**Level 1** - Preparation & Prevention

* Educate employees and provide literature on symptoms (Charts/Notifications)
* Post preventive signs and CDC recommendations through out the center
* Scheduled cleaning of all services (timeclock, computers, door handles, restrooms, common areas) shift change
* Purchase nonperishable food items in assigned storage areas (refrigerator, cabinets & lockers)
* Prepare and store on-site basic hygiene kit (soap, toothbrush & toothpaste, etc.)
* Personal visitation prohibited and restricted movement in center for those conducting business

**Level 2** - Prevention (Mild Impact)

* Limit access/ staff only in the center
* Encourage staff to minimize exposure by unnecessary travel and avoidance of large crowds (only to work & home when feasible)
* Request for vacations maybe asked to be rescheduled by staff and prepare for leave to be rescinded due to staff allowance
* Bring & store air mattress, cots, blankets, pillows for use in assigned rest areas (supervisor office, lounge area)
* Prepare for an on-call schedule (review schedule allowance)

**Level 3** - Restricted (Moderate Impact)

* Restricted leave to emergent needs or illness
* No vacation approval without minimal staffing allowance
* All staff will remain on site for entire shift prepare by bring meals and other essentials
* Administrative personnel will assist with staff coverage
* On-call schedule implemented
* Administrative offices and other common areas utilized as family area for childcare staging
* Standard Operations priorities include radio, 911lines, and then Admin lines
* Suspended training activities and use all personnel according to capabilities

**Level 4 -** Highly Restricted (Severe Impact)

* All vacations suspended and all personnel ready to report to duty as needed
* Mandatory overtime and shift adjustments
* Training suspended
* Radios and 911 priority / Answer administrative lines when feasible, suspend if required
* All staff will remain on-site with designated sleep areas (offices, and break areas)

**Normal Operations** will resume when all hazards are no longer a threat to the daily functions of this PSAP

E-911 Manager