I. PURPOSE
To establish a Continuity of Operations Plan (COOP) for Reno County EMS during the escalation of the COVID-19 pandemic.

II. SCOPE
The Reno County EMS Continuity of Operations Plan establishes tiered guidelines for the daily operations and long-term mitigation of the COVID-19 pandemic in the community.

III. Response Tiers

1) Tier 1 Operations.
Reno County EMS will modify daily operations to a Tier 1 Response based upon the following trigger points: The confirmation of a COVID-19 patient in Reno County and EMS units begin actively responding to incidents with COVID-19 symptomatic patients.

A. 911 Call Screening: Reno County Emergency Communications will utilize the Emerging Infectious Disease Surveillance tool to screen for possible COVID-19 patients. Dispatch will alert responding agencies to a possible “Signal 12” patient if the screening is positive. Confirmed COVID-19 or PUI address will be flagged temporarily in the CAD system to notify responders.

B. Agency & Station Activities
   a. Vacation / PTO not restricted.
   b. Secondary jobs of full-time employees not restricted.
   c. Ensure command staff continuity. Deputy Director assigned to work remotely and avoid possible communal infection.
   d. Non-essential office staff assigned to work remotely and maintain billing continuity.
   e. Daily crew briefings conducted remotely.
   f. Expedited hiring processing for open positions.
   g. Daily screening of clinical staff – temperature & exposure risk assessment.
   h. Limit outside activities – No PR Event – No outside CEU classes.
   i. No clinical students or observers allowed.
   j. Limit station access – no visitors allowed.
   k. Updated decontamination procedures.
   l. Mandate PPE recommendations.
   m. Daily Inventory of PPE.
      Respirators Facemasks
      Eye Protection Gowns
      Foot Covers Hair Covers
      Gloves
C. **Operational Responses**
   a. Daily agency staffing remains normal (Medic 1, 2, 3, 4, 5, 70)
   b. Modified incident responses based upon EMS Memo 20-10 and EMS COVID-19 Response policy
   c. Patient compartment sealed off from driver compartment
   d. No riders to accompany patients with the exception of pediatrics patients

D. **Clinical**
   a. Place facemask on all respiratory and high-risk patients
   b. COVID 19- Non-Transport Protocol (mild symptoms)
   c. Updated Adult Respiratory Protocol
      i. Deemphasized nebulized medication administration
      ii. Addition of Terbutaline for treatment of respiratory distress
      iii. Encourage supraglottic airways over ETT cardiac arrest

2) **Tier 2 Operations**
Reno County EMS will modify daily operations to a Tier 2 based upon the following trigger point: Multiple confirmed COVID-19 patients with communal spread identified as the primary pathogen acquisition method. The EMS workforce has more than one (1) crew member but less than 25% of the workforce restricted from work due to COVID-19 isolation or illness. In addition to Tier 1 modifications the additional processes will be implemented.

A. **911 Call Screening:**
   a. Additional screening questions with instructions on how to shelter in place.

B. **Agency & Station Activities**
   a. Vacation / PTO restricted.
   b. Secondary jobs of full-time employees restricted from working at agencies outside of Reno County.
   c. Coordinate with education institutions to increase availability of employees who are paramedic. students. Adjust attendance requirements to allow EMS staffing.
   d. Survey available EMS Providers in Reno County for possible staffing assistance.
   f. Implement rapid testing of employees if symptomatic
   g. Mandate high level PPE on all responses.
   h. Daily Inventory of PPE.

C. **Operational Responses**
   a. Responses will be adjust based on availability of first responders to respond to medical calls.
   b. Consider BLS staffing of ambulances.
   c. Utilize Private Ambulance Agencies for non-emergent transfers.
   d. Require PAPR utilization on COVID-19 positive interfacility transfers.

D. **Clinical**
   a. Place a facemask on all patients.
   b. Increased automated CPR device utilization due to lack of co-responders on incidents.
   c. Adjustments will be made based upon recommendations subject matter experts.
3) Tier 3 Operations

Reno County EMS will modify daily operations to a Tier 3 based upon the following trigger points: Communal spread is identified as the primary method by which COVID-19 is acquired in Reno County. The EMS workforce has more than 25% of the workforce restricted due to COVID-19 isolation or illness. RCEMS capabilities are significantly reduced due to a restricted workforce (2 ambulances out of service). In addition to Tier 2 modifications the additional processes will be implemented.

A. 911 Call Screening:
   a. Additional screening questions with instructions on how to shelter in place.
   b. Call prioritization of emergency calls.
      i. Consider no response to Omega calls.

B. Agency & Station Activities
   a. Reduced station staffing based on geographic distribution of call volume.
   b. End dual response with Haven & Pretty Prairie Ambulances.
   c. Consider alternate staffing from EMS agencies located in Reno County.
      i. Haven Comm Ambulance
      ii. Pretty Prairie Ambulance
      iii. Nickerson EMS
      iv. Trails West EMS
   d. Rapid onboarding of alternate staffing recruits.
   e. Just in time training for alternate staffing recruits.
   f. Employee monitoring – emotional & physical fatigue evaluation.
   g. Consider allowing non-symptomatic Employees with COVID-19 to return to work with facemask at all times.

C. Operational Responses
   a. Anticipate no medical assistance from first response agencies.
   b. Request mutual aid response from surrounding counties.
   c. Evaluate resources to respond mutual aid request.
   d. Consider regional coordination of interfacility transfer requests and resources.

D. Clinical
   a. Adjustments will be made based upon recommendations subject matter experts.