

From: McKenzie, Kent <**Sent:** March 12, 2020 16:34
To: SD 911 <**Cc:**
Subject: 9-1-1 Center COVID-19 precautions
Importance: High

March 12, 2020, 4:30 p.m.

9-1-1 Team:

We want to do all we can to protect YOUR health during the ongoing Coronavirus (COVID-19) pandemic. Here are some steps that we are taking IMMEDIATELY to reduce our risk of exposure or transmission inside our center.

These are in effect UNTIL FURTHER NOTICE.

1. **If you have a fever, DO NOT COME TO WORK.** Call in sick (following our normal procedure), regardless of what staffing challenges that may cause. Follow up by CALLING your primary health care provider.
2. 9-1-1 Personnel **will NOT attend** in-person roll-call. **HP Command**, please pass information by phone or email as much as possible.
3. **Visitors are not allowed** within the 9-1-1 Center. Exceptions are vendor maintenance staff and authorized LCSO personnel (such as Deputies or Auxiliary Deputies who are in training).
4. **Social Visits from LCSO and other County Personnel are not allowed**. If you must visit the Communications Center for business, please limit your time and contact.

5. **All off-site in-person LCSO 9-1-1 training is canceled.**

6. **Use provided paper towels to open doors in the center,** so you don't directly touch potentially contaminated surfaces. Paper towels are now located on the main exterior door, the exit door from the center toward the main door, restroom doors, and the network room door. Preliminary studies suggest that the virus that causes COVID-19 can live on metal surfaces for up to several days.
7. **Clean/Disinfect surfaces at your console position when you sit down to work.** Canisters of sanitizing wipes have been placed at each console position. Be sure to wipe down the keyboard(s), mice, desk surface, chair arms, drawer handles, and anything else that you touch.
8. **Once per shift, wipe down** all faucets, toilet handles, kitchen cabinet/drawer/appliance handles, doorknobs/handles, and the schedule book, using the 3% hydrogen peroxide wipes that are located on top of the lateral file cabinets. There is a "chore chart" on a clipboard at the schedule book nook. Please initial when you do any of these chores.
9. **Avoid physical interpersonal contact at work.** No shaking hands, high-fives, or even fist-bumps. Be careful to not pass pens/pencils/staple removers from one person to another without wiping them down first.

While we cannot restrict your activities outside of work, we STRONGLY ENCOURAGE you to avoid (large) gatherings, particularly public gatherings, for at least the next few weeks. We also recommend against airline or cruise travel.

Washing your hands thoroughly remains one of the single best strategies you can use to protect yourselves, your families, and your coworkers. Wash for at least 20 seconds. There are lots of catchy tunes you can sing (to yourself!) to measure time while washing.

We recognize that OUR PEOPLE are our single most VALUABLE RESOURCE, and we want to do all we can to protect you! In addition to the console deep-cleaning that is being done this week, we have ordered some new UVC disinfection lights to reduce the risk of transmission of ANY airborne illness within our center. Unfortunately, these are on backorder right now, but we've been told they should arrive within the next few weeks.

If you have any SUGGESTIONS on OTHER THINGS WE CAN DO, please let us know.

The county is providing a weekly COVID-19 newsletter, which you (and friends and family) can sign up to receive at <https://public.govdelivery.com/accounts/ILLAKE/signup/14547>. The Health Department has a public webpage with Lake-County specific COVID-19 information here: <http://www.lakecountyil.gov/4377/Coronavirus-Disease-2019-COVID-19>.

Thank you very much for all you do, and be safe!

Kent



C. Kent McKenzie, CEM, ENP | *Communications Director*

Lake County Sheriff's Office

9-1-1 Emergency Communications

