



HS Intro to Public Services

Monday, May 18, 2020



HS Intro to Public Services

Overall Lesson: **Impact of COVID-19 on Public Services Sector**

Sub lesson for Monday, May 18: Public Safety Pathway -
Emergency Operations Center Interview

Learning Target:

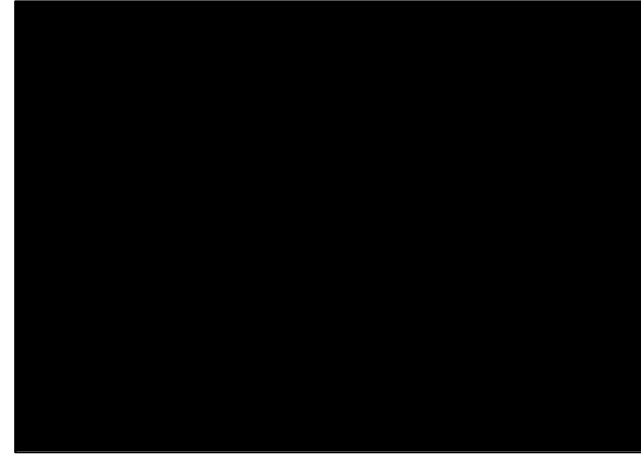
Students will identify the duties of and difficulties faced by an Emergency Operations Manager during the COVID 19 pandemic.



Activity #1

Watch the video to the right from 0:00-2:00.
Then, answer the questions below on a Google Doc or your own paper.

- 1) What is the name of the Emergency Operations Manager who was interviewed?
- 2) Who is the Emergency Awareness Manager for Independence?
- 3) Who is the Emergency Awareness Planner for Independence?
- 4) What position did Emergency Operations Manager have prior to COVID-19?
- 5) What duties did she perform for her job every day *prior* to COVID-19?





Activity #1 - ANSWERS

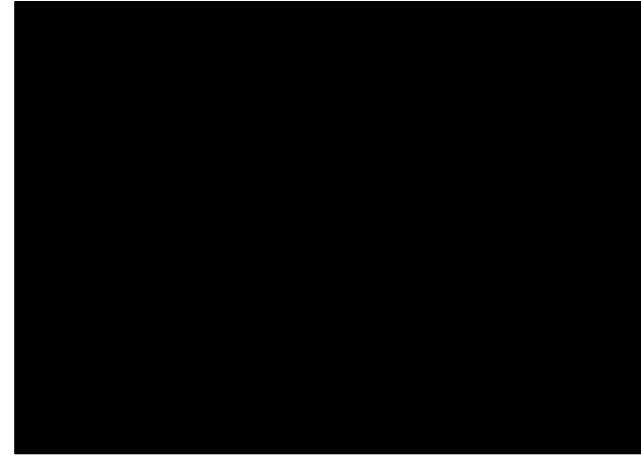
- 1) What is the name of the Emergency Operations Manager who was interviewed?
Janelle Bird
- 2) Who is the Emergency Awareness Manager for Independence? **Dante Gliniecki**
<https://www.ci.independence.mo.us/Fire/EmergencyPreparedness/Leadership>
- 3) Who is the Emergency Awareness Planner for Independence? **Geoff Hinkle**
- 4) What position did Emergency Operations Manager have prior to COVID-19? **Fire Prevention / Training Division**
- 5) What duties did she perform for her job every day *prior* to COVID-19? **Running reports, making sure people have smoke alarms, making sure firefighters have CEU's (continued education units) and up to date on training hours.**



Activity #2

Watch the video to the right from 2:00-6:00.
Then, answer the questions below on a Google Doc or your own paper.

- 1) What organization was working the phone bank?
- 2) What is the phone number launched by the city in regards to questions about COVID-19?
- 3) What types of questions can be answered when calling the number?
- 4) What would the normal function of the emergency operations center during a disaster situation?





