



# DEPARTMENT NOTICE

20-052

3/27/20

## Triage Questions for Calls for Service During COVID-19 Deployment

The Department of Emergency Communications will be enacting protocols for determining risk to officers of suspected COVID-19 contact with members of the public during calls for service. Once it is determined that a call for service requires a response, dispatch will ask the following questions of the callers:

1. Have you or anyone else at that location been confirmed or suspected of having coronavirus?
2. Do you or anyone else at that location have flu like symptoms, fever, cough or shortness of breath?

The dispatcher will make the following entry into the CAD:

- **SCREEN NEGATIVE:** If the caller can answer “No” to the above questions for **everyone** at the location.
- **SCREEN UNKNOWN:** If the caller can answer “No” to the above questions for themselves but is unable to make a determination for others present, e.g., communal living, work place, etc. dispatch will enter, “Screen Unknown.”
- **THE DISPATCHER WILL ADVISE OFFICERS TO CHECK THE CAD FOR OFFICER SAFETY INFORMATION:** If the caller answers “Yes” to either or both questions the dispatcher will enter details in CAD, e.g., caller is positive; member of the household is on quarantine, etc.
- If officers do not have access to their CAD they will be advised to call dispatch for further information. **DISPATCH WILL NOT GIVE THIS INFORMATION OVER THE AIR.**

If the answer is “Unknown” or “Yes” to one or both of the above questions, if time and officer safety permits, officers responding to the call for service should maintain distance and don the appropriate available Personal Protective Equipment (PPE) prior to arriving on the scene (at the minimum this consists of an N95 mask and disposable gloves).

*Dispatch may not be able to ask these questions for all calls for service due to the exigency of the call.*

**For any On-View or Self-Initiated Activity, Officers may ask additional questions**

Officers are reminded to follow social distancing protocols of 6 feet or more whenever possible. Additionally, when contacted by a member of the community or when unable to obtain the above triage information, officers should consider asking the following questions:

1. Have you or anyone else that you have been in contact with in the last 14 days been confirmed or suspected of having coronavirus?
2. Have you or anyone else that you have been in contact with in the last 14 days had flu like symptoms, fever, cough, or shortness of breath?

If the answer is “Yes” to one or both of these questions, if time and officer safety permits, don the appropriate available PPE (at the minimum an N95 mask and disposable gloves) and, whenever possible, exercise social distancing protocol of 6ft or more.

As a reminder to officers, if you are in a situation where you have to don your PPE, be patient with the subject(s) and try to calmly explain to them why it is necessary to take these precautions.

When removing the PPE after the call for service, follow safe doffing techniques to minimize possible contact exposure through the removal of the PPE.



WILLIAM SCOTT

Chief of Police

*Per DB 19-156, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Notice in HRMS. Any questions regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional guidance about the directive.*