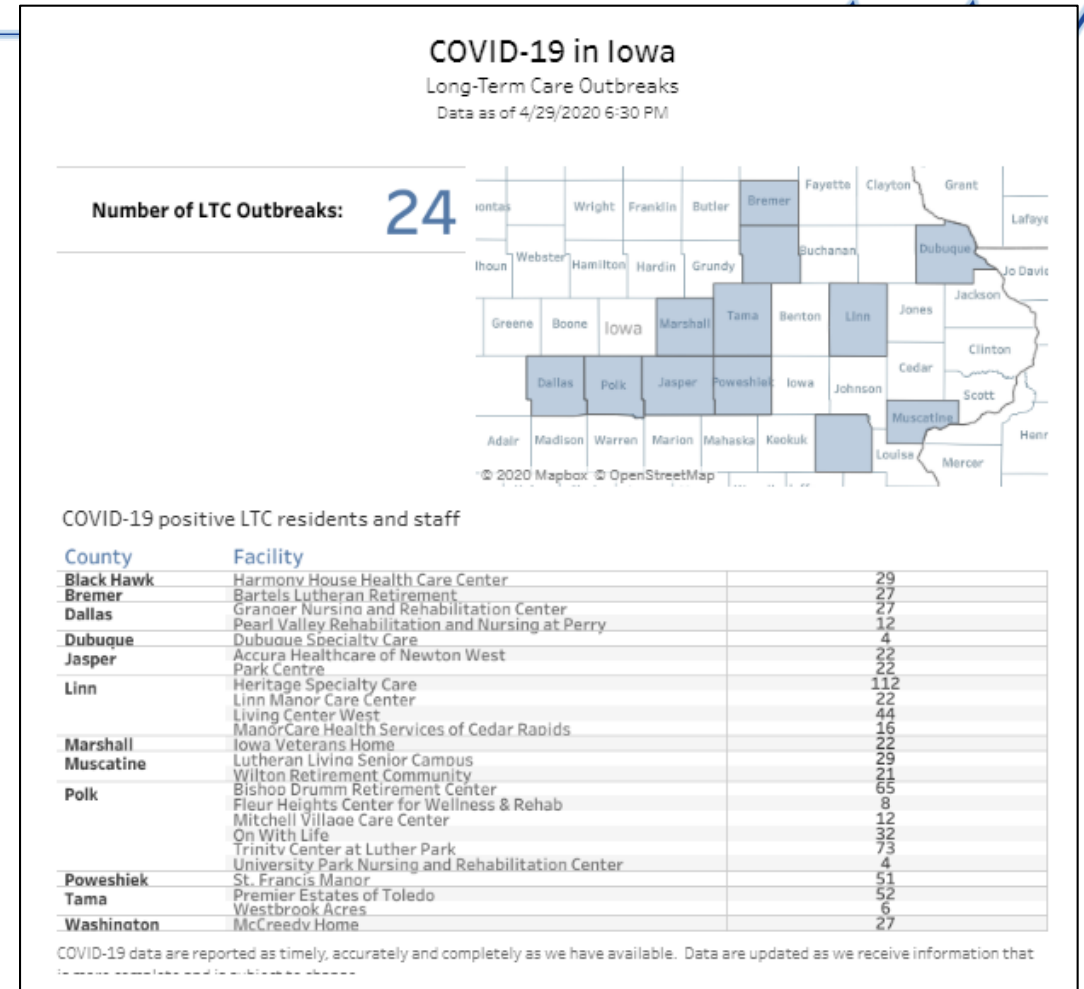
## Polk County Facilities Impacted - Currently

Total Facilities Impacted	33
Facilities Currently Monitored	30
• Facilities with cases; no outbreak	21
• Facilities with a confirmed outbreak*	9

\*outbreak = 3 or more confirmed cases

## Polk County Facility Case Counts – Since Previous Day

Total Cases in Facilities	234 (-35)
Total Residents	171 (+4)
Total Staff	63 (-39)
Deaths	34 (+2)
Recovered	64



