



COVID-19 Coronavirus Response Plan

RECORD OF CHANGES

DATE OF CHANGE	DESCRIPTION	CHANGED BY
2/28/2020	Plan Creation	Sandra Long
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PLAN APPROVAL


City Manager

3/13/20
Date

I. PURPOSE

The purpose of this plan is to provide effective guidelines for response to a Pandemic COVID-19, also known as Coronavirus, event in the Town of Addison. This plan is designed to complement the plans prepared by Dallas County Health and Human Services, Texas Department of State Health Services, U.S. Department of Health and Human Services, and the Centers for Disease Control and Prevention.

II. GOALS

The goals of the Pandemic COVID-19 Plan are to identify local (TOA) organization, operational concepts, responsibilities and procedures to accomplish a coordinated public health and medical services response to a pandemic event. Additionally, to reduce human exposures, hospitalizations, mortality and morbidity by activation of this plan and through effective communications, provide timely, factual information to the public to minimize community disruption.

III. EXPLANATION OF TERMS

A. Acronyms

ACF	Alternate Care Facility
CDC	Centers for Disease Control and Prevention
DCHHS	Dallas County Health and Human Services
DSHS	Texas Department of State Health Services
EMS	Emergency Medical Services
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HEICS	Hospital Emergency Incident Command System
HEPA	High Efficiency Positive Airflow
ICS	Incident Command System
NIMS	National Incident Management System
NTECC	North Texas Emergency Communication Center
PHIN	Public Health Information Network
PPE	Professional Protective Equipment
TOA	Town of Addison
USHHS	U.S. Department of Health and Human Services

IV. SITUATION & ASSUMPTIONS

A. Situation

1. A novel (new) coronavirus was recently detected in Wuhan City, Hubei Province, China and is causing an outbreak of respiratory disease. On February 11, 2020, the World Health Organization named the disease coronavirus disease 2019 (abbreviated "COVID-19").
2. The Texas Department of State Health Services (DSHS) is working closely with CDC in monitoring the developing outbreak. See the CDC website for the latest developments on COVID-19, including current case counts.
3. Chinese health officials have reported tens of thousands of cases of COVID-19 in China, with the virus reportedly spreading from person-to-person in parts of that country. COVID-19 illnesses, most of them associated with travel from Wuhan, also are being reported in a growing number of international locations, including the United States. Some person-to-person spread of this virus outside China has been detected.
4. As of March 13, 2020, the United States had 1,629 confirmed cases of COVID-19; 138 were travel related, 129 close contact and 1,362 under investigation.

B. Assumptions

1. Prevention and control of COVID-19 hinges on surveillance of the genetic characteristics of circulating viruses, effective control measures, infection control programs, and community education and cooperation.
2. A pandemic public health emergency could result in the disruption of government, business, schools and food service; instill public fear and panic; and result in serious medical and health risk in addition to other situations that adversely affect the daily life of our citizens.
3. An COVID-19 pandemic could result in loss of life with potential for mass fatalities, especially among the most vulnerable, namely the elderly, immuno-compromised individuals and children.
4. Hospitals, medical clinics, ambulatory services facilities, pharmacies and other medical and health care facilities may be overwhelmed with capacity and staffing concerns.
5. On March 11, 2020 the World Health Organization Director General declared COVID-19 a pandemic
6. As of March 13, 2020, there are 8 confirmed cases in Dallas County, 5 presumptive cases and 1 community spread.

V. PREPAREDNESS

A. Monitoring

The Town of Addison will be vigilant in monitoring the status of the federal, state and county response via regular conference calls and emails. Information will be distributed to key City personnel for situational awareness.

B. Preparedness

1. Duties of the Town of Addison Departments
 - i. Each Department Director shall review the COVID-19 Response Plan and relay information to their respective department.
 - ii. Provide employees with COVID-19 safety information regarding transmission, prevention, and control.
 - iii. Remain alert to potential outbreak illnesses among employees and community members. Alert Fire Department Infection Control Officer of Covid-19 cases so City Management and Dallas County Health and Human Services can be notified.

