

MOUNTAIN VIEW POLICE DEPARTMENT

COVID-19 Pandemic 2020 OPERATIONAL GUIDE



PUBLISHED: APRIL 3, 2020

REVISED:





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PURPOSE OF THE OPERATIONAL GUIDE

This guide is intended to provide you with relevant and accessible information about COVID-19 related operations, procedures and best practices. As we work through this pandemic, things will continue to change rapidly. This guide will be updated continuously to ensure effective communication of pertinent information.

Chief's Message

by **Max Bosel, Police Chief**

THANK YOU!

Together, we are facing uncertain and unprecedented times. The true essence of teamwork is forged in crisis conditions, and it is a privilege and honor to serve alongside dedicated professionals who come together to meet the significant and historic challenges being encountered on the frontlines. It is my priority to focus the Department's resources to protect the well-being of you and your families - whatever and wherever your assignment may be - so that we can continue to provide essential law enforcement and public safety services to the Mountain View community. This guide is intended to give you information, guidance, and resources that are pertinent to the COVID-19 pandemic so that you can best fulfill your responsibilities while staying safe and well. As always, stay safe and THANK YOU for your service! Our community, nation, and society are depending on you!





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PRE-SHIFT QUESTIONNAIRE

Prior to starting your shift you will be asked a series of questions listed below and you will be asked to have your temperature taken.

1. ARE YOU RUNNING A FEVER OF 100.4 F OR GREATER?

EMPLOYEES WILL NOT BE ABLE TO CONTINUE WORKING WITH A FEVER OF 100.4 F OR GREATER AND MAY BE SENT HOME WITH A TEMPERATURE LESS THAN 100.4 F AT THEIR SUPERVISOR'S DISCRETION.

YES (notify supervisor) NO

2. DO YOU HAVE RESPIRATORY SYMPTOMS SUCH AS A COUGH OR SHORTNESS OF BREATH?

YES (notify supervisor) NO

3. Have you had close contact with a person infected with COVID-19 while on or off duty?

YES (notify supervisor) NO

If the answer is YES to any of these questions, a mask should be placed on the employee and a determination will be made by their supervisor and/or Designated Infection Control Officer (DICO) whether to self quarantine, contact occupational medicine or seek immediate medical care.



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EQUIPMENT & PPE

How do I protect myself, coworkers, and the community?

For the most up to date PPE and Protective Measures from the CDC, please click [HERE](#):

BACKGROUND:

- Data suggests that symptoms may appear in as few as 2 days or as long as 14 days after exposure to the virus that causes COVID-19.
- Symptoms can include fever, cough, difficulty breathing, and shortness of breath.
- The virus causing COVID-19 is called SARS-CoV-2. It is thought to spread mainly from person-to-person via respiratory droplets among close contacts. Respiratory droplets are produced when an infected person coughs or sneezes and can land in the mouths or noses, or possibly be inhaled into the lungs, of people who are nearby.

PROTECT YOURSELF:

- If possible, maintain a distance of at least 6 feet.
- Practice proper hand hygiene. Wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available use an alcohol-based hand sanitizer with at least 60% alcohol.
- Do not touch your face with unwashed hands.
- Have a trained Emergency Medical Service/Emergency Medical Technician (EMS/EMT) assess and transport anyone you think might have COVID-19 to a healthcare facility.
- Ensure only trained personnel wearing appropriate personal protective equipment (PPE) have contact with individuals who have or may have COVID-19.
- Learn your employer's plan for exposure control and participate in all- hands training on the use of PPE for respiratory protection, if available.





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RECOMMENDED PPE:

Law enforcement who must make contact with individuals confirmed or suspected to have COVID-19 should follow CDC's Interim Guidance for EMS - [CLICK HERE](#).

Different styles of PPE may be necessary to perform operational duties. These alternative styles (i.e., coveralls) must provide protection that is at least as great as that provided by the minimum amount of PPE recommended.

- The minimum PPE recommended is:
- A single pair of disposable examination **gloves**,
- Disposable isolation gown or single- use/disposable coveralls*,
- Any NIOSH-approved **particulate respirator** (i.e., N-95 or higher- level respirator); face masks are an acceptable alternative until the supply chain is restored, and
- **Eye protection** (i.e., goggles/safety glasses or disposable face shield that fully covers the front and sides of the face).

CONTACT DURING AN APPREHENSION:

- Clean and disinfect duty belt and gear prior to reuse using a household cleaning spray or wipe, according to the product label.
- Follow standard operating procedures for the containment and disposal of used PPE.
- Follow standard operating procedures for containing and laundering clothes. Avoid shaking the clothes.