<https://coronavirus.iowa.gov/>

# Medical Coord Ctr (MCC) Group – Franny Medeiros, PCHD

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## Recent Accomplishments

- Hospital systems standardized surge plans
- 2-1-1 is capturing symptomatic calls vs worried well now, which provides additional surveillance
- Airway bypass added to EMResource
- Capturing data on a daily basis
- Non-traditional hospital surge plan completed

# Medical Coord Ctr (MCC) Group – Franny Medeiros, PCHD



Objectives	Due Date
Collaborate with IANG LNO on regional plans within Service Area 1	Ongoing
Coordinate with RMCC on their operations	Ongoing
Coordinate with LTC facilities	Ongoing
Continue PPE discussion to come to a hospital system agreement	Ongoing
Implement Ethical Standards of Care within the hospitals; awaiting IDPH guidance	Ongoing
Develop position job aid to document processes for continuity	4/1
Develop and approve an alternate care site plan	4/17
Developing the processes for the non-traditional surge plan	4/20
Revisiting Community-based testing sites	4/23
Meet with IDPH, RMCC, PCHD, MCC and Logistics on the request process for staffing	4/27
Develop or share the process developed for staff request as an outcome of the IDPH, RMCC, MCC and Logistics meeting	5/1

# Metro Hospital Status Report



Metro Hospital Status As of 4/30/2020		Tier Color	Positive Hospitalizations	PUI	Staffing	Logistics
MercyONE	AM		52	1		
	PM					
Broadlawns	AM		5	0		
	PM					
UnityPoint Health - Des Moines	AM		27	19		
	PM					
VA - Central Iowa Healthcare System	AM		7	0		



# Mental Health Group – Liz Cox, Polk County Health Services

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## Recent Accomplishments

- Established a hotline for medical staff & emergency responders to support their own mental health
- Launched social media, PSAs and resource tool kit for mental health
- Mental health support via 211is live
- Published list of providers accepting new telehealth mental health patients
- Funding approved to equip consumers with phones for telehealth services
- Finalized and shared a draft family plan for emergency responders
- Connected mental health group homes with Operations – PCHD
- Coordinated respite services for parents of kids with special needs
- Succession planning/successor identified
- Developed a Facebook filter and “care” package of printables for healthcare provider appreciation
- Presented, with EMA, to the Des Moines Partnership

# Mental Health Group – Liz Cox, Polk County Health Services



Objectives	Due Date
Continue connecting with volunteers with home-bound people	Ongoing
Equip (purchase) consumers with phones for telehealth services	Ongoing
Coordinate with Legal Aid	Ongoing
Develop communications to support families and children in response to school closures	4/22

# Mass Fatalities Group – Dr. Joshua Akers, PCME Office

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## Recent Accomplishments

- Reached out local funeral homes to exchange information about COVID
- Spoke with Iowa Office of the State Medical Examiner (IOSME)
- Discuss National Guard plans with IOSME
- Identified Hamilton's Funeral Home – Mitchellville location as overflow

# Mass Fatalities Group – Dr. Joshua Akers, PCME Office



Objectives	Due Date
Surge plan for mass fatalities	Ongoing
Monitor death trends	Ongoing
Coordinate with PCHD/CD Team on LTCF deaths	Ongoing
Coordinate with PCGS regarding the logistics for receipt of a refrigerated truck	4/20
Meeting with funeral homes and State ME to discuss needs moving forward	4/29

# Housing Group – Eric Kool, Polk County Comm, Family, Youth Services

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## Recent Accomplishments

- Identified discharge transportation options
- Approved alternative housing for Polk County essential employees
- Distributed a memo to hospitals and clinics regarding the isolation shelter and direct referrals
- Supported the completion of the FEMA Non-Congregate Housing application
- Added staff to support PCHD CD Team to address questions of isolation families
- Draft memos to PCHD for resource and referrals for family isolation and homeless PUI individuals