C. Employee and Public Communication

1. All employees and the public should receive COVID-19 safety information regarding transmission, prevention, and control.
2. The primary source of general information concerning COVID-19 for employees and residents are the websites of the state and national health organizations.
 - a. <https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>
 - b. <https://dshs.texas.gov/coronavirus/>
 - c. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
3. Employees should receive the information the following ways:
 - i. Email Communication
 - ii. Inclusion on Town Intranet
 - iii. Handouts distributed in the office
 - iv. Everbridge mass notification
 - v. In person during staff meetings
4. The Public should receive the information the following ways:
 - i. Everbridge mass notification system
 - ii. Town Website

VI. PLAN ACTIVATION

The City Manager with the Emergency Management Coordinator, and other appropriate staff, in consideration of all available information provided by Dallas County Health and Human Services and the State will determine the activation of the COVID-19 Response Plan Phases.

A. COVID-19 Response Phase I

There are no confirmed cases in Texas, but multiple confirmed cases throughout the world.

1. Preparedness duties for City Departments outlined above should begin.
2. City Management and Directors will determine the essential personnel in each department that must work event if certain facilities or services are closed.
3. City Management and Human Resources will define the policy for employees that cannot come in to work or are deemed non-essential and asked not to report in.
4. City Management will determine the trigger points for the possible cancellation of upcoming large events.

B. COVID-19 Response Phase 2

There are confirmed COVID-19 cases in the State of Texas.

1. City Management and Directors will plan which City facilities may need to close, limit hours, or limit staff if cases appear in Dallas County.
2. Determine which departments and personnel can telecommute to limit the number of employees in the office. Define the capabilities of telecommuting options.
3. Create a page on the City's website specific for COVID-19 information. This is where the City will provide safety instructions and list facility closures or partial closures. The website link should be sent to all City employees and the public.
4. The Marketing & Communications Department will provide additional educational information meeting to city employees and include what to do if the employee experiences flu-like symptoms.
5. If immunization/prophylaxis becomes available, the Fire Department/Emergency Management will work with Dallas County Health and Human Services to administer the medicine.
6. Encourage hygiene measures for employees as recommended by the Department of Health and Human Services: hand washing, hand-sanitizers and "cover your cough". Utilize masks and gloves as directed.

C. COVID-19 Response Phase 3

There are confirmed cases of COVID-19 in Dallas County as advised by Dallas County Health and Human Services. The planning assumption is that all Dallas County governmental facilities, including school districts, will close by the direction of Dallas County Health and Human Services.

The planning assumption is:

- a. All Dallas County governmental facilities, including school districts, will close/limit operations by the direction of Dallas County Health and Human Services.
 - b. The closure/limited operational duration is two weeks.
 - c. The Mayor may declare a local State of Emergency via a Disaster Declaration.
1. The EOC may partially be activated or remotely activate to coordinate the response.
 2. City Management and Directors will direct which City facilities will close, limit hours, or limit staff.
 - a. City Facilities that will close include:
 - i. Addison Athletic Center,
 - ii. Addison Conference and Theater Centre, and
 - iii. Courts.

- b. City Facilities that may have limited access and restricted hours and staffing include:
 - i. Town Hall
 - ii. Police Admin, and
 - iii. Fire Admin
 - iv. Service Center
 - 1. General Services
 - 2. Parks & Recreation
 - 3. Infrastructure
 - 4. Development Services
 - 5. Special Events
 - 6. Information Technology
 - c. Critical City services that will remain open include:
 - i. Fleet
 - ii. Police
 - iii. Fire
 - iv. Customer Utility Operations
 - v. Environmental Health
3. Consider telecommuting for personnel who do not need to be in the office.
 4. Mandatory hygiene for employees – may include masks, gloves, hand washing, hand sanitizers, and “cover your cough” or as directed by DCHHS.
 5. May require front desk employees, if working, to use PPE.
 6. Update the COVID-19 City webpage.
 7. Follow orders from State or County related to regulation of large community gatherings (e.g. special events, etc.).
 8. City Emergency Management team will coordinate closures and service limitations with our partner Cities, schools, and community college districts.
 9. Special planning considerations; how to address:
 - a. Scheduled City Council and Planning & Zoning
 - b. Pre-Planned City Events
 - c. Planned Recreational Activities

DECLARATION OF A DISASTER

To allow the city to operate under any type of State/County directed quarantine, the Mayor should consider declaring a disaster. A Disaster Declaration expires after 7 days unless renewed by the City Council. A Disaster Declaration allows the city to:

1. Allow for emergency purchasing procedures
2. Ability to suspend some procedural laws and rules if needed
3. Exercise special provisions related to municipal court

COVID-19 Response Phase 4: Recovery

Dallas County Health and Human Services has ended any quarantine/mandatory closure requirements.

