

# **Situation Report (SIT-REP) Version: 7**

**Incident Name: COVID-19**  
**Report Date: 24 March 2020**  
**Report Time: 1700 Hours**



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## SECTION 1: SITUATION DESCRIPTION

The COVID-19 is a world-wide pandemic according to the World Health Organization. The President of the United States of America has declared a Public Health Emergency and has issued an Emergency Declaration. Within Iowa, Governor Reynolds has issued a public health emergency proclamation. All of these declarations and proclamations have relaxed various authorities and regulations to respond to this incident. Those changes will continue to be assessed and may be altered. Individuals should contact their respective authorities for those changes.

Currently, in Iowa, we have community spread, which means that people are becoming infected in ways that cannot be traced back to travel or known infected individuals.

Personal protective equipment, testing, screening and surveillance guidelines and recommendations continue to be evaluated and are adjusted frequently as more information is gathered about this virus. Current guidelines should be sourced from Polk County Health Department's webpage.

## SECTION 2: FORECAST

Local Forecast Details: <http://www.crh.noaa.gov/dmx/>

Severe weather: None

## SECTION 3: OPERATIONAL FOCUS AREAS, PRIORITIES AND ASSUMPTIONS

### Operational Focus Areas

1. Situational State/Situational Analysis
2. Determine Priority of Incident(s)
3. Acquire/Allocate Critical Resources
4. Crisis Information Management
5. Develop/Advise/Support Policy-Level Decisions
6. Coordinate with Elected/Appointed Officials
7. Coordination with County, State, Federal, Private, and Non-Governmental Components

### Incident Priorities

1. Care for Life, Safety and Health
2. Stabilize Incident
3. Recover

### Planning assumptions

1. Public health preparedness will limit the scope of the disease spread (Phase 1)
2. It is likely that a localized outbreak will occur in Polk County (Phase 2)
3. Polk County may experience community spread of the disease (Phase 3)
4. Polk County Public Health may not be informed of a positive case or tests submitted
5. Resources such as personal protective equipment will be very limited and possibly unavailable
6. Sharing of valid information with community partners and the public will ease fears and drive appropriate actions
7. This is a fast-paced and evolving incident and information will change and require updating on a frequent basis
8. Coordination and collaboration among community partners is necessary and will be done using the principles of the National Incident Management System (NIMS) and Incident Command System (ICS)
9. Safety message (ICS-208) will be followed in the building

**SECTION 4: ACTIVATION AND STAFFING LEVEL**

**Current activation level is a 3** (of 5) – “Limited” and expected to remain for an unknown period of time. Staff will continue to coordinate with local entities on individual basis and scheduled conference calls as needed.

Activation Level	Generalized Description of Activities	
5	<b>Monitoring</b>	Existing resources and capabilities are not necessarily coordinated outside of their own jurisdiction or outside of their immediate discipline. Normal administrative, planning, training, and exercise activities are scheduled and carried out
4	<b>Limited</b>	Request of limited coordination by available EMA staff personnel for a single jurisdiction or single discipline. This is done from the incident scene, command post, or agency administrative office. Select procedures and portions of the CEP are utilized as needed
3	<b>Partial</b>	Activities include the activation of select ESFs. Primary and support entities are notified to support incident activities and staff the EOC. EOC may be activated but 24-hour staffing is unlikely. CEP Base Plan concepts and select ESFs are implemented
2	<b>Full</b>	In a full-scale activation, all ESF primary and support entities are notified and the EOC is fully staffed for 24-hour coverage. Activities include the coordination of local resources with the potential of integrating state and federal resources into local response priorities
1	<b>Advanced</b>	An advanced level means that local capabilities are largely depleted or inadequate to respond to the wide geographic nature or complexity of the incident. Activities include coordinating with state and federal entities and their resources

**EOC Hours Staffed (NEW)**

Date	Hours Worked	Total
3/6/2020	0800 – 1630	8
3/9/2020	0700 – 1900	12
3/10/2020	0700 – 1900	12
3/11/2020	0700 – 1900	12
3/12/2020	0700 – 1900	12
3/13/2020	0700 – 1900	12
3/14/2020	0800 – 1500	7
3/15/2020	0800 – 1730	11.5
3/16/2020	0700 – 1900	12
3/17/2020	0700 – 1900	12
3/18/2020	0700 – 1900	12
3/19/2020	0700 – 1900	12
3/20/2020	0700 – 1900	12
3/21/2020	0800 – 1500	7
3/23/2020	0700 – 1900	12
3/24/2020	0700 - 1900	12
<b>Total Hours</b>		<b>177.5</b>

