



Fall 2020 Emergency Operations Center (EOC) Update (thru December 21, 2020)

Throughout Fall 2020, the Emergency Operations Center continued to actively protect the health and safety of Palomar College students and employees and mitigate the spread of COVID-19 in our community. This work required daily engagement with all section chiefs, examination of data and public health guidance, and review of all safety and return to work plans designed to support the educational goals of our health, public safety, and first responder students. Below is a brief summary of the work completed in this most recent term. An appendix is included and contains specific details for each section of the EOC.

The Policy group, made up of the Interim Superintendent/President, all Assistant Superintendent Vice Presidents, EOC Director, and the Public Information Officer, is the primary decision-making body of the Emergency Operations Center. All recommendations developed and agreed upon by the EOC are provided to Policy for approval.

Policy established a COVID-19 Response Action Team (CRAT) to manage reported exposures and positive cases of COVID-19. CRAT is led by Patrick Saviano, Julie Lanthier Bandy, and Derrick Johnson. CRAT is reliant upon reports received from students and employees through the online [COVID-19 Questionnaire](#). The questionnaire is automated and feeds directly into a database and supports our goal to provide support and resources to faculty, staff, and students with potential or confirmed exposure to COVID-19. Data collected since March 2020 has been entered into the database. Between July 1, 2020 and December 21, 2020, CRAT has managed 168 reports.

The chart below provides a snapshot of the data and provides insight into the importance of maintaining strict adherence to remote learning and telework. It is important to note that, as of late November, the Public Health Department of San Diego County has provided CRAT with positive COVID-19 reports for remote students and employees. These reports represent 75% of the 33 positive cases – remote students included in the table below. To date, we have received only one report from the County regarding an employee.

COVID-19 Reports

Exposures - negative test/low/moderate risk	76
Exposures - High Risk - negative test/no symptoms during self-quarantine	36
Positive Cases - Students Onsite	5
Positive Cases - Employees Onsite	8
Positive Cases - Remote Students	33
Positive Cases - Remote Employees	10
Total Reports	168

CRAT implemented a protocol that includes intake interviews by our health team, which results in an assigned risk level for each report. Each report is assigned a case manager who remains in contact with the impacted individuals until they return to class or work. All employees who are placed on self-quarantine or self-isolation are put in contact with our benefits office to ensure the information pertinent to available leave(s) is provided to the employee. Further, CRAT manages the communication to all individuals (employees and students) to make them aware of any risks associated with a reported exposure. In addition, the Interim/Superintendent reports information to the College in a daily email that is relevant to all positive COVID-19 onsite cases.

When CRAT determines that there are three or more high risk cases in one department of the College, an emergency Policy meeting takes place to discuss the associated details. Policy, in collaboration with department and faculty leaders, determines the best course of action to take in order to prevent a COVID-19 outbreak within the College.

A summary of the activities and initiatives led by each EOC section is provided in the attached appendix.

APPENDIX

Fall 2020 EOC Section Updates

Health Services Section

Section Chief: Patrick Savaiano

Section Co-Chief: Sarah Adams

- Provided daily COVID-19 updates for the EOC and as needed updates to the Policy Team for the Fall Semester.
- Facilitated weekly campus-wide COVID-19 updates for Fall 2020.
- Served as consultants for the development of communications and protocols (i.e., for the temperature and symptom screening stations, safety and security for the campus, and recommendations for on-site instruction as related to safety and return to work plans).
- Served as co-lead of the COVID-19 Response Action Team (CRAT).
- As a member of CRAT, the Health Services team developed the Risk Evaluation Matrix to aid in the evaluation of the risks associated with COVID-19 exposures on campus.
- Utilizing the [Risk Evaluation Matrix](#), between July 2020 through December 21, 2020, the Health Services team triaged a total of 168 students, staff, and faculty members who had reported possible or known exposure to COVID-19 to ensure they were safe, knowledgeable of quarantine/isolation guidance, and connected to appropriate resources.
- Attended and reported on bi-weekly County Public Health Department meetings and other meetings centered on Institutions of Higher Education.
- Provided presentations and workshops for staff, faculty, and students regarding the impact of COVID-19 on mental health, identifying signs of distress, assisting others in distress, and highlighting mental health resources.

