

# Situation Report (SIT-REP) Version: 13

**Incident Name: COVID-19**

**Report Date: 7 April 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 (Updated on Mondays) (UPDATED)**

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
3/25/2020	0545 - 1900	13.25
3/26/2020	0700 - 1930	12.5
3/27/2020	0700 - 1800	11
3/28/2020	1000 - 1800	8
3/29/2020		
3/30/2020	0700 - 2215	15.25
3/31/2020	0645 - 2000	13.25
<b>March Total Hours</b>		<b>250.75</b>

Date	Hours Worked	Total
4/1/2020	0700 - 1900	12
4/2/2020	0900 - 2100	12
4/3/2020	0700 - 1630	9.5
4/4/2020	0900 - 1430	6.5
4/6/2020	0700 - 1900	12
<b>April Total Hours</b>		<b>52</b>

**SECTION 5: PROCLAMATIONS AND DECLARATIONS**

Local Emergency Declaration: March 23, 2020

Governor’s Proclamation: March 9, 2020

Presidential National Emergency Declared: March 13, 2020

**SECTION 6: DISEASE IMPACT**

Confirmed COVID-19 in Polk County	129 <b>(UPDATED)</b>	COVID-19 Deaths	5 <b>(NEW)</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 on Sunday, April 12, DART is further reducing service due to COVID-19. Most DART Local Routes will operate on a Saturday service schedule on weekdays. Beginning On Thursday, March 26, DART is enacted a temporary service reduction, 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 cleaning and sanitizing 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. Beginning Wednesday, April 1, DART Central Station access will be restricted to essential services (restroom, customer service, etc.). **(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. All critical services at the airport remain in operation (TSA, ATC, Airport Fire, and Airport Operations/Maintenance) with schedules implemented to protect operational continuity. Passenger traffic levels are below 10% of last year, and airlines have made significant cuts to the number of flights. Cargo is still operating at normal levels. 2020 construction projects will continue as planned. 1 airline is parking up to 20 additional aircraft for storage. **(UPDATED)**

LINK: Transportation still available for persons served as part of work plan, but canceled for leisure. Link routes are now only transporting those person served who work in the community. Temperatures of riders are being taken

for every trip and if they have a temperature of 100.4 or higher, transportation will not be provided. 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.)

Public Safety Answering Points (PSAP), otherwise known as 9-1-1 dispatch centers, has been added to the Operations Section as a Branch under the Emergency Services Group. They will contribute information and decision making into the operations. PSAPs have been integrated into the Emergency Services Group within Operations. They were provided a surge plan by the Emergency Services Group that outlined the processes that should be implemented in the event of major staffing shortfalls. PSAPs were requested to design a coordinated dispatch protocol for interoperability, which is currently in progress. (UPDATED)

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. DMPD Comm Center now asking the COVID screening questions on all calls for service for PD and FD, not just medical calls. DMPD Communications center has completed a continuity plan if the center staff is impacted. It is not in play at this time. (UPDATED)

PC Dispatch: Pushing IDPH and PCEMA updates to EMS, law Enforcement and fire fighters. Use Emergency Medical Dispatch protocol to identify potential COVID cases. PC Dispatch is restricted to Communications staff only. Asking every caller – regardless of chief complaint: 1. Does anyone have a fever or signs and symptoms of a respiratory illness? 2. Has anyone had close contact with a confirmed COVID-19 patient within 14 days of symptom onset?

Westcom: Effective 1700 on 3/18/2020, Westcom will begin interviewing all callers about any illness or recent travel. On 3/24/20, Westcom updated our Emerging Infectious Disease Surveillance (EIDS) tool yesterday to the latest release from the International Academies of Emergency Dispatch per our Medical Director. The new questions for callers are: Has s/he traveled in the last 14 days? (If so, where?) Has s/he been in contact with someone who has tested positive for COVID-19/Coronavirus or someone currently awaiting test results? (If so, when?) Is s/he having cough, fever, and shortness of breath? Is s/he a healthcare worker? Responses to these questions will be relayed to responders.

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.