**SECTION 5: PROCLAMATIONS AND DECLARATIONS**

Local Emergency Declaration: March 23, 2020 **(NEW)**

Governor’s Proclamation: March 9, 2020

Presidential National Emergency Declared: March 13, 2020

**SECTION 6: DISEASE IMPACT**

Confirmed COVID in Polk County	17 <b>(UPDATED)</b>
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**SECTION 7: EMERGENCY SUPPORT FUNCTION (ESF) STATUS**

The Polk County Comprehensive Emergency Plan (CEP) is built on 15 core emergency support functions or ESFs. The ESFs provide the structure for coordinating interagency and interjurisdictional support for significant incidents and planned events in Polk County. The ESF structure includes mechanisms used to provide support to local jurisdictions both for unplanned emergency incidents and planned events alike. The following subsections provide a briefing of activities by emergency support function.

**ESF #1: Transportation** (transportation of goods/supplies and people; route management; routes blocked; school delays and closings, etc.)

DART: Beginning Thursday, March 26, DART is ending weekday service earlier and reducing weekday frequency on some routes. More information is available at [ridedart.com](http://ridedart.com). Has temporarily stopped collecting fares and is asking all passengers to get on and off the bus through the back door if they can safely do so. Daily disinfection protocols on all vehicles. Drivers have cleaning wipes and hand sanitizer. Increased frequency of high-touch areas in all facilities. No change in services at this time. Asking public to ride only when needed to conduct essential business or access essential services as well as to not ride when sick, cover coughs and maintain social distancing. **(UPDATED)**

DSM Airport: Airlines are greatly reducing domestic service-schedule reductions have begun at DSM. Check with airlines to make sure flights are still scheduled. ~~Airport concessions will follow guidance from the Iowa Department of Public Health; at this time, the airport will be transitioning to grab and go food offerings only.~~ Discussions about employee safety ongoing. Enhanced cleaning of touch surfaces is in place. Passenger loads are almost 80% lower than last year (4000 fewer passenger per day). Airport concessions has grab and go food offerings only. Airport Authority and TSA staff have transitioned to alternating schedules to protect business continuity.

LINK: Transportation still available for persons served as part of work plan, but canceled for leisure. Heightened sanitation on all vehicles.

Iowa DOT: Multiple adjustments at service centers statewide, including: driver license renewal extensions; title, registration and plate expiration requirement changes; overweight load limit changes; appointment-only access to service centers for driver licenses and IDs; health risk evaluation services at entrance to service centers; increased cleaning of high touch areas and encouragement of social distancing (customers may be asked to wait in vehicles). Details at <https://www.news.iowadot.gov/newsandinfo/2020/03/iowa-dot-adjusts-public-services-in-response-to-covid-19.html>

Prairie Meadows: has opened their parking lot for over-the-road truckers to park and meet rest requirements.

**ESF #2: Communications** (911; paging; dispatch; warning; etc.)

DM Dispatch: No current restrictions on ambulance availability. ~~New call protocol will ask patients with “breathing problems” and “sick” call types about travel or exposure to COVID confirmed person.~~ Dispatch center restricted only to call center staff (no visitors, no other personnel). Asking every medical call regardless of chief complaint the questions about travel, exposure and fever/SOB. DMPD is now handling most paper trips over the phone, so that is changing how dispatch handles those CFS.

PC Dispatch: Pushing IDPH and PCEMA updates to EMS, law Enforcement and fire fighters. Use Emergency Medical Dispatch protocol to identify potential COVID cases.

Westcom: Effective 1700 on 3/18/2020, Westcom will begin interviewing all callers about any illness or recent travel.

Iowa Lottery is using their electronic signs throughout the state to post COVID safety messages.

**ESF #3: Public Works and Engineering** (water, wastewater, debris management, plowing operations, traffic control devices, etc.)