REPORT ALL POTENTIAL AND REAL CONTACTS TO YOUR IMMEDIATE SUPERVISOR AS SOON AS POSSIBLE.

For law enforcement personnel performing daily routine activities, the immediate health risk is considered low.



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EXPOSURE PROTOCOLS

I think I may have been exposed, what do I do?

REPORT ALL POTENTIAL AND REAL CONTACTS TO YOUR IMMEDIATE SUPERVISOR AS SOON AS POSSIBLE (via phone).

Each event will be considered on a case-by-case basis and may be modified based on Santa Clara County Public Health recommendations. The Department will respond to each case with the priority of providing for the health and welfare of the employee and their family.



These procedures are coordinated by (enter your staff names here), the Designated Infection Control Officers (DICO). DICO contact numbers: (---)----- or (---)-----.



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DETERMINE THE LEVEL OF RISK OF EXPOSURE:

1. High Risk

- a. First responder NOT wearing face mask or respirator who have had Prolonged Period of Time close contact with an EMS Screened Positive person NOT wearing a face mask; or
- b. First responder NOT wearing face mask, respirator, and eye protection who is present in a room when an EMS Screened Positive person is receiving continuous positive airway pressure (CPAP), CPR, or aerosols.

2. Medium Risk

- a. First Responder NOT wearing face mask or respirator who had Prolonged Period of Time close contact with an EMS Screened Positive person who was wearing a facemask;
- b. First Responder NOT wearing eye protection who had prolonged close contact with EMS Screened Positive person NOT wearing a facemask; or
- c. First Responder wearing face mask or respirator without gown and/or gloves who is present in a room when an EMS Screened Positive person is receiving CPAP, CPR, or aerosols.

3. Low Risk

- a. First Responder with brief interactions with an EMS Screened Positive person; or
- b. First Responder was wearing a face mask or respirator and the EMS Screened Positive person was wearing a facemask.

Definitions of terms - see [COVID-19 Exposure Procedures Memo - Updated 3-20-2020](#) on the Department Operations Center..



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MONITORING BASED ON EXPOSURE RISK:

1. **High and Medium Risk:** A First Responder without symptoms is not restricted from work. A First Responder in the high- or medium-risk category shall undergo Active Monitoring AND Self-Monitoring with Delegated Supervision. Requirements shall include:
 - a. Temperature screenings before and after every shift. If the shift lasts longer than 16 hours, a temperature screening as close to halfway through the shift as possible shall occur.
 - b. If the First Responder develops a fever measured at $\geq 100.4\text{F}$ or experiences chills OR respiratory symptoms (e.g., cough, shortness of breath, sore throat), they shall immediately self-isolate by separating from others and notify their supervisor to arrange consultation and referral to an occupational medicine provider for further evaluation. The medical professional shall be the entity that authorizes a return to work for a symptomatic First Responder.
2. **Low Risk:** A First Responder without symptoms is not restricted from work. A First Responder in the low-risk category shall perform Self-Monitoring with Delegated Supervision until 14 days after the last potential exposure. Requirements shall include:
 - a. Temperature screening twice daily and remain alert for respiratory symptoms (e.g., cough, shortness of breath, sore throat). They should ensure they are free of symptoms before leaving home to report for work.
 - b. If the First Responder develops a fever measured at $> 100.3\text{F}$ or experiences chills OR respiratory symptoms (e.g., cough, shortness of breath, sore throat), they shall immediately self-isolate by separating from others and notify their supervisor to arrange consultation and referral to an occupational medicine provider for further evaluation. The occupational medicine provider shall be the entity that authorizes a return to work for a symptomatic First Responder.
3. **No Identifiable Risk:** A First Responder without symptoms is not restricted from work. A First Responder who falls into this category shall perform **Self-Monitoring daily**.





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If I am directed to stay home, what do I do?

If you are directed to stay home, the DICO will direct you to take your temperature and self-evaluate for cough and shortness of breath (SOB) daily. The DICO will provide you with a phone number for twice daily reporting. Should you develop a fever, cough or develop SOB, contact the DICO to receive more specific instructions.

NOTE: Should you desire lodging outside of your home to protect your family from possible exposure, the City has alternative housing options to accommodate these needs.