WDM Waterworks has put policies in place to assure delivery of services throughout the pandemic. The office remains closed to the public. 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 are onsite and staff are making preparations to sequester staff. Estimated date for sequestration TBD.~~ WDMWW began ~~will begin~~ sequestering key water production and maintenance staff on Sunday, 3/29/20, at noon.

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.

#### **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. Two senior staff and all plans review/prevention working remotely. Headquarters facility open to internal operations with restricted movement and all non-emergent public programming is suspended. On 04/02/20 DMFD staff assigned permanently to Emergency Services Branch. On 04/03/20 an additional ambulance placed into service. Surge/contingency plans being finalized for week beginning 04/06/20. Implementation will be based on response trends/levels in real time. (UPDATED)

Urbandale Fire: cancelled all classes and public appearances.

West Des Moines Fire and EMS Station: closed to the public as of 3/17/20. City EOC operating since 3/23/20. EMS/Fire/Police monitoring real time call data. Surge and staffing plans in place. Dispatching levels established and currently operating at "Pandemic Level 1". Logistical shortages handled through the City EOC and passed on as needed. All providers fit tested on new Universal N95's. Fire Prevention activities reduced and face coverings for all city employees were purchased/built as of 3/5/20. (UPDATED)

#### Polk County Fire Chief's Association

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. Numbers have been collated for housing and childcare. Alternative housing locations have been identified. MOUs/MOAs are in progress. The primary location for emergency responder alternative housing is prepared and ready to receive responders, if needed. PSAPs have been integrated into the Emergency Services Group within Operations. They were provided a surge plan by the Emergency Services Group that outlined the processes that should be implemented in the event of major staffing shortfalls. PSAPs were requested to design a coordinated dispatch protocol for interoperability, which is currently in progress. (UPDATED)

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

Ongoing activities:

- EOC activated on 03/06/2020
- Document and/or fulfill 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.
- 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.

Staffing the current EOC Positions:

- Incident Commander – Deputy IC
- Operations Section Chief – PCPH, Healthcare, Emergency Services, Mass Fatalities, Mental Health and Housing Groups
- Planning Section Chief – Situation Unit Leader
- Logistics Section Chief - Deputy LSC, Private Sector LNO, Vol Mgmt Unit, Donations Unit, Food Unit
- Finance/Admin Section Chief – CDC and FEMA Public Assistance
- EOC Safety Officer position
- Administrative support to the EOC x2

The following positions have developed processes for consistency and continuity of staffing:

- Housing
- Planning Section Chief
- Emergency Services Group
  - PLEXA, PCFCA,
- PIO
- Finance/Admin
- Added Polk County CISM to Mental Health Group

**Finance/Administration**

PCHD received the supplemental funding contract from IDPH and it is on the Board of Supervisors agenda on 4/7/20. Will be working with staff to identify needs and appropriate expenditures in specific categories.

**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. Offering food box drop off for pantry clients who are home bound and request that service.



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).

#### Isolation Shelter

~~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.~~ The Isolation Shelter currently has four residents and is fully staffed through the next two weeks. Continue to interview for staffing needs. A process to communicate unauthorized releases from the Isolation Shelter to community shelters has been developed. Working with local shelter to define processes and procedures for locations throughout the metro functioning as an extension of the shelters. Identified transportation processes for those who are being discharged from the Isolation Shelter.

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.polkcountyiaowa.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 (currently 20-25% above normal volume). Recruiting healthy volunteers able to deliver and follow precautions to support increased need. Implementing less frequent deliveries of frozen and shelf stable hot meal substitutions due to reductions in staff. Screening, contact and enhanced disinfection precautions to avoid transmittal.

#### **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. Assisted in reaching out to long-term care facilities and PPE needs and continue to answer private sector/business questions.~~

Messages were disseminated to the private sector, via Safeguard Iowa Partnership, on the awareness of the increase of fraud and scams.

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)

~~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)

Date	Donations (items)	Distributed (items)	Preparing to Distribute (items)
As of March 27 <sup>th</sup>	895	5,433	8,268
As of March 28 <sup>th</sup>	250	4,363	12,301

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.