Planning and Intelligence Section

Section Chief: Ryan Williams

Section Co-Chief: Jim Odom

Section Co-Chief: Kelly Donaghy

Strike Team: Nicole Roe, Jennifer Finn

- Established clearly defined roles and responsibilities for each EOC section while operating under the COVID-19 pandemic. The EOC approved this document, which will be utilized to train future EOC section chiefs.
- As a member of CRAT, the Section Chief worked with colleagues to finalize and test the [COVID-19 Exposure Questionnaire](#). The questionnaire serves as a notification to the College from students and employees regarding potential or confirmed COVID-19 exposures. The data auto-populates to a CRAT dashboard, created by former Section Chief Dean Justin Smiley. The dashboard aids health services and case managers to serve students and employees.
- Worked closely with the ATRC to develop and implement an improved On-Site Operations and Safety Plan submission platform. This required the use of a new software platform, Gravity Forms - Flow. The On-Site Operations and Safety Plan is a comprehensive plan using conditional questions that incorporate 3 different types of requests: Face-to-Face Instruction, Item Distribution Events, and Department Request for On-Site Activities. This new process allows for departments to submit these requests/plans online via the District website; the requests/plans

are then routed through a workflow that includes the Director/Dean and Vice President who oversee the area. Upon Vice President approval, the plan is then routed to the EOC for final approval. This new process allows for requests to be processed in an extremely efficient manner using automated routing and email generation to users informing them of the request for review as well as the status of the plan.

- Reviewed, analyzed, and presented Departmental On-Site Operations and Safety Plans to the EOC daily to facilitate safe protocols for employees and students to come to campus for a variety of reasons:
 - Item Distribution Plans: Students, employees, or community members coming to campus to pick up items such as science lab kits, school supplies, computers, food, etc.
 - Face-to-Face Instruction: courses to be held on campus as a part of the essential workforce programs as deemed necessary by the California Community College Chancellor's Office.
 - Department On-Site Activities: Employee(s) who need to come to campus longer than an Essential Campus Visit (quick 30-minute visit or less). This could be to perform either short term or long-term work as deemed necessary by the department and approved by the area's Vice President.
- Section Chief became the established point of contact for all departments organizing an On-Site Operations and Safety Plan.
- Developed a work plan and strike team to update the District's COVID-19 Action Plan. This action plan is to update and replace the District's Recovery Plan, developed in Summer 2020 by former section chiefs, Dean Pearl Ly, Christine Winterle, and Connie Moise. The work has required modifications and alignment of the District's plan with the California Department of Health Industry Guidance for Institutions of Higher Education. This has resulted in a format that mirrors the State's guidance and allows for immediate realignment as needed if the State modifies its guidance. The updated District COVID-19 Action Plan will be delivered to the EOC Policy group in January 2021.
- Initiated collaboration with the Athletics Department to discuss preliminary planning for conditioning needs of student athletes and the eventual return to competitive athletics (possibly late Spring 2021). This work included attending meetings of California Community College Athletic Association to gain insight into recommendations and guidance.
- With the Office of Instruction, a transition plan for future terms when more face-to-face instruction will be allowable is in progress. The work has defined many complexities associated with class format, scheduling, classroom usage, and health protocols.
- Attended regional County Public Health Department meetings centered on Institutions of Higher Education resulting in a discussion of best practices and lessons learned by colleges in San Diego County.

Logistics

Section Chief: Steven Salter

Section Co-Chief: Mike Dimmick

Strike Team: Christine Winterle, Yvette Maynard

- Organization and management of incoming and outgoing email communication to the EOC, inclusive of safety and return to work plans.
- With a dedicated "strike-team", examined and resolved inconsistencies between the shared EOC calendar and scheduled onsite courses. This work included:

- close collaboration with the Office of Instruction to ensure all onsite courses were accurately reflected on the shared calendar.
- ensuring the effective management of campus space utilization and cleaning schedules to allow for the implementation of all safety protocols; and
- the addition of “distribution/return events” to the shared calendar to maximize its effectiveness.
- Aided in implementation and support of all On-Site Operations and Safety Plans throughout the semester,
- Arranged demonstration of Ready Education (Palomar College App Vendor) contact tracing capabilities for the EOC.
- Developed Emergency Response Protocols for Faculty/Staff for both Synchronous and Asynchronous environments. The implementation phase includes:
 - the addition of these protocols to the Palomar College website;
 - development of a communication and training plan;
 - exploration of placement on a Canvas shell; and
 - possible enhancement of the Red Folder Project as it transitions to an online version.
- Communication is in progress with the San Diego County Public Health Department and San Diego County Office of Education to evaluate the opportunity to host a COVID-19 Teacher Testing Site at the Rancho Bernardo Education Center, with the expectation that the testing site may expand beyond the primary audience.