The current standard is to monitor and report for fourteen days after a suspected exposure. If you are directed to stay home:

- Minimize contact with family members and wear a surgical mask (NOT an N95) if you are coughing or sneezing while near others in the household.
- Wash your hands with soap and water very frequently, and as much as possible avoid touching your face.
- You should sleep in a separate room from other family members and use a separate bathroom if possible.
- Clean surfaces you touch such as doorknobs and tabletops/countertops frequently with disinfecting cleaners.



For more data [CLICK HERE](#)

The Centers for Disease Control and Prevention (CDC) provides an excellent source of information on the [website](#).



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TESTING

Can I be tested? How does that work?

Yes. Priority testing, when testing conditions are met, is available from County Public Health, Stanford Hospital, and potentially from your healthcare provider.



THIS GUIDANCE IS INTENDED FOR FIRE, EMS, AND LAW ENFORCEMENT

*******DETAILS SHOULD NOT BE SHARED WITH THE GENERAL PUBLIC*******

*******For operational security this section is intentionally blank. If your jurisdiction has priority testing or other testing information specific to First Responder testing, insert it here.*******



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TELECOMMUTING

How can I work from home?

Questions/ Concerns for HR:

- Have questions related to employee matters that you would like addressed? Use the Google form (provide link to your own HR department employee communication forms)to submit questions and have them responded to daily by HR.
- If you have questions, are feeling overwhelmed, or would like to inquire about speaking with a counselor, call 800----- or visit (provide phone number and link to your own employee health or psychological assistance programs).



Telecommuting:

- Some have asked how to fill out time cards from home. You can access Executime from by clicking ----(provide a link to your online time card system or other time card information).
- Need a link? You can access your city email from any internet enabled device ---- (provide a link to your email server).
- Want to know what the City is sharing with residents? Sign up for 'The Briefing' by texting MVCCOVID to ---- or clicking ---- (provide a text code and/or link to what your jurisdiction is providing to the public).

Time cards:

- **Regular full-time and part time employees:**
 - Regular pay code for the hours worked onsite
 - Pay code --- for paid administrative leave
 - Pay code ---- for work offsite/telecommute hours
- **Hourly employees:**
 - Regular pay code for the hours worked during the closure
 - Regular pay codes, but enter GL Key ----- for paid administrative leave
- Procurement card statements *can be submitted after March 20th* deadline but please complete and turn in if you can
- Need to reset your timecard password? (provide contact information phone/email for your payroll administrator or IT personnel for contact).



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#WFHselfie

We'd like to share some community smiles and know that many of you are transitioning to a work from home (WFH) lifestyle. We might be missing out on day to day work life but that doesn't mean we can't fill the void with some fun home office pics. Smiles, cats on laptops, and new home offices all welcome! Email (provide point of contact) with yours at (provide email link here) (we'll only share them internally on this newsletter).



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MODIFIED OPERATIONS

What is my function now?

Our objectives and priorities moving forward will be:

- Maintain public order and safety
- Provide for the health and well-being of our department personnel
- Plan and prepare for police services at hospitals, testing locations, stores and other essential or critical service locations
- Reevaluate our practices and procedures to mitigate our personnel's exposure to COVID-19

The following changes in our procedural philosophy are effective immediately and will enable us to continue our commitment to public safety by limiting undue exposure to the public:

- Officers and CSOs are strongly encouraged to **limit proactive enforcement** and public contact and should balance the potential dangers of public contact with the public safety benefit of the enforcement activity
- The ECC shall **encourage the use internet reporting** following existing guidelines
- Non-in progress calls for service **should be handled over the phone** as much as possible
- Crime scene processing for non-person crimes is suspended until further notice (excluding residential burglaries and sex crimes)
- All Officers, CSO's and Police Assistants may wear BDUs to facilitate more frequent uniform cleaning
- Officers and CSO's are expected to handle phone calls from the field and should avoid the station whenever practical
- Officers are expected to conduct the vast majority of their report writing in their vehicles and not in the station

Field personnel are expected to sanitize their vehicles at the beginning and end of every shift (additional cleaning supplies are on order)





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ENFORCEMENT

The most current Public Health Order can be found (provide a link to your jurisdictions current public health order). Your focus should be on gaining compliance; enforcement action should be a last resort.

Remember, if safe and possible, speak with your supervisor prior to taking enforcement action.

For either violation use section [120295 of the Health and Safety Code](#).

There are two main violations of this order you will commonly encounter:

groups of people gathering



non-essential businesses staying open



A flow chart and detailed information is available on the Department Operations Center.



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What about warrants and arrests?