DM Waterworks: Maintain water production by keeping employees well, through social distancing, hygiene, and cessation of home calls. Temporary suspension of water shutoffs. Main office is now closed to walk-in customers. ~~Have begun setting up facilities for sequestering critical staff on site.~~ Work from home is being implemented. ~~Facilities for sequestering critical staff are in place at all three treatment plants~~ On 3/23/20, sequestering of critical staff began at all three treatment plants. (UPDATED)

WDM Waterworks has put policies in place to assure delivery of services throughout the pandemic. Shut offs have been suspended. Telecommuting has been implemented for those set up. Distribution teams are now operating out of individual trucks to promote social distancing. Campers arrive onsite today and staff are making preparations to sequester staff. Estimated date for sequestration TBD. (UPDATED)

DM Public Works: Reduced operations to essential services only at this time. Non-essential personnel have been directed to stay at home. ~~Normal Operations with the following considerations:~~ Heightened awareness of PPE for employees in Sewer Maintenance and WRA Divisions. All Public Works Buildings, including WRA, are closed to the public. ~~Continuity of Operations Plan in place to keep essential tasks functioning if labor force is reduced due to illness, or absent taking care of family members.~~ Social distancing practices in effect for field and office staff.

DM Wastewater Reclamation Authority: Maintaining wastewater treatment at all facilities and pump stations by keeping employees well, through social distancing, hygiene, proper housekeeping and disinfection. Work from home is being implemented. Main facility (WRF) at 3000 Vandalia Road is closed to non-essential visitors, vendors and deliveries. Hauled waste trucks are still being allowed to empty at the WRF. Contractors are still allowed to work on major critical infrastructure projects at the WRF and remote pump station. ~~Have implemented 12-hour shifts for plant operators.~~ Operations staff working three 8-hour shifts to maintain social distancing at this time. Will implement 12-hour shifts if reduction in staff requires it. Critical essential maintenance staff have been split up in to groups of two with one group working normal 40-hour work week and the other group staying at home to maintain a healthy work group and will switch roles on a weekly basis. (UPDATED)

**ESF #4: Firefighting** (suppression; prevention; and evacuation)

DM Fire: ~~High degree of cooperation among first responders to share SOGs and equipment research.~~ ~~Current discussions on how to triage changes when disease more widespread.~~ Part of senior staff and plans review working remotely. Headquarters facility open internal operations, but movements restricted and all non-emergent public programming is suspended. Ongoing training programs required for service delivery are evaluated individually to ensure facilitation can occur with distancing/spacing, etc.

Urbandale Fire: cancelled all classes and public appearances.

Polk County Fire Chief's Association has been invited to be represented in the Polk County EOC to represent ESF-4. ~~Will be represented in the EOC beginning 3/19. Shifts are being filled and PCFCA is represented daily at the EOC.~~ **(UPDATED)**

West Des Moines Fire and EMS Station: closed to the public as of 3/17/20.

PCFC is coordinating the CIEMSD and PLEXA to identify responder housing needs if they need to be isolated and/or quarantined, if they have childcare needs that would allow them to be able to work or unique work hours that would require childcare. They are also coordinating to look ahead and plan for staffing shortages, impact on mutual aid and radio interoperability **(UPDATED)**

**ESF #5: Emergency Management** (EOC and CEP coordination; situation unit, liaison with state and federal entities; etc.)

- EOC activated on 03/06/2020
- Documented and/or fulfilled resource requests
- ~~Initial EOC Briefing conducted on 3/10/2020~~
- Medical Coordination Center planning begin 3/13/2020
- ~~EOC Operations Briefing scheduled for 3/17/2020~~
- ~~Press conference on 3/16/19~~
- ~~Participated in the Dallas County EOC Briefing to ensure consistency and situational awareness of information.~~
- ~~Critical infrastructure partner call scheduled for 3/18/2020~~
- Stakeholders are continuing to meet daily and throughout the day. Additional partners are being asked to collaborate within the EOC so efficiencies and improved coordination will occur. This includes various county agencies and county partners, associations, elected officials and private sector partners.
- Manage expectations among elected officials and community partners.
- Staffing the Operations Section position
- Planning Section position
- Logistics Section position
- Deputy Logistics Section Chief
- EOC Safety Officer position
- Providing administrative support to the EOC
- Advising EM Commissioners on actions taken in response to COVID-19
- Coordinate with state HSEMD on improved resource allocation and communication and overall liaison work with the SEOC
- Distribution of information for public assistance following the Presidential Declaration.