Operations

Section Chief: Dayna Schwab

Section Co-Chief: Jeff Bennett

Section Co-Chief: Chris Miller

- To aid in the protection of the health and safety of all students, employees, and visitors, managed the design and set-up of three temperature and COVID-19 symptom screening stations: two at the main campus and one at the Escondido Education Center. Due to a lack of use, the Escondido Education Center temperature and COVID-19 symptom screening station was discontinued in the beginning weeks of the fall semester.
- Worked with the nursing department to develop schedule of nursing students to implement temperature and COVID-19 symptom screenings at all stations.
- Designed, implemented, and managed the scheduling platform for the employee shift schedule for all stations. Over 1,000 hours have been dedicated to each station this semester.
- Established and managed weekly check-in meeting for all station volunteers to gain operational updates, receive feedback, and collaborate with peers to improve the functions at the stations. Functional improvements include:
 - Relocation of the stations in both lot 1 and lot 12 at the main campus to enhance safety;
 - Addition of tent sidewalls to protect the volunteers from weather; and
 - Addition of heaters and lighting to maintain a desirable temperature and lighting within the station tent.
- Provided support to the instructional departments and Student Services in their distribution and return events to ensure student success while studying in our virtual environment.
- Assisted community organizations in design and set up of weekend food and toy distribution events to support the needs of our community.

- Worked closely with the PIO and Creative Services department to design and install COVID-19 related signage on the campus grounds, restrooms, elevators and classrooms, to aid in the enforcement of health and safety guidelines.
- Developed implementation plan for the mandatory ID badge program for all essential employees. The first round has been completed, resulting in all Facilities Department employees receiving their badges. The remaining departments will be scheduled for Spring 2021.

Communications

Section Chief: Julie Lanthier Bandy

- Collaborated with Interim Superintendent/President to write, edit and distribute daily communication and establish weekly update meetings.
- Worked with Enrollment Services, Office of Instruction, faculty and administrators to create and publish all ongoing communications to students and employees related to COVID-19, grading policies and deadlines, course schedules, health and safety guidelines, refunds, fees and tuition.
- Designed employee-specific communications centered on resources, essential visits, operations and safety plans, and information services assistance.
- Developed and maintained content for the [COVID-19 website](#).
- and associated communication libraries designed for students and employees.
- Monitored and provided updates for the Quick Guide of Student Resources.
- Served as co-lead of the COVID-19 Response Action Team and collaborated on the establishment of the College's COVID-19 case management structure.
- Management of CRAT case managers to include daily case assignment, work load analysis, and communication tactics refinement to improve service to students and employees.

EOC Director/Safety and Risk Management

Derrick Johnson

- Facilitated daily EOC meetings.
- Continued to facilitate weekly Policy meetings and provided the Policy team with EOC recommendations for guidance and or approval.
- As the EOC Director, continued to have management responsibility for all management section(s) of EOC (i.e., section chiefs) to ensure that direction provided from the Policy Group is carried out. Continued responsibility of making sure that effective coordination through the joint efforts of EOC, District Departments, County Agencies, and Private Organizations operates smoothly.
- Conducted all regulatory compliance work on District property and addressed a serious chemical abatement situation in the NS Building.
- Provided Personal Protective Equipment (PPE) to district employees and instructional departments.
- Worked with COVID-19 case management team and Human Resources to establish reporting protocols per SB 1159 "*Workers' compensation: COVID-19: critical workers*" and AB 685 "*Imminent hazard to employees: exposure: notification: serious violations.*"

- Assisted with updating the District's COVID-19 Action Plan so that it aligns with the California Department of Health Industry Guidance for Institutions of Higher Education.
- Provided ergonomic assessments for employees through a telework management process.
- Supported and provided PPE for the temperature and COVID-19 symptom screening stations.