In order to maximize compliance with public health and safety directives related to the current COVID-19 pandemic, the Court authorizes local law enforcement to issue citations in the field or after booking, or to issue written promises to appear for individuals under the following circumstances:

- Individuals arrested upon warrants for failing to appear in court for **pending misdemeanor offenses, excluding domestic violence related offenses** as defined in Penal Code section 136.2, Penal Code section 13700, and Family Code section 6211;
- Individuals arrested upon warrants for failing to appear in court for diversion-related matters, deferred entry of judgement, or post-conviction matters, excluding post-conviction matters for offenses listed in Penal Code section 1270.1;
- **Individuals arrested for felony offenses with an aggregate scheduled bail amount of \$25,000 or less, excluding offenses listed in Penal Code section 1270.1 or Vehicle Code section 23153 (driving under the influence causing injury).**



Such individuals may be cited and given a court date eight weeks from the arrest date upon execution of a written promise to appear. Individuals on formal probation shall also be ordered to contact their probation officer by telephone within two business days of the arrest date.



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Is my patrol work schedule going to change?

Temporarily, YES.

In order to improve the safety of personnel deployed in the field during this pandemic crisis, a modified schedule is being implemented, effective Sunday, April 5, 2020. The schedule is temporary and will remain in effect until such time the crisis is averted.

The schedule, illustrated below, reduces the number of shifts officers are assigned to patrol teams to three (3), ten (10) hour shifts per week and one ten (10) hour shift that is a work from home/remote day (Thursday). This shift configuration provides better isolation of teams to reduce the potential for cross-exposure.

****Insert your patrol schedule here****

Other divisions and units (ISD, YSU, Traffic, etc.) will cover the Thursday shift and adjust their schedules through their Chain of Command to reflect similar hours and reduction of exposure. All future CPT will be scheduled for remote learning on Thursdays for FOD and an additional day, to be determined by P&T, for other divisions and officers covering on Thursdays.



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EMPLOYEE WELLNESS

I need some help. Who can I talk to?

The MVPD Peer Support Team is available for contact at any time.

Peer Support Team Member

****Insert peer support team names and phone numbers here****

Employee Assistance Program

Call: 1-800-344-4222 or access their website at www.concern-eap.com

This benefit is **FREE** to you and your immediate family to help you deal with personal situations that may affect your health and well-being. CONCERN provides services from experienced counselors in the community. They offer short-term counseling for problems such as marriage and family relationships, alcohol/ drug abuse, stress, anxiety and depression. Representatives are available 24 hours a day, 365 days a year to refer you to a CONCERN counselor near your home or office.

CONCERN also has excellent online resources to help you deal with everyday challenges including stress, anger and sleep at the Resilience Hub™, a mobile-friendly website with self-help content to boost mental, emotional and physical well-being in times of stress and change. Click [here](#) to take a look around for yourself. (You will need to enter an organizational log in. Just enter "-----" for full access.)

Health and Nutrition

It is incredibly important now, more than ever, to maintain balance.

Proper self care, nutrition, mindfulness and exercise pays off in so many ways. The International Chiefs of Police have provided some excellent guidance for all things wellness. [Click here for more.](#)