**ESF #6: Mass Care, Housing, Human Services** (ARC, Salvation Army, United Way, etc.)

Red Cross: Monitoring response partner needs. Implementing national disaster matrix for providing assistance to disaster victims. Maintaining capacity to respond to other natural disasters.

Salvation Army: Canteen ready to be deployed for meals or supply drop-offs. Normal operations continuing with precautions to avoid transmittal. Food pantries handing out pre-packaged food orders.

United Way 2-1-1: serving as statewide hotline for general COVID questions, and Polk County hotline for medical questions (answered by nurses from Central Iowa medical systems).

Sheltering planning for homeless populations who are under self-quarantine or isolation is in progress. The Iowa State Fairgrounds isolation shelter is ready to accept positive cases. The need for shelter staffing remains a challenge. **(UPDATED)**

Polk County: commodity supplemental foods and congregate meal sites are closed to walk-in traffic but have instituted drive-through, delivery or other methods, depending on site. Details are updated here: <https://www.polkcountyiowa.gov/cfys/modifications-to-program-services-due-to-covid-19/>

DMARC Food pantries: Committed to maintaining food distribution, while keeping staff, volunteers and people served safe. Methods include (depending on location), using alternative distribution methods such as: use of pre-packaged items, walk-up/drive up service, only allowing one customer at a time, using paper forms. Also restricting use of volunteers. Information, by site, at <https://www.dmarcunited.org/2020/03/covid-19/>

WesleyLife Meals on Wheels: Normal operations continuing with screening, contact and enhanced disinfection precautions to avoid transmittal. Increasing capacity to meet community needs for home-delivered nutrition. Recruiting healthy volunteers able to deliver and follow precautions to support increased need. **(Updated)**

### **ESF #7: Resource Support** (support not necessarily mentioned in other ESFs)

~~Safeguard Iowa: Safeguard Iowa Partnership has been assisting in locating volunteers to work the 211 Call Center. Safeguard Iowa and Polk County EMA conducted a critical infrastructure conference call to help to develop a better understanding of protective measures taken, information needs and questions that could be addressed through partner organizations. A FAQ page is being developed for Critical Infrastructure Partners. Safeguard Iowa is continuing to support the private sector and meeting logistical needs.~~

Gathering best practices from CDC, IDPH, PCHD and pushing out to 750 member employers on employee safety and sanitation, social distancing, mental health, work-from-home. Getting answers to questions that employers need.

Volunteer Iowa: Volunteer Iowa has set up an online volunteer event page for COVID-19 related volunteer opportunities. This is listed on the statewide online volunteer portal. We are working to get volunteer centers, food banks, etc. to populate their volunteer needs so individuals have a place to go to search for volunteer opportunities. This is developed in collaboration with the state VAL and Governor's Office. [http://volunteeriowa.galaxydigital.com/need/?s=1&need\\_init\\_id=3002](http://volunteeriowa.galaxydigital.com/need/?s=1&need_init_id=3002)

United Way is managing volunteers and the needs for volunteers.  
[https://volunteer.unitedwaydm.org/need/?q=&age;=&agency;\\_id=&county;=&dateOn;=&distance;=&zip;=&need;\\_impact\\_area=&need\\_init\\_id=3002&qualification;\\_id=&cat;\\_id=&meta;\[\]=&meta;\[\]=&meta;\[\]=&allowTeams;=&ug;\\_id=&s=1](https://volunteer.unitedwaydm.org/need/?q=&age;=&agency;_id=&county;=&dateOn;=&distance;=&zip;=&need;_impact_area=&need_init_id=3002&qualification;_id=&cat;_id=&meta;[]=&meta;[]=&meta;[]=&allowTeams;=&ug;_id=&s=1) **(NEW)**

Fulfilling requests locally for sheltering and correctional facilities, to include tents, cots and other supplies and equipment.

Steady increase in donations of PPE from the temporarily closed medical or retail facilities. State and Federal supply chain has opened to resupply local healthcare providers.