The planning assumption is:

- a. All Dallas County governmental facilities, including school districts, will slowly resume operations.

- b. Returning to full normal operations will take up to two weeks.
1. The EOC may partially activate to coordinate the return to normal operations.
 2. The City Manager will direct what City facilities are to open and what their hours of operation will be.
 - a. All Facilities should be cleaned according to released guidance prior to opening to public. Currently, COVID-19 remains on surfaces from 2 hours up to 9 days.
 - b. Employees and the public will be notified of facility openings and resumed services.
 3. The Mayor will issue a Termination of Disaster order to end the local State of Emergency.

VII. RESPONSE

1. City Notification of Cases through (NTECC)
 - i. NTECC has been designated as the local 911 PSAP point of contact if Dallas County Health and Human Services needs to warn the City of a known COVID-19 case in the City. NTECC will enter the information into the CAD and alert public safety officials.
2. Employee Communication and Responsibilities
 - i. City employees should be kept informed on changes to facility hours or staffing via the following methods:
 - a. Email Communication
 - b. Text Alerts
 - c. Handouts distributed in the office ahead of a change
 - d. In person during staff meetings ahead of a change
 - e. The COVID-19 City webpage
 - ii. Employees must notify their supervisor if they are a potential COVID-19 patient or are confirmed with the disease. They should not report to work and should discuss an alternative with their supervisor.
3. Public Communication
 - i. The public should be kept informed on changes to facility hours or city services via the following methods:
 - a. Town Newsletter
 - b. Town Website including the COVID-19 City webpage
 - c. Everbridge system to notify residents.
 - d. City Social Media accounts
4. Medicine Distribution
 - i. For City Employees: The Service Center or Fire Administration can serve as the location where prophylaxis will be administered to City employees if medicine is available from Dallas County Health and Human Services, if necessary.
 - ii. For City Residents: The Addison Athletic Center or Conference Centre is designated as a location where prophylaxis could be administered to the public

if medicine is available from Dallas County Health and Human Services, if necessary.

5. Use of Personal Protective Equipment (PPE)
 - i. Employees who come in direct contact with confirmed or potential COVID-19 patients must use proper PPE. This includes Fire and Police field personnel.
 - ii. Employees who come into contact with a large amount of people when the threat of COVID-19 is affecting the City must use proper PPE.
 - iii. See Appendix 1 for PPE Guidelines.
4. Closure or Limited Hours/Staff of City Facilities or Services
 - i. City employees should be notified prior to a facility being closed or partially closed if they report there.
 - ii. Signs should be posted outside of the facility with details of the closure or limited hours/staff for the public.
 - iii. The City COVID-19 webpage should be updated with facility information.
 - iv. Emergency Management should issue an Everbridge message to the COVID public group.

VIII. Appendices

Appendix 1: Proper PPE Guidelines

Appendix 2: COVID-19 Safety Information for Distribution

Appendix 3: World Health Organization Pandemic Phases

Appendix 4: Pandemic Planning Checklist for Individuals and Families

Appendix 5: Understanding the Difference between Masks & Respirators

Appendix 1: PPE Guidelines for Non-Public Safety Employees

Personal Protective Equipment or PPE should be used by employees to prevent self-contamination. Any reusable PPE must be properly cleaned, decontaminated, and maintained after and between uses. The Fire Department will provide guidelines on PPE use and disposal procedures.

- **Gloves**
 - Thoroughly wash hands, then put on clean, non-sterile gloves before handling items from the public. Change gloves if they become torn.
 - Remove and discard gloves when leaving the call or the office for the day, and immediately perform hand hygiene.
- **Masks**
 - Put on the provided mask and keep on for the duration of the call or day.
 - Masks should be removed and discarded after the call or before leaving the office for the day. Thoroughly wash hands after discarding the mask.
- **Eye Protection**
 - Put on eye protection (e.g., goggles, a disposable face shield that covers the front and sides of the face). Remove eye protection before leaving for the day or after the call. Reusable eye protection (e.g., goggles) must be cleaned and disinfected according to manufacturer's reprocessing instructions prior to re-use. Disposable eye protection should be discarded after use and then wash hands.

