

Appendix D: Example of Infection Control Procedures for PSAPs

(From State of Washington E9-1-1 Plan for Pandemic Influenza)

Surface Wipe-Down Policy

Overview:

Viruses are known to survive on non-porous surfaces, such as steel and plastic, for up to 24-to-48 hours after inoculation and from cloth, paper, and tissues for up to eight- to-12 hours. Viable virus can be transferred from non-porous surfaces to hands for 24 hours and from tissues to hands for 15 minutes.

Frequency:

Surfaces to be disinfected should be cleaned with each shift change or at all staff changes for shared work stations. Janitorial visits should be at least every 24 hours.

Procedure:

Listed surfaces should be cleaned with an EPA registered disinfectant by the person starting the shift. The person should wear gloves during cleaning procedures. When using chemical disinfectants, all manufacturers instructions should be followed.

List of surfaces to disinfect:

The following is only a suggestion of the items needing disinfected within a PSAP. Additional surfaces may be added to this list.

Door knobs, telephone handsets, touch pads, keyboards, mice, control knobs, all work surfaces, chair arms, seats and adjustment handles, any object that is touched or potentially coughed on in and around the PSAP.

Consider:

Use of personal keyboard and mouse to be stored in call takers/dispatchers private and clean space.

Make available an FDA approved hand sanitizer at all work stations, break rooms and in common areas.

Disinfectants

Clean and disinfect high-touch, non-porous surfaces using an EPA-registered disinfectant labeled for activity against influenza viruses. Carefully follow all label directions and safety precautions including mixing, use and contact time..

If an EPA-registered disinfectant is not available, use a dilute solution (1:100 volume/volume-600 parts per quart) and apply solution to a cleaned surface, preferably with a cloth moistened with the bleach solution, and allow the surface to remain wet for 5 minutes.

Hand-Washing Technique

Proper hand washing is probably the single most effective barrier to infection. Hands must be thoroughly and properly washed at the beginning and end of each shift.

Remove all debris from hands and arms.

Rinse hands under cool running water and apply antimicrobial soap, lather well.

Wash hands and fingers for a minimum of 15 seconds.

Work soap around fingers and nails. Do not use a scrub brush, because it may cause abrasions.

Rinse thoroughly with cool running water (hot water opens pores and dilates capillaries).

Dry hands with paper towels and use the towel to turn off the faucet.

Cover cuts and abrasions with Band-Aids or finger cot until fully healed.

If hands are not visibly soiled or sticky, they may be sanitized with an alcohol-based hand rub.

Restricted Entry into PSAP Policy

Objective:

To see that the PSAP remain as virus free as possible

Rationale:

Limiting entrance to non-essential personnel will limit exposure to essential personnel within the PSAP.

Procedure:

Prior to entry, the person seeking entrance:

Will have his or her oral temperature taken. It must register 99 degrees F or lower.

Oral electronic thermometers should be available for self use outside the entry to the PSAP including directions for decontamination between users.

Employees will be trained on their use

Persons seeking entrance must answer the following questions with a negative:

Have you had a fever since your last shift?

Does anyone in your household have a fever?

Do you now feel sick in any way?

If in doubt, personnel should be denied entrance.

Those seeking entrance should be directed to a hand-washing station prior to being admitted.

Questions and/or disputes regarding entry should be directed to the County Public Health Medical Doctor (MD) or their designee.

Note: In settings where County Sheriff personnel and/or jail personnel share close quarters with PSAP operations, it may be necessary to move these non-PSAP employees, such as Sheriff administrative staff, deputies and prisoners, to different quarters.