	Total Requests	Total Requests Filled	Total Requests Partially Filled	Total Items Requested	Total Items Issued
31-Mar	18	5	13	34,236	9,967
1-Apr	17	6	11	23,428	17,428
2-Apr	8	3	5	5,303	4,704
3-Apr	23	12	11	10,398	9,171
6-Apr	12	2	10	18,363	9,005
7-Apr					
8-Apr					
9-Apr					
10-Apr					
<b>Totals</b>	<b>78</b>	<b>28</b>	<b>50</b>	<b>91,728</b>	<b>50,275</b>

**Resource Management Process**

The current resource request, order fulfillment and tracking process has been updated and formalized as of April 6, 2020.

Personal Protective Equipment request orders will be compared against the Burn Rate Application. All entities requesting PPE must have completed inventory in the Application. To obtain access to the Burn Rate Application, entities must email [logistics@polkcountyiowa.gov](mailto:logistics@polkcountyiowa.gov) and the application URL and Personal Identification Number (PIN) will be provided, followed by a password.

Resource requested are filled based on a priority system:

1	Hospitals, Contracted entities that provide transportation and security for shelter with confirmed cases of COVID-19
2	Emergency Medical Services, Law Enforcement, Fire Departments
3	Long Term Care Facilities, Medical Facilities not identified above
4	Others

\*EMERGENCY situations take priority and may call for flexibility in the process. This may include expedition of requests for emerging "hot spots".

All orders must be placed by NOON Monday – Friday. The warehouse to accept, allocate and distribute ~~is planned out and is ready for~~ is operational. Once orders are filled, the requestor will be notified to pick up their order.

A process has been finalized for all resource management donations (medical and service/personal care items). Continued offers from the private sector (hotels and real estate) to support sheltering/housing needs.

**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).

As cases or potential cases are identified, public health staff are continuing their contact tracing and providing PH guidance. Prepared to expand public health services and staff to meet the increasing demands for contact tracing and COVID-19 case management.

**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 released 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.

Secured financial support for paid air coverage for mental health public service announcements. Collaborating with the SW Suicide Prevention Network for messaging and resources.

Added links for teens/peer support on PCHD and Polk County Mental Health Services webpages and on all printed materials.

Mental Health Speaker’s Bureau will have time on WOI-TV Channel 5 on 4/2 and the speakers have been identified. Recording videos for distribution with the first one focusing on Fear and Anxiety. A mental health Town Hall was streamed on WOI-TV on 4/2 and will be re-streamed again in the future. **(UPDATED)**

Working on respite care for parents of kids with special needs

2-1-1 now has dedicated call-takers to support mental health needs. Identifying hotline for medical staff and emergency responders to support their own mental health. **(UPDATED)**

**Healthcare**

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.

~~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.

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. See Section 9 for more details on 2-1-1. **(UPDATED)**

<b>Week</b>	<b>Statewide</b>	<b>Polk County</b>
<del>March 8 – 21</del>	<del>8,513</del>	<del>3,436</del>

Monitoring bed capacity, testing and medical supply inventories daily. See ESF-7 for resource ordering details.  
(UPDATED)

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. The electronic dashboard is currently in testing phase.~~ IT (GIS) has created a dashboard with COVID-19 information. The data is extracted from the IDPH GIS server, which gets refreshed every 15 minutes. IT's vision for creating this dashboard was to provide information on one screen rather than going to the IDPH site and then going through multiple site pages to look at COVID-19 information.

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.

Added an Iowa National Guard Liaison representative to help support logistics.

~~Review and update mutual aid agreements among local hospitals and are finalizing hospital surge plans.~~ Hospital systems surge plans have been standardized, mutual aid agreements have been reviewed.

### 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. Numbers have been collated for housing and childcare. Alternative housing locations have been identified. MOUs/MOAs are in progress. The primary location for emergency responder alternative housing is prepared and ready to receive responders, if needed. PSAPs have been integrated into the Emergency Services Group within Operations. They were provided a surge plan by the Emergency Services Group that outlined the processes that should be implemented in the event of major staffing shortfalls. PSAPs were requested to design a coordinated dispatch protocol for interoperability, which is currently in progress.~~ (UPDATED)

Confirmed a process for reporting EMS and healthcare worker exposures and consensus on metered dose inhalers.

