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| Picture1.png | **Executive Order 20-34: FAQs & Best Practices** |

**April 25, 2020**

**Overview**

On April 10, 2020, Governor Tim Walz issued Executive Order 20-34 (EO 20-34), Protecting Minnesota’s First Responders by Directing the Commissioner of Health to Share Information with the Department of Public Safety, 9-1-1 Dispatchers, and First Responders. In EO 20-34, the Governor ordered the limited release of health data in connection with law enforcement, first responders, and other public safety personnel and the COVID-19 pandemic. EO 20-34 requires various protections which are made operational by the corresponding protocol, which is incorporated in the Interagency Agreement for sharing of this data between the Minnesota Department of Health (MDH) and Minnesota Department of Public Safety, Emergency Communication Networks Division (MN DPS/ECN).

This document is intended to provide Public Safety Answering Points (PSAPs) in each of the seven Emergency Communications Board (ECB) and Emergency Services Board (ESB) regions with supplemental guidance and recommended best practices for compliance with the order.

**FAQs**

* Question: Who has to sign the Confidentiality Agreements?
  + Answer: As a rule of thumb, all telecommunicators who will be sharing the data with first responders, as well as any other PSAP personnel who will be managing the data entry and/or purge.
* Question: Will the five secondary EMS PSAPs receive location lists?
  + Answer: No. The primary PSAP that receives and transfers a medical call to one of the secondary PSAPs will enter the address into CAD and advise the secondary PSAP if it is a known positive address.
* Question: Will it be possible to get same address more than once?
  + Answer: Yes. Other members of the residence may become positive. What you might consider doing for an address appearing on a new list where that address already contains an advisory is updating the timestamp on that record to the current date. That way you will not inadvertently purge it too soon.
* Question: Will notifications be coming at same time daily or varying?
  + Answer: MDH has indicated they will try to provide ECN the list by noon each day. ECN will re-distribute the addresses to appropriate PSAPs as soon as possible upon receipt of the list. If you do not receive a notification on a given day, there are no additions or purges for your PSAP.
* Question: Will a PSAP be expected to sign a Confidentiality Agreement if they do not have residential addresses in their jurisdiction? E.g., Airport PSAP, State Patrol PSAP
  + Answer: No. There is specific language in the training protocol allowing a first responder who has not been dispatched by the PSAP and who has “self-dispatched” to back up jurisdictional first responders at an address containing an alert to be shared that information by the jurisdictional first responders.
* Question: Will the 11 tribal nations receive lists?
  + Answer: The only tribe with a PSAP is Red Lake Nation. ECN does not have a PSAP boundary map for Red Lake Nation. We will work with the counties that contain reservation land within their county borders to share advisory addresses with the Red Lake Nation PSAP.
* Question: What about the tribes who do not have their own PSAP but receive calls directly in their dispatch centers? How will they receive the information?
  + Answer: Contact your Regional Interoperability Coordinators (RICs), who will assist in pursuing a solution.
* Question: Some police departments accept 7-digit non-emergency calls from their citizens. How will the officers who are dispatched by a desk sergeant obtain this information?
  + Answer: Contact your Regional Interoperability Coordinators (RICs), who will assist in pursuing a solution.
* Question: If someone calls 911 and says they tested positive for covid-19 or have been in contact with someone who did, can we share that with first responders?
  + Answer: Absolutely, any information that is volunteered by the caller is public and should be shared with first responders.
* Question: Will we receive data only for our county or for the entire state?
  + Answer: If your PSAP boundary incudes your entire county boundary, your list will contain all addresses within the county. If your PSAP boundary is a subset of the county boundary, you will receive that subset. E.g., individual municipal PSAPs within Hennepin County.
* Question: Can we opt out from getting this info? If so, how?
  + Answer: That is a legal question that should be posed to your own county or city attorneys.
* Question: Will PSAPs get notifications every day even if they don’t have any new cases?
  + Answer: No. Positive cases have not been identified in every county. Some counties will not get a list. Some may get one list every day, and some may get two that include both adds and purges. If you do not receive an [encrypt] email, it is because DPS/ECN did not receive anything for your PSAP.
* Question: How will the info be displayed in multi-family residences?
  + Answer: The address will include an apartment, suite, unit number, etc. Many congregate care facilities have widespread outbreaks. Those are being made public by the facilities.
* Question: The Confidentiality Agreements are focused on PSAP personnel, but what about first responders who receive the information? Do they have to sign?
  + Answer: That is outside our scope. ECN’s responsibility is to communicate to PSAPs. There are others communicating with LE, Fire, and EMS; their protocol will flow according to what their procedures define.
* Question: What format will the list of addresses come in?
  + Answer: Excel spreadsheet.
* Question: If we don’t sign the Confidentiality Agreement, are we still going to receive the data?
  + Answer: The requirement is, as partner to protocol, PSAP personnel who are responsible to either manage or disseminate this shared data must sign a Confidentiality Agreement.
* Question: Any idea how long we will store the info before MDH wants us to purge?
  + Answer: MDH will send a daily add list and a daily purge list. Advisories should be purged within eight hours of receiving the list. When the order is rescinded or the pandemic ends, there is a statement indicating that all data remaining shall be deleted within 15 days of termination of the emergency or the order being rescinded.
* Question: In the event that troopers will be assisting local agencies, will you be providing statewide info to MSP PSAPs?
  + Answer: No. Sending the two MSP PSAPs statewide data would be unreasonable for them to manage. Troopers’ primary response area is traffic-related on the roadway. In situations when a trooper responds to back up jurisdictional first responders at a residence, it is prudent for the trooper to receive info from another first responder at that address.
* Question: If we do not get a cancellation and an address is still in the CAD file, should we have an auto purge date?
  + Answer: In addition to the add lists that PSAPs receive when there is a new record, there will also be purge lists indicating the days it is appropriate to remove an advisory. You may receive none, one, or both of these lists on any given day. Once the order has been rescinded, all records must be purged within 15 days.