# Housing Group – Eric Kool, Polk County Comm, Family, Youth Services



Objectives	Due Date
Continue to interview and hire staff	Ongoing
Coordinate with Central Intake/PHC on the expansion of rapid re-housing for families on wait lists or in shelters	Ongoing
Creating a process to distribute refugee grants for outreach and support	Ongoing
Meet with MCC to review modeling to determine alternative solutions to sheltering	4/22
Reach out to those counties who may have self-referral homeless coming to Polk County	4/22
Completing the refugee grant application	4/24
Identify a plan for PUI homeless population with MCC	4/24
Develop a task list required for Isolation Shelter transition/demobilization; coordinate with Logistics	5/1
Meet with PCHD, MCC, shelter representatives to outline processes for hospital discharge of homeless population and determine solutions to the gaps and communicate expectations	5/1
Determine the process to meet the needs for transportation, food, etc. of those in the “in between” situations for the homeless population	5/1

# Emergency Services Group – Common Accomplishments

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## Recent Accomplishments

- Primary alternative (Phase 1) housing location for emergency services is open and ready to receive responders
- Childcare options and process has been developed and distributed to all organizations
- Support and communicate 211 and other mental health resources and family planning for emergency responders (CISM and peer support)
- LE agency tiered mutual aid response provided to PSAPs via E911 Coordinator (FD/EMS Teams Cards already in place)
- Shared emergency services dashboard to all stakeholders

# Emergency Services Group – Common Objectives



Objectives	Due Date
Plans for secondary locations for first responder alternative housing	Ongoing
Develop and send a letter to state to continue to provide PSAPs dispatch alerts	5/1

# Emergency Services Dashboard



Normal Staffing : Staffing Unaffected / Normal Operations and Service Levels / Good or Sufficient PPE with backstock					
Staffing Levels Affected : Overtime Mandated / Reduced Service Levels / Minimal PPE on hand with no backstock					
Critically Low Staffing Levels / Severely Limited or Affected Service Levels / Inadequate PPE Supply for Immediate Needs					
Agency	Discipline	Personnel	Daily Operations / Service Delivery	PPE Supply	Notes / Comments
Altoona Fire	Fire / EMS				
Ankeny Fire	Fire / EMS				
Boundurant Fire	Fire / EMS				
Carlisle Fire	Fire / EMS				
Clive Fire	Fire / EMS				
Delaware TWP Fire	Fire / EMS				
Des Moines Fire	Fire / EMS				
DBM Airport Fire	Fire				
Elkhart Fire	Fire / EMS				
Granger Fire	Fire / EMS				
Huxley Fire	Fire / EMS				
Indianola Fire	Fire / EMS				
Johnston-Grimes Fire	Fire / EMS				
Life Flight	EMS				
Maxwell Fire	Fire / EMS				
Mercy-One Air	EMS				
Mercy-One Ground	EMS				
Midwest Ambulance	EMS				
Midwest Medical Transport	EMS				
Mitchellville Fire	Fire / EMS				
Northern Warren Fire	Fire / EMS				
Norwalk Fire	Fire / EMS				
Pleasant Hill Fire	Fire / EMS				
Polk City Fire	Fire / EMS				
Runnells Fire	Fire / EMS				
Saylor TWP Fire	Fire / EMS				
Urbandale Fire	Fire / EMS				
Waukeg Fire	Fire / EMS				
West Des Moines EMS	EMS				
West Des Moines Fire	Fire				
Windsor Heights Fire	Fire / EMS				

Normal Staffing : Staffing Unaffected / Normal Operations and Service Levels / Good or Sufficient PPE with backstock				
Staffing Levels Affected : Overtime Mandated / Reduced Service Levels / Minimal PPE on hand with no backstock				
Critically Low Staffing Levels / Severely Limited or Affected Service Levels / Inadequate PPE Supply for Immediate Needs				
Agency	Discipline	Personnel	Daily Operations / Service Delivery	PPE Supply
Altoona PD	Law Enforcement			
Ankeny PD	Law Enforcement			
Carlisle PD	Law Enforcement			
Clive PD	Law Enforcement			
Des Moines Emerg Communications	PSAP			
Des Moines PD	Law Enforcement			
Johnston PD	Law Enforcement			
Mitchellville PD	Law Enforcement			
Norwalk PD	Law Enforcement			
Pleasant Hill PD	Law Enforcement			
Polk City PD	Law Enforcement			
Polk Co Sheriff's Office	Law Enforcement			
Polk County Communications	PSAP			
Urbandale PD	Law Enforcement			
Waukeg PD	Law Enforcement			
West Des Moines PD	Law Enforcement			
WESTCOM	PSAP			
Windsor Heights PD	Law Enforcement			