### Medical Examiner's Office

Initiating discussions with local funeral homes and State ME Office in the event that the plan would need to be activated.

### **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 services for dogs and cats to low-income families/individuals or those temporarily affected by job loss because of the pandemic, Mon-Fri from 12:00 to 4:00. ~~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.~~ In an effort to improve our Social Distancing efforts, Individuals needing assistance are encouraged to remain in their vehicle upon arrival to Animal Services and send a text to 515-229-7392 with the year, make, model, and color of their vehicle. A staff member will then provide further assistance.

### **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. Traditional roll calls have been suspended, and officers check in with their supervisors individually rather than in groups. Non-essential employees are working from home. The different sections (Crimes Against Persons, Crimes Against Property, etc.) of our Investigations Division have been divided into different shifts to ensure continuity of service should an employee become infected and the need to isolate peers becomes necessary.

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.~~ Numbers have been collated for housing and childcare.

~~Alternative housing locations have been identified. MOUs/MOAs are in progress. The primary location for emergency responder alternative housing is prepared and ready to receive responders, if needed. (UPDATED)~~

~~A spreadsheet was developed outlining the mutual aid process that will be implemented during staff shortages. PSAPs will be engaged soon to inform them of the process if it is to be activated. PSAPs have been integrated into the Emergency Services Group within Operations. They were provided a surge plan by the Emergency Services Group that outlined the processes that should be implemented in the event of major staffing shortfalls. PSAPs were requested to design a coordinated dispatch protocol, which is currently in progress. (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.

#### **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. WHO-TV will be hosting the next clinical panel on 4/1 and WOI Channel 5 will focus on mental health on 4/2. WOI Channel 5 will re-stream the mental health Town Hall at a future date.~~

New Des Moines hospital visitation restrictions were disseminated to the public, which does not allow any visitors with very few exceptions. Those exceptions are outlined in the release.

Video was recorded on the subject of fraud and scams that are occurring or could occur, what people should do and what they should look for. Release is TBD.

### **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.  
 See ESF-7~~

### **SECTION 9: OTHER RELEVANT INFORMATION**

#### **Comparison of Surrounding States to Iowa**

As of 4/6/20, the following is an overview of actions taken by Iowa and surrounding states concerning disaster declarations, shelter in place orders, school closures, business closures, and travel restrictions. **(UPDATED)**

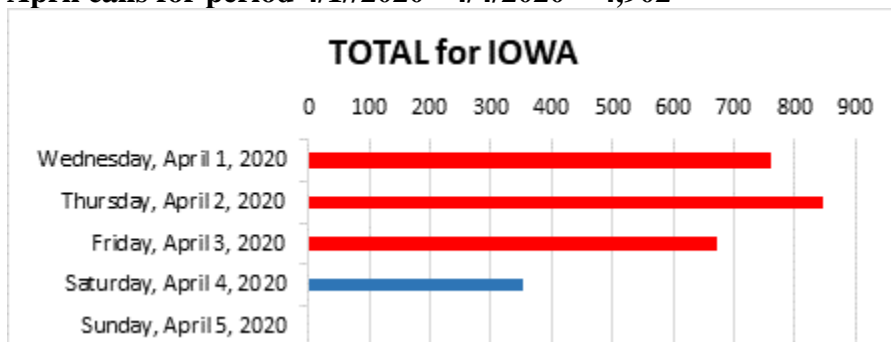
	Governors Disaster Proclamation	Presidential Disaster Declaration	Governors Shelter in Place Order	Public Schools	Business Closures of Restaurants, Bars, Personal Services, Entertainment and similar	Travel Restrictions Between State Borders
Iowa	COVID-19 Emergency Declaration	Major Disaster Declaration #1425DR	None	Closed until further notice	Closed until further notice	None
Illinois	COVID-19 Emergency Declaration		Entire State of Illinois until 04/08/2020	Closed until 04/08/2020	Closed until further notice	None
Missouri	COVID-19 Emergency Declaration		Kansas City Metro and St. Louis Metro until 04/24/2020	Closed until further notice	Closed until further notice	None
Nebraska	COVID-19 Emergency Declaration		None	Closed until further notice	Closed until further notice	None
Wisconsin	COVID-19 Emergency Declaration		Entire State of Wisconsin until 4/24/2020	Closed until further notice	Closed until further notice	None
Minnesota	COVID-19 Emergency Declaration Signed		Entire State of Minnesota until 4/10/2020	Closed until further notice	Closed until further notice	None