**Recommended Best Practices**

* Adopt a regional approach to PSAP compliance with EO 20-34.
  + Because responder service areas often cross PSAP boundaries and/or mutual aid response is provided by surrounding local, county, state, tribal, and federal partners, a regional approach to promote PSAP compliance with EO 20-34 is recommended. Communication, coordination, and collaboration between the members of each ECB/ESB is the key to keeping our responders safe during this pandemic.
* PSAPs should collaborate with tribal/municipal dispatch centers to share COVID-19 hazard location information.
  + In some jurisdictions, a tribal/local dispatch center also receives requests for service from the public via a 10-digit telephone number. These dispatch centers operate independent of the local PSAP and routinely dispatch response resources to handle calls for service in their response areas. To ensure the safety of these responders, it is imperative that the PSAPs receiving COVID-19 hazard location information from MN DPS/ECN develop a mechanism to share this information with dispatch centers in their jurisdiction.
* Encourage responders in your jurisdiction to utilize, when feasible, appropriate Personal Protective Equipment (PPE) and social distancing practices for all public contacts.
  + It is important to remember that the need for responders to assess the situation and implement appropriate protective measures should not be based solely on the COVID-19 hazard location information provided by MDH and MN DPS/ECN.
* When feasible, PSAPs should comply with the dispatcher screening protocols outlined in the EO 20-34 protocol and training documents. These screening protocols should be used for any call for service that requires a response.
  + Determine if anyone at the location:
  + Is experiencing symptoms associated with COVID-19.
  + Has tested COVID-19 positive.
  + Has been in contact with someone who has tested COVID-19 positive.
* Adopt the responder notification method that meets the operational needs of your PSAP.
  + Although the EO 20-34 protocol and training documents recommend utilizing Mobile Data Computer (MDC) and telephone as the preferred method of responder notification, this may not be a viable solution for many PSAPs in greater Minnesota. If use of MDC or telephone is not practical, PSAPs can, and should, use radio communications as the primary method to notify responders.
  + If radio communications are used as the primary method to notify responders, consider the following:
    - COVID-19 hazard location information must be transmitted via ‘coded language’ to prevent the public or uninvolved parties from receiving the information. MN DPS/ECN recommends that each ECB/ESB region discuss and adopt a code that is used consistently across the region to ensure that all responders understand they are responding to a COVID-19 hazard location.
      * NOTE: several regions have adopted ‘universal precautions’ as the coded language that they will use to notify responders.
    - COVID-19 hazard location information should be relayed to responders at time of dispatch, time of page, and as necessary during the response.
* To the best of their capabilities, PSAPs should comply with the data security, maintenance, and retention protocols outlined in the EO 20-34.
  + Enter new COVID-19 hazard location information into your CAD system as soon practicable.
  + Remove expired COVID-19 hazard location information from your CAD system as soon practicable.
  + Delete emails and other records containing COVID-19 hazard location information as soon as practicable.

**Resources**

Additional information regarding EO 20-34 can be found in the ‘What’s New’ section of the MN DPS/ECN website.

* <https://dps.mn.gov/divisions/ecn/Pages/default.aspx>

Questions, comments, or concerns regarding PSAP compliance with EO 20-34 should be directed to:

* [cathy.anderson@.state.mn.us](mailto:cathy.anderson@.state.mn.us).