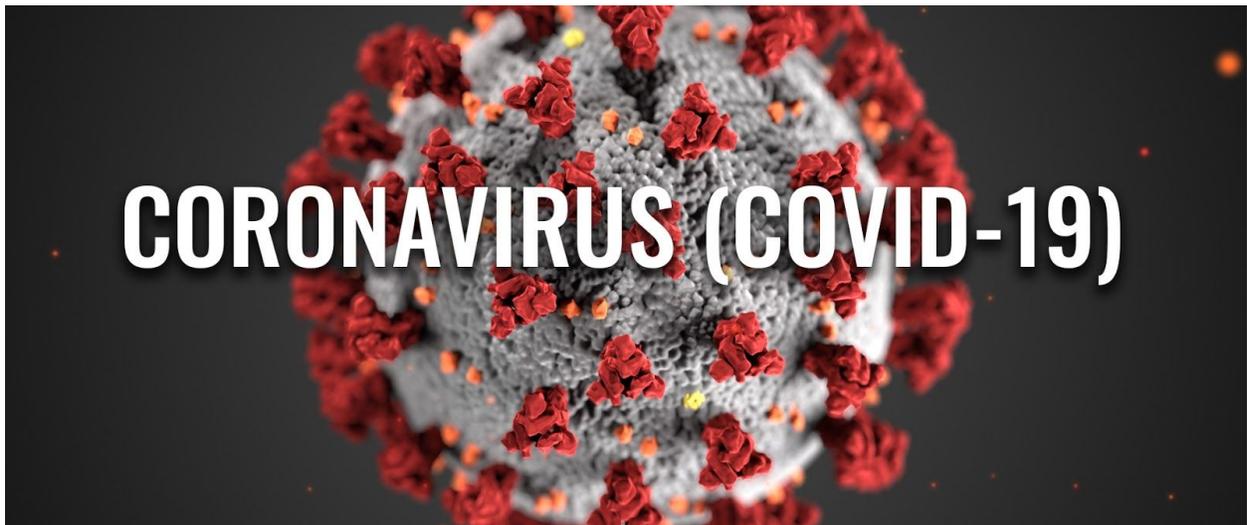


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CITY CHANGES

How has the City changed their services and how is the City communicating?

The City is maintaining an up-to-date website ([available here](#)) for all things COVID-19. The site lists current City services, public information and even a section about rumors and myths. Please review this regularly to stay current and feel free to direct the community here as well.



Additionally, the City is providing a regularly published CMV Staff Brief for employees. If you would like to sign up to receive this, ([provide link to sign up](#)) with your personal email or **text MVCCOVID to -----** to have it sent to your work email.



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EMERGENCY COMMUNICATIONS CENTER

Have Communications Center operations changed? What do I need to know?

VISITORS TO ECC:

The biggest change is visiting the center. **Officers and field personnel are to remain out of the ECC.** If you need to pick up information or paperwork from the ECC, call in on the business line, x---- and ask a dispatcher to place it in the box just outside of the main entrance off of the evidence processing hallway.

SCHEDULE:

Along with other divisions, the ECC's schedule has also changed to reduce exposure to one another, prevent the spread of COVID-19, and allow for time off, rest recuperation. Information from the CDC indicates a compromised immune system increases the overall impact of infectious diseases and we intend to avoid this.

The schedule consists of Team A and Team B. Team A works Sunday, Monday, Tuesday and every other Wednesday. Team B works every other Wednesday, Thursday, Friday and Saturday. This allows for a four (4) day work week one week and a three (3) day work week the next. During the Wednesday dispatchers are not scheduled to work in the ECC, they will have four (4) hours that will be dedicated to working from home. That can include online classes from home as determined by the dispatcher or supervisor. Special projects might also be available during the off-site workday.

*****Provide schedule here*****



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HEALTH CHECKS:

At the start of each shift, **all dispatchers** will check their temperature and notify, through their chain of command if symptomatic. Off duty exposures or symptoms will also follow established protocols (see Exposure Protocols section of this guide book).

RECORDS UNIT

Have the Records Unit operations changed? What do I need to know?

Effective March 17th public hours and services were reduced to 0800-1700 every day.

Only Pre-bookings, Sex/Arson/Gang Registrants, vehicle releases, Livescan fingerprints for CMV police officer/dispatch applicants only and property releases will be handled by appointment only.

For approved fingerprints/pre-bookings the following questions will be asked prior to their Livescan.

1. Are you having flu-like symptoms, such as fever, cough, or shortness of breath?
2. In the last 14 days have you traveled to a high-risk area for transmission of COVID-19 (China, Italy, Iran, Japan and South Korea)?
3. Have you been in close contact with someone confirmed or is being evaluated for COVID-19?
4. Do you have a cough?
5. Have you had any fevers or shortness of breath?

If the answer is yes to any of the above, appointments may be rescheduled.





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BAIL LIMIT CHANGES

The new bail limit for citing misdemeanor warrants is **\$24,999** instead of \$14,999 and court dates have been pushed 120 days out.

See additional Cite and Release guidance in the Modified Operations section of this guide.

USEFUL WEBSITES

Local Resources:

[City of Mountain View Public Information](#)

[City of Mountain View COVID Specific](#)

[Santa Clara County Public Health](#)

[First Two Critical Infrastructure Map](#)

Dashboards:

[COVID-19 Cases DASHBOARD](#)

[HOSPITAL DASHBOARD](#)

[LABORATORY DASHBOARD](#)

State Resources:

[California Department of Public Health](#)

Federal Resources:

[Center for Disease Control](#)

[World Health Organization](#)



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FAQ's

The Community has been asking questions about this pandemic and the City has responded with a robust website to help guide them and clear up any rumors. That page can be found [here](#).



If you have any questions you'd like to be posted here, please email (provide administrators email link here) and we will have them answered in this document.



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