

## Section 5 - Other Considerations

*Objective: To put into place operations, training and technology that will prepare the PSAP and provide for continuity of operations in the event of pandemic influenza. It may be necessary to consolidate PSAPs in a region to temporarily make best use of available resources. The technology, processes and policies to provide this kind of redundancy need to be considered in the planning stages.*

### 5a. Education and training of PSAPs

- Assess the PSAP's needs in terms of education and training. Determine what responsibilities can be handled by non-PSAP staff. Identify processes and curriculum for regular continuing education and training as well as "just in time" training to address the specifics of the pandemic.
- Identify existing tools and resources to support the PSAP during a pandemic
- Ensure 9-1-1 personnel are aware of the overall emergency action plan
- Address infection control training for 9-1-1 personnel
- In the planning process, PSAPs need to address how they will staff different positions based on the skill levels needed. More routine tasks within the PSAP may be handled with alternative staffing, with the goal to have trained public safety telecommunicators available to interface with the public for the most critical 9-1-1 calls.

### 5b. Continuity of Operations

Consider the needs of the PSAP beyond the normal planning that exists in the Continuity of Operations Plan. Considerations should include:

- Identify staffing alternatives (retirees, former employees, staff from other departments to free up trained staff and supervisors to answer critical 9-1-1 calls)
- Identify infection control procedures specifically for the pandemic influenza virus
- Identify isolation and quarantine policies and procedures
- To limit the exposure of 9-1-1 staff, identify isolation and lock-down procedures. Identify on-site treatment areas for those who have become infected.
- Identify policies related to paid and unpaid leave and care of the families of PSAP staff.
- State and local 9-1-1 pandemic influenza plans should define system-wide processes for vaccinating 9-1-1 personnel, as an element of the critical infrastructure.
- State 9-1-1 pandemic influenza plans should, in coordination with public health, law enforcement and emergency management agencies, identify mechanisms for freedom of movement of PSAP personnel when faced with restricted travel laws, isolation/quarantine or security measures.

### **5c. Interoperable Communications**

Consider and evaluate how *Next Generation* technology and the *IP-enabled PSAP* could allow each community to be served by a remotely run PSAP or to more effectively exchange information with the public and the many groups involved in a response. (See Appendix H for further information.)