# EMS Branch – CIEMSD



## Recent Accomplishments

- Primary alternative (Phase 1) housing location for emergency services is open and ready to receive responders
- Confirmed process for exposure reporting for EMS providers/HC workers
- Childcare options and process has been developed and distributed to all organizations
- Support and communicate 211 and other mental health resources for emergency responders
- Confirmed the logistics app is working
- Approval of medical directors to implement assess and refer protocol
- Airway Management Diversion Protocol implemented
- Assess and refer protocol approved and disseminated

# EMS Branch – CIEMSD



Objectives	Due Date
Protocol 36 pandemic protocol for EMD – PSAPs – waiting on PSAPs	4/20
Alternative transport destinations - waiting on health systems	4/20
Revisit the notification algorithm to notify providers of a positive test, to include LTC facilities	4/27

# Operations Section Chief – A.J. Mumm, Polk Co EMA

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## Recent Accomplishments

- Unification of LE, Fire and EMS strategy on Alternative Housing
- Provide working space for R-MCC
- Integrate PSAP (911 Call Centers) representatives into EOC
- Define the coordination required between Ops and Logs for resource management



# Operations Section Chief – A.J. Mumm, Polk Co EMA



Objectives	Due Date
Develop position job aid to document processes for continuity	4/1
Review epidemiological modeling data developed, review planning assumptions based on data	4/3
Identify successor	4/8
Prepare to develop recovery strategies	4/10
Discussion with Operations Section of how to coordinate virtually	4/10
Create video for resource request and fulfillment process	4/14
Utilize data from MCC and Logistics regarding PPE	4/10
Work with Logs and Congregate Group on PPE dashboard status and the communications loop	4/17
Revisit the community based testing plans	4/17
Submit questions to state regarding CBTS	4/17
Coordinate a meeting with Dallas county re: facility coordination between counties	4/21
Add logistics position to the MCC	4/30

# Logistics Section Chief – Cameron Stufflebeam, Polk Co EMA

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## Recent Accomplishments

- Contact w/LTHC oversight and outreach w/MCC
- Guidance for resource requests was distributed via DLAN
- Community Lifelines\* have been added to the Priority 2 PPE group
  - \*FEMA definition
- Large donations are being offered
- Placed an order for PPE via the county vendor
- Quick turn to provide PPE to a “hot spot” within 3 hours
- Emergency fills for LTC Facilities
- Small “push pack” has been created and is ready to be deployed if needed

→ **logistics@polkcountyiowa.gov** ←

# Logistics Section Chief – Cameron Stufflebeam, Polk Co EMA



Objectives	Due Date
10-day plan and re-order process, Alternate sourcing, WebEOC clean-up and entry State asset delivery and distribution	Ongoing
Volunteer management process documented	4/2
Warehouse management process documented	4/2
Prepare a plan that will identify and describe how your Section/Group will work virtually	4/8
Identify successor	4/8
Work with Ops and Congregate Group on LTC status and communications loop	4/20
Demobilization planning	5/1

# Resource Management Status



	Total Requests	Total Requests Filled	Total Requests Partially Filled	Total Items Requested	Total Items Issued
<b>3/31/2020 - 4/15/20</b>	176	95	81	132,933	84,073
<b>4/16/2020 - 4/24/2020</b>	127	106	21	50,282	46,967
25-Apr					
26-Apr					
27-Apr	9	9	9	5,766	5,766
28-Apr	15	11	4	11,716	9,947
29-Apr	4	3	1	2,376	2,280
30-Apr	6	-	6	10,455	5,167
1-May					
2-May					
3-May					
<b>Totals</b>	<b>331</b>	<b>224</b>	<b>116</b>	<b>203,073</b>	<b>149,033</b>