Facial Hairstyles and Filtering Facepiece Respirators



"If your respirator has an exhalation valve, some of these styles may interfere with the valve working properly if the facial hair comes in contact with it. This graphic may not include all types of facial hairstyles. For any style, hair should not cross under the respirator sealing surface."

Source: OSHA Respiratory Protection Standard

https://www.osha.gov/plh/owweb/owadisp_show_document?table=standard&id=12716

Further Reading: NIOSH Respirator Trusted-Source Webpage

https://www.cdc.gov/niosh/nppd/topics/respirators/disp_bar/respsourcd3fftest.html



Centers for Disease Control
and Prevention
National Institute for Occupational
Safety and Health

Appendix 2: COVID-19 Safety Information for Distribution

How does COVID-19 spread?

Current understanding about how the virus that causes coronavirus disease 2019 (COVID-19) spreads is largely based on what is known about similar coronaviruses.

The virus is thought to spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 6 feet).
- Via respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

People are thought to be most contagious when they are most symptomatic (the sickest). Some spread might be possible before people show symptoms; there have been reports of this with this new coronavirus, but this is not thought to be the main way the virus spreads.

Early on, many of the patients in the COVID-19 outbreak in Wuhan, China had some link to a large seafood and live animal market, suggesting animal-to-person spread. However, it is now clear that person-to-person spread is occurring. There is much more to learn about the transmissibility, severity, and other features associated with COVID-19, and investigations are ongoing.

What are the symptoms of COVID-19?

Patients with COVID-19 have reportedly had mild to severe respiratory illness.

Symptoms can include:

- Fever
- Cough
- Shortness of breath

At this time, CDC believes that symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure. This is based on what has been seen previously as the incubation period of MERS coronaviruses.

How can I prevent COVID-19?

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to take precautions to avoid exposure to this virus, which are similar to the precautions you take to avoid the flu. DSHS always recommends these everyday actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow the CDC's recommendations for using a facemask:
 - The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

What do I do if I think I may have COVID-19?

If you are experiencing fever, cough, or difficulty breathing, and you have traveled to China, been exposed to a sick traveler from China, or been exposed to a person with COVID-19 in the last 14 days, you should contact your healthcare provider. **Be sure to call ahead before going to your doctor's office or emergency department to prevent any potential spread.**

Appendix 3: World Health Organization Pandemic Phases

WHO keeps track of all identified viruses, animal or human, through a set of phases or stages.

- **Phase 1:** Viruses are circulating within animals only. No human infection has resulted from the animal virus.
- **Phase 2:** An animal virus has caused an infection in a human being. At this point, there is a basic level of pandemic threat because the virus strain has mutated to make that transfer to a human.
- **Phase 3:** Small clusters of human beings have contracted the virus in one community. There is potential for the spread of the virus if others outside that community come into contact with those humans who are infected. At this point, the illness may be epidemic in that community, but it is not pandemic.
- **Phase 4:** Human-to-human and animal-to-human virus transmission are causing outbreaks in many communities and more people are getting sick in those communities. More communities report outbreaks and pandemic is more likely, although, according to WHO, a pandemic is not a foregone conclusion.
- **Phase 5:** Human-to-human transmission is taking place in at least two countries in one WHO region. WHO has a network of 120 National Influenza Centers in 90 different countries. At phase 5, most countries are not affected (yet) but a pandemic is considered imminent. This phase is the signal that governments and health officials must be ready to implement their pandemic mitigation plans.
- **Phase 6:** A global pandemic is underway. Illness is widespread and governments and health officials are actively working to curtail the spread of the disease, and help their populations deal with it using preventive and stop-gap measures.
- **Post-Pandemic:** After the increase in activity, the disease-spreading activity will begin to wane. The key at this point is to be prepared to try to prevent a second wave.

Appendix 4: Pandemic Planning Checklist for Individuals and Families

This checklist will help you to take steps to lessen the impact of a severe pandemic event on you and your family. Many of these steps are good advice to help you and your family during any disaster, like an earthquake or flood.