- Items requested through the EOC: 20,449;
- Items supplied through the EOC 7,094 (34.6% fill rate)
- Donations received: 65,380 items
- Donated items issued to requesters: 6,998 (10.7% fill rate)
- Items requested from the state: 16,825
- Items expected to be received from the state on 3/24: 8,898 (52.8% fill rate)

The fulfillment numbers may appear low, but each entity represented in the EOC (which includes all the hospital systems, clinics, EMS services, law enforcement and the jail) has at least 4 day's supply. We now have request guidelines and allocation algorithms from the state which will bring some equity to the statewide process. The pipeline of supplies from the state and federal stockpiles is starting to open up today. A dashboard has been developed and is active to track PPE resources at hospitals. **(UPDATED)**

The warehouse to accept, allocate and distribute is planned out and is ready for operation. (NEW)

**ESF #8: Public Health and Medical Services** (EMS; hospitals, healthcare facilities; mental health, etc.)

ESF-8 was activated on 3/6/2020; however the ESF-8 team has been meeting since January 29. As a part of that planning, a phased approach was developed: Preparedness (Phase 1); Localized Outbreak (Phase 2); Community Spread (Phase 3).

**Mental Health**

Mental health providers are coordinating the needs for the homeless population, public and healthcare providers and have transitioned to Telehealth care. A media package has been developed and is expected to be released next week to the public. It will involve press releases, videos and spots for interviews with local media. PSAs are recorded and graphics are created and approved. Distributed a media alert for the speaker’s bureau and mental health self-care.

**(UPDATED)**

Medical Coordination Center planning group was established to address key healthcare system issues, which included embedding medical personnel in 2-1-1, clarification on testing protocols, EMS protocols, and PPE recommendations. This group represents the hospitals in Polk County, clinics and representatives for EMS services.

As cases or potential cases are identified, public health staff are continuing their contact tracing and providing PH guidance.

~~A press conference was held on 3/16 and the PCHD website is reviewed and updated daily with the most current information. The communicable disease team continues to take many calls to answer questions of the public and clinicians.~~

Critical PPE and other medical resources remain scarce. However, the guidance continues to change as more cases are confirmed and more is discovered about the disease. See ESF-7 for more details. **(UPDATED)**

2-1-1 medical call center established and taking calls providing clinical triage. Expanded to 57 counties, which resulted in an increase of calls answered. Calls will be answered 7 days a week.

Week	Statewide	Polk County
March 8 - 21	8,513	3,436

Monitoring bed capacity, testing and medical supply inventories daily.

Planning for Clinic-based Testing Sites within the community. Currently on pause.

Have expanded the capacity to complete individual interviews using technology, which will be followed up with a call from the Communicable Disease Team nurse.

Implementing an electronic dashboard to track healthcare systems critical resource needs/availability.

Guidance is being provided to Critical Access Hospitals in surrounding counties on how they can support more stable/non-critical patients than they are typically allowed to do so under normal circumstances. When implemented, the intention is to open up additional bed space in the larger, metro hospitals for more critical patients. **(NEW)**

**Emergency Medical Services**

CIEMSD is coordinating the PLEXA and PCFCA to identify responder housing needs if they need to be isolated and/or quarantined, if they have childcare needs that would allow them to be able to work or unique work hours that would require childcare. They are also coordinating to look ahead and plan for staffing shortages, impact on mutual aid and radio interoperability. **(NEW)**

**ESF #9: Search and Rescue** (extrication and location of missing persons)

Nothing to report



**ESF #10: Hazardous Materials**

Nothing to report

**ESF #11: Agriculture, Natural Resources, and Pets**

ARL: Currently no change in services or hours but reducing public access at ARL buildings; updates at arl-iowa.org. Some event cancellations, per CDC guidelines. Keeping employees safe by providing proper PPE, and reducing public contact. There is no evidence of animals being a threat of either transmitting or receiving COVID-19.

ARL has set up a **Pet Food Pantry** out of the Animal Services location at 1615 SE 14<sup>th</sup> St. Des Moines, offering pet food assistance for individuals impacted by the pandemic, Mon-Sat, 9-5. Individuals that might be under quarantine or otherwise need to restrict their travel as a result of the pandemic can call ARL at 515-262-9503. We will attempt to work with special circumstances on an individual basis. In addition, we will be working with our human Pet Food Pantry partners to identify opportunities to distribute food in the community.

