



## VERDUGO FIRE COMMUNICATIONS CENTER Task Force Meeting Minutes April 14, 2020

**Present:** ALH, ARC, BRK, GLN, MPK, SGB, SMD, SNM, SPS, VFCC, Dr. Loza

**Absent:** BUR, PAS, MRV, MTB

Meeting Conducted via Webex due to COVID-19

911 call – Security on scene refusing to attempt CPR

### **Work Group update:**

- Call Volume: meeting pushed until May due to COVID. Data reliant, group will need to review data prior to upcoming meeting
- May Day: no updates
- Comm plan: no updates

### **VFCC CAD updates:**

- Go live date is still set for May 12, 2020
- Mobility training materials will be distributed. Training has provided an opportunity to reveal some issues that we are able to address prior to go live. We were able to capture most agencies with live and virtual options. A video was produced and is still being edited.
- Hardware Install/Managed Services- working through hardware/connectivity issues with Presidio and sub-contractors. Have experienced some COVID related install complications; installers from Presidio have been concerned for their safety working in fire stations as well as IT folks working remote. Field testing continues, identifying issues as they come up example; found HZMT 12 had disconnected wires due to install not accommodating apparatus maintenance access. Managed services component requires contact people from each agency as well as they are creating field issue escalation process.

### **VFCC staffing updates:**

- FCSS – 5<sup>th</sup> Supervisor position- held an application process, three applied. Chief's Alvarez, Ambrose, and Frieders will be interviewing, date TBD
- Center Manager- this has been put on hold due to the COVID hiring freeze implemented by the City of Glendale
- FCO – We are proceeding with hiring the three vacant positions. Bulletin is currently open and we may extend the close date to get a larger pool of applicants
- Oscar, Jason and Julie are working off-site
- IROC training – FCSS Leary is participating in virtual training and scheduling VFCC personnel for training in preparation for Brush season



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- COVID contingency staffing plans- currently working on formalized plan. Right now we have had one tested, zero positive. We are not requiring masks or temperature readings although we have increased cleaning, social distancing, and strict adherence to 'if you feel sick stay home' directive
- Dispatcher Appreciation Week – Raffle on Friday, Very thankful to those who have donated, much appreciated!

### COVID-19:

- Data collection- GLN BC Ragusa has helped collect Area C data combined with VFCC data to help informed decision making and to establish trigger points. Jason Pfau is pulling data daily even on weekends and Easter to get this information out to everyone
- Dr. Loza: We are still tracking COVID, still looking for influenza symptoms and positive COVID dx, still asking people to come to front door if possible. We are trying all necessary avenues to get good information to protect the personnel in the field so they can apply proper PPE.
  - Please don PPE for all cardiac arrest patients. Chest compressions cause aerosolizing and are high risk procedures, use a HEPA filter, eye goggles that seal, and a face shield, etc.; includes nebulized treatment. Also, should not be using king airway.
  - Call volume has gone down about 30%, decrease in transports, less than 50% of calls transported, about a 30% decrease in the ED and Patient wards.
  - Be cautious and look out for emergent call backs, this is useful information for individual agencies to make sure we are not sending patients home early, should we have transported a day after the initial visit?
  - SPS: Nursing/Con homes, PAS not on call but they have con homes showing up as hot spots, 4 or 5 facilities with COVID+, SPS has one con home with 5 pts COVID+
  - Chief Lanzas has asked for a contingency plan to potentially fulfill needs of con homes, specifically offering PPE, calling each one to ask for COVID+ information, utilizing the registry of nurses and LVNs. ARC: There is an email address for PPE needs for con homes- will be sent out to group
  - St. Vincent's hospital has been retrofitted and will be used as a COVID+ hospital, like models used in Spain and Italy, surrounding hospitals can transfer their patients there. SPS: Who will make those transfers? County Ambulance? The transfers will be coordinated through the LACO MAC. When more information is provided regarding transfers it will be distributed to the group.



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### New Business:

- SMD: Silver Survey – is anyone having issues with remote application not working? ALH: Same issues, not being able to load, GLN: It should be working now, tech was contacted to correct issues. Thank you all for filling out Area C Google form, reviewing responses.
- SNM: Concerned about leaving patients in field and unintended adverse impact the DHS policy has. Dr. Loza: The policy was created under the auspices that we would be overwhelmed by surge and that has not been the case, people are not calling 9-1-1 as presumed. Have nurse educators follow-up with 100% QI if you are leaving pt's in field to avoid rekindle issues, we need to be very careful with the policy. Example, oxygen saturation has increased to 94% you can't leave a patient if oxygen saturation is 93% or less. Telemedicine is also an option whether it is the County or City Model. The City model uses modified clear triage to meet the needs of a 9-1-1 system. SNM: Doesn't seem to fit for Area C for now, but there will likely come a time when this makes sense.
- ALH: Assisted Living Facilities issues; ALH have one at 415 S. Garfield one COVID+ resident, two staff members +, they have a quarantine wing and a high PPE burn rate. Department of Public Health was contacted about PPE and they supplied a private vendors listing. There is an L.A. City Crisis Response Testing Team that has offered assistance; does anyone have any experience with them? Dr. Loza: In Glendale Lanzas is thinking of supplying PPE, it's a good idea if the agency has the capacity to do so. ARC: We have provided masks to con homes.
- GLN: The City has established a portal on the City web-site to accept donations so if a company has KN95's we have a mechanism to accept them and try to distribute where most needed, trying to bridge the gap.

### Roundtable

VFCC - JPfau: before go-live we need an Operations and an IT contact for May 12<sup>th</sup> Each agency will have to log-in after go live

BRK: Moving forward with current recruitment, Academy starting 5/18, shortened academy

GLN: Continuing with recruitment for Fall Academy, using SCTC list

ALH: One COVID+ Fire personnel, four being tested

MPK: Video will be sent soon for mobility LOGON tests

Dr. Loza: FF health and wellness is very important in these anxiety provoking times, recommend policy reviews and recognizing the importance of this

**NEXT MEETING: May 12, 2020**