# Logistics Section – Dutch Geisinger, Safeguard Iowa

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## Recent Accomplishments

- Maintaining Q&A on [safeguardiowa.org](http://safeguardiowa.org)
- Monitoring federal trends through FEMA CIKR and CISA calls
- Working with OSHA and DOL to answer questions for private sector
- Working with Hawkeye hotels on alternative housing for medical, NG, and responders
- Acquired a list of companies that are manufacturing PPE
- Organizations will share messaging about not hoarding food/supplies
- Receiving additional PPE donations from private sector

# Logistics Section – Dutch Geisinger, Safeguard Iowa



Objectives	Due Date
Address concerns from private sector	Ongoing
Continue adding to scam and FAQ page	Ongoing
Discussion with IEDA on recovery and messaging to businesses	Ongoing
Continue to support private sector and government requests for resources	Ongoing
Identify specific donors for needed items	Ongoing
Messaging to private sector atypical partners for requests for donations	4/21
Secure a contract for hotels space to support Alternate Care Sites for the MCC	4/28
Coordinate with PIO on the development of information for businesses for re-opening	5/1

# Logistics – Food Unit – Patty Nordmeyer

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- Sign-up at the front desk by 10:00
- Use provided, disposable utensils – do not share
- Food schedule
  - Friday – Ted's Coney Island
  - Monday – Cool Basil
  - Tuesday – Iowa Taproom
  - Wednesday – Fernando's Mexican



# Planning Section Chief – DeAnne Sesker, Polk Co EMA

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## Recent Accomplishments

- Developed position job aid for continuity
- Established a process to collect, prepare and produce incident documentation on a daily basis
- Validated that EOC daily planning meetings can be conducted virtually

# Planning Section Chief – DeAnne Sesker, Polk Co EMA



Objectives	Due Date
Gather Group accomplishments and objectives for next day	Ongoing
Prepare for the next day's daily briefing	Ongoing
Prepare for Tuesday's Stakeholder Briefing	Every Monday
Conduct Weekly Stakeholder Briefing	Every Tuesday
Prepare and publish the weekly IAP	Every Tuesday
Identify successor	4/8
Meet with Section Chiefs and Group Supervisors to begin collecting AAR content	4/13

# Weekly EOC Status

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- Monday and Tuesday – staffed
- Wednesday - Friday – meet half-day

# Finance Section – Keith Olson, Polk County Auditor's Office and Scott Slater, Polk County Public Health

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## Recent Accomplishments

- COVID-19 Crisis Response Supplemental Funding contract approved by BOS 4/7/2020
- Reviewed funding parameters and work with staff to identify needs and appropriate expenditures
- Developed a plan with Auditor's Office to assure eligible expenditures are being captured and coded to supplemental health grant
- Polk County government has completed a Request for Public Assistance (RPA) to FEMA cover all county departments
- All \$160K of IDPH supplemental funds are obligated
- Completed the non-congregate shelter application process with the support of the Housing Group Supervisor

# Finance Section – Keith Olson, Polk County Auditor’s Office and Scott Slater, Polk County Public Health



Objectives	Due Date
Gathering costs from each partner on projected costs per activity and initial IDPH approval	Ongoing
Coordinate between Housing Group F/A and BOS re: reimbursement and stimulus impacts	Ongoing

# Public Information Officer – Nola Aigner Davis, Polk Co Health

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## Recent Accomplishments

- Working with JIC to answer media requests
- Social media graphics/website updates
- Ongoing conversations with refugee/immigrant organizations to provide COVID-19 resources
- Interpretation call line established
- Coordinated interpreters to be onsite with the PCHD CD Team

# Public Information Officer – Nola Aigner Davis, Polk Co Health



Objectives	Due Date
Working with refugee/immigrant population	Ongoing
Update website and social media	Ongoing
Work on MCC communication needs with JIC	Ongoing
Work with refugee messaging and information sharing	Ongoing
Coordinate with BOS to develop a universal video on the use of PPE for polling sites	TBD
Start messaging and communication for recovery process	Ongoing
Work with team to monitor and address rumors	Ongoing
Develop a social distancing media campaign to prepare for the Governor's "re-opening" plan	5/1
Develop a patient education video w/CD Team for patients that have tested positive	5/4