STATE	GOVERNORS DISASTER PROCLAMATION	PRESIDENTIAL MAJOR DISASTER DECLARATION	GOVERNORS SHELTER IN PLACE ORDER	PUBLIC SCHOOLS	Non-essential Business Closures	TRAVEL RESTRICTIONS BETWEEN STATE BORDERS
Iowa	COVID-19 Emergency Declaration	Major Disaster Declaration Approved 3/23/2020	None	Closed until 4/30/2020	Closed until 4/30/2020	None
Illinois	COVID-19 Emergency Declaration	Major Disaster Declaration Approved 3/26/2020	Entire State of Illinois until 04/30/2020	Closed until 04/30/2020	Closed until further notice	None
Missouri	COVID-19 Emergency Declaration	Major Disaster Declaration Approved 3/26/2020	Entire state of Missouri 4/6/2020 to 4/24/2020	4/24/2020	4/24/2020	None
Nebraska	COVID-19 Emergency Declaration	Major Disaster Declaration Approved 04/04/2020	None	Closed until further notice	Closed until further notice	None
Wisconsin	COVID-19 Emergency Declaration		Entire State of Wisconsin until 4/25/2020	Closed until further notice	Closed until further notice	None
Minnesota	COVID-19 Emergency Declaration Signed		Entire State of Minnesota until 4/10/2020	Closed until further notice	Closed until further notice	None

**2-1-1 Calls (UPDATED)**

**March statewide total: 16,643**

**April calls for period 4/1//2020 - 4/4/2020 = 4,902**



**2-1-1 Calls by County for the period of 03/8/20 – 4/4/20**

Adair	32	Cedar	45	Dubuque	337	Humboldt	34	Madison	105	Pocahontas	28	Warren	462
Adams	4	Cerro Gordo	165	Emmet	20	Ida	9	Mahaska	133	Polk	7760	Washington	106
Allamakee	55	Cherokee	36	Fayette	71	Iowa	73	Marion	198	Pottawattamie	251	Wayne	25
Appanoose	81	Chickasaw	45	Floyd	77	Jackson	60	Marshall	248	Poweshiek	117	Webster	195
Audubon	19	Clarke	45	Franklin	25	Jasper	293	Mills	27	Ringgold	15	Winnebago	25
Benton	76	Clay	46	Fremont	14	Jefferson	104	Mitchell	18	Sac	21	Winneshiek	38
Black Hawk	574	Clayton	34	Greene	64	Johnson	694	Monona	18	Scott	566	Woodbury	403
Boone	194	Clinton	112	Grundy	35	Jones	56	Monroe	36	Shelby	37	Worth	21
Bremer	106	Crawford	51	Guthrie	74	Keokuk	36	Montgomery	24	Sioux	80	Wright	39
Buchanan	70	Dallas	636	Hamilton	111	Kossuth	40	Muscatine	95	Story	637	(unknown)	20
Buena Vista	44	Davis	46	Hancock	16	Lee	98	O'Brien	32	Tama	91	<b>Grand Total</b>	<b>19026</b>
Butler	45	Decatur	32	Hardin	86	Linn	1222	Osceola	3	Taylor	17		
Calhoun	41	Delaware	26	Harrison	49	Louisa	15	Page	59	Union	42		
Carroll	109	Des Moines	65	Henry	45	Lucas	41	Palo Alto	20	Van Buren	15		
Cass	23	Dickinson	37	Howard	25	Lyon	16	Plymouth	58	Wapello	207		