**ESF #12: Energy**

MidAmerican Energy has implemented its business continuity plan to ensure energy service is maintained. Temporary travel restrictions and self-isolation are in place for employees, as well as restricted visitors and access to key facilities. Key employees and tasks are being separated to multiple locations to ensure continuity. New safety protocols are in place for ensuring safety during home visits.

**ESF #13: Law Enforcement and Security**

Law enforcement, when performing LE duties, should not need N95 protection. If they are performing medical/life-saving procedures involving the airway, N95 protection is recommended.

Johnston: Issuance of PPE (gloves, masks, eye protection). Enhanced hygiene by more frequently uniform washing, changing out of uniforms before going home. Reduction of non-essential trainings and education. Prioritizing which calls must be done in person, vs more administrative calls to be done by phone.

DMPD: The IDPH *Isolation Guidance for Essential Services Personnel* was shared with all employees. DMPD Media Office drafted and shared on social media, and with local media, an advisory regarding community awareness of COVID-19 related fraudulent activity.

The union and the City have entered into a mutually agreed upon MOU that states employees will receive continuation of regular wages for the hours an employee would have otherwise worked if they are symptomatic or are otherwise required to miss work for purposes of isolation, testing, and/or recovery from COVID - 19 symptoms, OR have tested positive and are in quarantine, OR an employee has been exposed to someone who has the virus and the employee needs to be tested, OR if an employee is needed to care for a family member who has the virus or has been in contact with someone who has the virus and has been directed to self-isolate. The MOU goes on to address use of sick leave after 14 days, and the ability to borrow against future sick leave. MOU is effective through 16 April unless adjusted with mutual agreement.

Public lobby remains open but residents needing non-emergency police services are strongly encouraged to call the police department, rather than visiting the department. Tours, civilian ride-alongs, public fingerprinting have been temporarily suspended. Officers issued right types and amounts of PPE. Disinfecting and cleaning processes of vehicles and shared equipment are being repeated as shifts change. Asking officers to use discretion on when to choose citation instead of custody to minimize contact when possible.

Windsor Heights: Have restricted public access to City Hall and Public Safety building. Requiring deeper cleaning of police and fire equipment and vehicles.

Polk County Law Enforcement Executives Association (PLEXA) ~~has been invited to be represented in the Polk County EOC to represent ESF 13. Representatives will be in the EOC from 9-5 M-F. Currently they are identifying priorities and strategies to address LE concerns. Daily conference calls will occur with PLEXA at noon~~ PLEXA has stood up a law enforcement branch at the Polk County EOC. It is being staffed daily by a rotation of two police

chiefs. Daily conference calls (M-F) are taking place at noon for ongoing collaboration and needs assessments with metro-wide partners. PLEXA is coordinating the CIEMSD and PCFC to identify responder housing needs if they need to be isolated and/or quarantined, if they have childcare needs that would allow them to be able to work or unique work hours that would require childcare. They are also coordinating to look ahead and plan for staffing shortages, impact on mutual aid and radio interoperability. **(UPDATED)**

**ESF #14: Mitigation and Recovery** (disaster assistance program coordination)

County Auditor's Office is coordinating the disaster recovery public assistance process. Each jurisdiction will be required to document expenses related to this incident. Additional information will be forthcoming on what is an approved expense. Expenses are eligible beginning January 23, 2020. **(NEW)**

**ESF #15: Public Information**

Continue to update PCHD website and social media

Handle and respond to media requests as needed

Coordinate press conference

Mitigate rumor control

Create videos as needed for public release on the PCPH YouTube channel. Plan to post Friday.

Planning "Town Hall Meetings" every Tuesday and Thursday evenings. Each media outlet will have their own night and each will be livestreamed. The first one will be on 3/26 with KCCI. **(NEW)**

**SECTION 8: REQUESTS FOR ADDITIONAL RESOURCES**

Personal protective equipment continues to be requested, but are unable to be fulfilled in large quantities. However, requests are being forwarded to the State Emergency Operations Center so orders can be fulfilled when resources do become available.

~~State is requesting PPE numbers for bulk ordering.~~