# Current Focus Areas - PSC

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- COVID-19 testing
- Surge capacity
- Resource management
- Continuity Planning
- Ethics/Crisis Standards of Care
- Food pantry (monitoring)
- Congregate facilities

# Ongoing Initiatives - PSC

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- Rumor control
- Law Enforcement
- Critical infrastructure
- Mass fatality planning
- Alternative housing

# Emerging Priorities - PSC

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- Demobilization
- Recovery

# Safety Officer – Polk County Risk Management



## Safety Top 5

1. Wash your hands / use sanitizer frequently
2. Take your temp –  $\leq 100.4$
3. Sleep
4. Monitor stress
5. Drink water / healthy foods

## Hazardous Weather Outlook Today

Sunny, high near 81, gusty winds.  
Low of 57.

## Saturday

High near 76, windy. Low of 53.

## Sunday

High near 76, low of 54.

## Spotter Activation Statement

- Spotter Activation is not expected



# Policy Group – Supervisor Matt McCoy, Polk Co BOS

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1. Reviewing stimulus package and will be pushing out messaging
2. CISS numbers are high; will look for ways to support
3. Recovery – guidance for re-opening or alternative options until re-opening for various businesses/attractions
4. Information on/help with financial crisis management for families; developing PSAs
5. Election planning
6. Immigrant/refugee messaging
7. Small business grants being developed; non-profit support
8. Strengthen messages to business community and refugee employees
9. Recovery start-up process to begin
10. Coordinated with WHO-TV to implement “13 Days of Caring” for the Disaster Recovery Fund

# Weekly Meetings at a Glance



	Monday	Tuesday		Wednesday		Thursday	Friday
800	Daily Briefing	Daily Briefing		Daily Briefing (Z)		Daily Briefing (Z)	Daily Briefing
830							
900				County EMA / HSEMD (C)			
930	State CBTS (C)				State CBTS (C)		State CBTS (C)
1000							
1030		Weekly Stakeholders Briefing (Z)					
1100	Gov Press Conference		Gov Press Conference	Gov Press Conference		Gov Press Conference	Gov Press Conference
1130							
1200	Law Enforcement (C)	Shelters (C)		Law Enforcement (C)	HCC / IDPH (Z)		Law Enforcement (C)
1230							
1300		Critical Infrastructure Partners (Z)		Food Bank (C)		Dallas County Briefing (Z)	
1330							
1400		Chief Medical Officers (C)				Chief Medical Officers (C)	
1430							
1500							
1530				Mass Fatalities (Z)			
1600		EMS (Z)					
1630							
1700							

# BIG WINS!



What	Who
2-1-1 for the public, clincial and responder audiences	Healthcare and Mental Health Groups
Town Halls/Media coverage	PIO
Isolation Shelter	Housing Group
Social media and PCHD website	PIO
Parterning with United Way for volunteer management	Volunteer Management Branch
Establishment fo the Medical Coordination Center in the EOC	Healthcare Group
Development fo the resource ordering applicationa nd process	Healthcare Group Logistics Section
I dentified alternative housing for first responders	Emergency Services Branch
Non-traditional hospital surge plan draft	Healthcare Group

What	Who
Clarification on exposure criteria for responders	Healthcare Group - CIEMSD
Ongoing capture of successes/best practices	Planning Section Chief
Mitigation strategies implemented	County Jail and Juvenile Detention
Emerging Infectious Disease Surveillance tool	CIEMSD
Strong and resilient Communicable Disease Team nurses	Polk County Public Health Group
Airway bypass added to EMResource	Healthcare Group - CIEMSD
MOAs returned from all MCC partners	Healthcare Group - MCC
Logistics Ordering Process established and shared	Logistics Section
WHO-TV "13 Days of Caring" campaign implemented	Board of Supervisors



# Q&A



# Closing Comments

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Adjourn