At home preparedness

Store water, food, and other essentials

Prepare to get by for at least a week on what you have at home. You may be unable to get to a store, or stores may not be open or may have limited supplies for weeks. Public services may also be disrupted, so prepare for outages in electricity, water, and garbage services. Keep extra supplies on hand (they can also be useful in other types of emergencies, such as power outages and natural disasters).

Examples of non-perishable food:

- Canned meats, such as tuna, chicken, turkey, Vienna sausage
- Canned beans, fruits, vegetables, soups
- Protein or fruit bars
- Dry cereal or granola
- Dried fruit
- Peanut butter and jelly
- Nuts and trail mix
- Crackers
- Comfort food, including cookies, candy, instant coffee, tea bags
- Canned juices
- Bottled water
- Baby formula and canned or jarred baby food

Examples of other emergency supplies:

- Pet food, cat litter
- Disposable diapers
- Feminine supplies
- Flashlight
- Portable radio
- Batteries for flashlights, radios, games, thermometers
- Manual can opener
- Plastic garbage bags
- Tissues and toilet paper
- Entertainment—games, crafts, books, movies, etc.
- Supplies for persons with special needs—the elderly or disabled
- Some extra cash

Make household emergency plans

- Prepare for possible changes in healthcare. For example, medical advice and healthcare may be more difficult to obtain during a severe pandemic and healthcare providers and medical facilities may be overwhelmed. There may not be enough medical supplies, healthcare providers, and hospital beds for all persons who are ill.
- Difficult decisions about who receives medical care and how much treatment can be administered will be necessary. Talk about these possibilities with your family and loved ones.
- In a severe pandemic, you may be advised to stay away from others and from public places as much as possible. Plan to limit the number of trips you take to shop or run errands. Also, remember public transportation routes and times may be limited.
- Think about how you would care for people in your family who have disabilities if support services are not available.
- Decide who will take care of children if schools are closed.
- For general preparedness, agree on a point of contact where all family members can check-in if you are separated during any emergency.

Store medical and health supplies

Get an extra supply of your regular prescription drugs. Ask your healthcare provider for a prescription. If your insurance will not agree to cover the extra supply, you may need to pay out-of-pocket. Keep health supplies and nonprescription drugs on hand.

Examples of medical and health supplies:

- Prescribed medicines and supplies, such as glucose meters and blood-pressure monitoring equipment
- Soap and water
- Alcohol-based hand cleaner, such as Purell® or store-brand
- Medicines for fever and pain, such as acetaminophen and ibuprofen
- Diarrhea remedy, such as Pepto-Bismol® or Kaopectate® (not generally recommended for children)
- Throat lozenges
- Cough syrup containing Dextromethorphan
- Thermometer(s)
- Vitamins
- Fluids with electrolytes, like Gatorade® and Pedialyte® (preferred for small children)

At work preparedness

- **Prepare to stay home.**
Staying at home from work when you are sick is the most important thing you can do to protect others.
- **Know policies.**
Ask your employer or union about sick leave and policies about absences, time off, and telecommuting.
- **Encourage planning.**
Every business, organization and agency should have a plan for making sure essential work can get done if large numbers of employees are absent over many

months. You may be asked to perform duties that are not typically part of your job.

- **Explore other ways to get your work done.**
Find ways to reduce personal contact, such as increased use of e-mails or phone conferences. Plan to work from home whenever possible.

Preparedness in your community

- **Know your neighbors.**
Talk with family, friends, and neighbors to make sure everyone is prepared. Be ready to help neighbors who are elderly or have special needs if services they depend on are not available.
- **Know school policies.**
Know policies about illness and being absent. Be prepared for school closures.
- **Volunteer with community groups.**
Assist with planning for emergency response to disasters and pandemic events.

Prevent the spread of the virus

- Stay home from work and school when you are sick.
- Stay away from others as much as possible when they are sick.
- Wash hands frequently. Use soap and water or an alcohol-based hand cleaner, such as Purell® or store-brand.
- Cover your mouth and nose when coughing and sneezing. Try using the crook of your elbow or your shoulder for cover, instead of hands.
- Throw away used tissues right away. If you use tissues to cover your cough or blow your nose, dispose of them in the nearest waste bin immediately after use, then wash hands.
- Set an example for your children. Show them how to limit the spread of viruses and germs