Activity #2 - ANSWERS

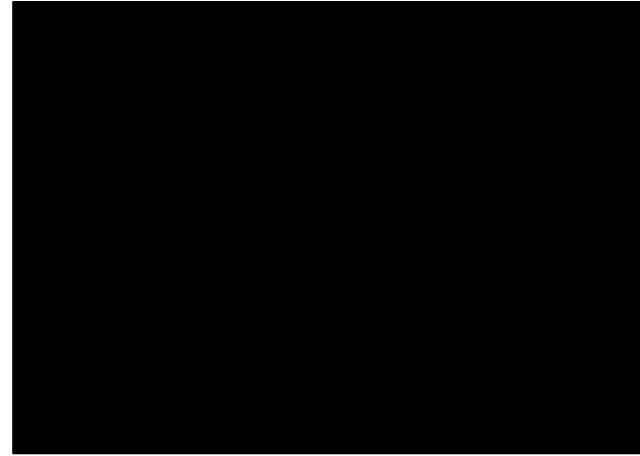
- 1) What organization was working the phone bank? *Medical Reserve Corps*
- 2) What is the phone number launched by the city in regards to questions about COVID-19? *816-325-7033*
- 3) What types of questions can be answered when calling the number? *General questions in regards to the pandemic and mobile testing sites.*
- 4) What would the normal function of the emergency operations center during a disaster situation? *It would be the place where city leaders meet to discuss plans for the disaster and what steps to take next.*



Activity #3

Watch the video to the right from 6:00 - 11:30. Then, answer the questions below on a Google Doc or your own paper.

- 1) What organization were members of the Independence Emergency Preparedness department on a conference call with when this interview was taking place?
- 2) What role is the Mid-America Regional Council (MARC) playing during this pandemic?
- 3) Go to the [MARC](#) and [PrepareMetroKC](#) websites learn more about COVID-19 pandemic response here in the KC area.





Activity #3 - ANSWERS

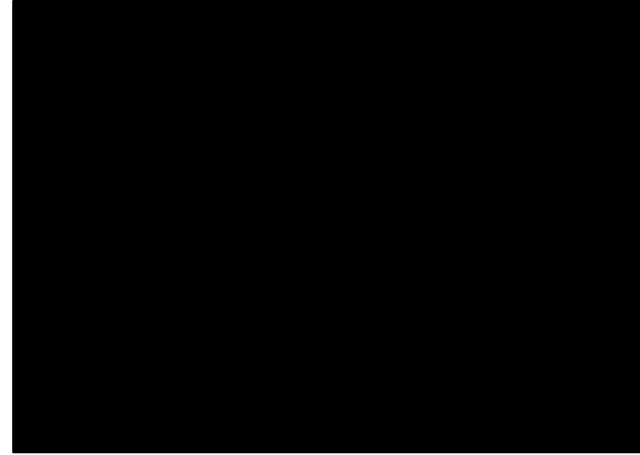
- 1) What organization were members of the Independence Emergency Preparedness department on a conference call with when this interview was taking place? *Mid-America Regional Council*
- 2) What role is the Mid-America Regional Council (MARC) playing during this pandemic? *Working to make sure the message conveyed is the same across the metro and that not just one jurisdiction gets all the work, collaborate to share the work.*



Activity #4

Watch the video at right from 13:00 - 18:35.
Then, answer the questions below on a Google Doc or your own paper.

- 1) Why were the PPE's that came in for the firefighters recalled?
- 2) What was Janelle's reply about the reuse of PPE's for first responders?
- 3) What issues does she say she will address when looking for PPE's in the future?





Activity #4 - ANSWERS

- 1) Why were the PPE's that came in for the firefighters recalled? *It did not meet the standards and requirements of the union.*
- 2) What was Janelle's reply about the reuse of PPE's for first responders? *She calls it surreal. She says she thought we would be in a situation where our first responders would have to recycle masks or PPE equipment.*
- 3) What issues does she say she will address when looking for PPE's in the future? *Look at stock piling, expiration dates on equipment, make sure protocol is in place. She says the protocol changes as we learn more and more through this pandemic.*



Additional Readings

- Washington University [Emergency Operations Center responds to COVID-19](#)
- [Emergency Operations Centers: The Response to COVID-19](#)
- [Summit County emergency operations center adapts to a new type of threat: COVID-19](#)