



# **TOWN OF SURFSIDE**

## **COVID-19 Resource Map**

*(Updated July 20, 2020)*

*Coronavirus (COVID-19) represents an unprecedented threat to the health and welfare of residents and staff of the Town of Surfside. The COVID-19 Resource Map documents resources currently available to help mitigate and manage impacts. Additional resources will be added and updated over time.*

*Prepared by Town of Surfside COVID-19 Task Force:*

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- *Commissioner Charles Kesl*
- *Chief Julio Yero, Surfside Police Department*
- *Frank Trigueros, Tourism Director, acting as an emergency communications lead*
- *Irina Mocanu, Town of Surfside Executive Department*

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## **EXTERNAL RESOURCES: FOR SURFSIDE RESIDENTS AND BUSINESSES**

## *Town of Surfside Town Hall: 305-861-4863*

### **Town Hall Workplace Safety**

The administration is committed to the safety of all Town employees. Beginning in March, the building has been professionally sanitized and disinfected on a weekly basis using a chemical that has a 10-day duration and kills any viruses lingering on surfaces and common handles.

On-site COVID-19 testing for employees is being conducted bi-weekly, or sooner (as needed).

All employees and visitors are required to wear a mask/facial covering, no exceptions. All personnel receive the proper Personal Protective Equipment (PPE) to adequately execute their job. Departments also have a stockpile of extra PPE if needed. Hand sanitizer is available throughout the premises. A glass screen has been installed at the front counter providing for increased safety. Additional dividers/plexiglass have been added in areas or offices where multiple employees share space.

Each department manages their schedules. Some departments are staggering shifts to reduce the number of bodies onsite and ensuring that there is no disruption in services. Rotations are clearly established. To reduce the number of employees gathering, those who are able to work from home are firmly encouraged to do so. Additional personal computer equipment has been purchased to expand the number of employees with the capability to work entirely remotely.

Human Resources constantly sends communication on coronavirus-related prevention, protection, health best practices as well as mental health resources. Staff also receive ongoing COVID-19 training.

### **Coronavirus Updates from the Town of Surfside**

- The Town of Surfside has a robust website and COVID-19 update page with information on novel coronavirus risks, the Town's response, and support for children, families, seniors and small businesses.

Go to: <https://www.townofsurfsidefl.gov/news-and-events/pages/covid19>

- For emergency notifications, Surfside residents should sign up for CodeRed at <https://www.townofsurfsidefl.gov/news-and-events/subscribe> or by texting "Surfside" to 99411.

- To receive email notifications from the Town, subscribe at <https://www.townofsursidefl.gov/news-and-events/subscribe/town-notifications>
- Town Hall is fully operational and as of July 2020 is accessible to the public. Proper safety measures have been taken to ensure Miami-Dade County regulations are adhered to. Plexiglass screens have been added for safety and physical distancing markers are also in place.

### **Other Sources for Coronavirus Information:**

- Florida Department of Health – Miami Dade County COVID-19 Call Center Available 24-7 at 866-779-6121 or contact [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov)
- U.S. Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Extensive list of additional sources is available in the “Stay Informed and Stop the Spread of Coronavirus” section on the Town’s main coronavirus page: <https://townofsursidefl.gov/news-and-events/pages/covid19>

**In-home testing:** Miami-Dade County Fire Rescue offers in-home testing for seniors and adults with special needs. To make an appointment, call 305-499-8767 or sign up online by following the link on this page:

<https://www.miamidade.gov/global/initiatives/coronavirus/testing-locations.page#:~:text=Homebound%20Testing,-Countywide%20Homebound%20Testing&text=Senior%20citizens%20and%20individuals%20over,week%2C%20beginning%20at%209%20a.m.>

### **COVID-19 Testing:**

Testing for COVID-19 is being offered at numerous drive-up or walk-in sites; it is generally free and covered by insurance. For medical emergencies, call 911 and notify the dispatch personnel that you may have COVID-19.

[View the list of testing locations.](#) [Schedule a testing appointment.](#)

*Note:* This is not a full list of COVID-19 testing locations. Check with your health care provider or the Miami-Dade County Department of Health at 305-324-2400 for a more comprehensive list of testing sites.

- [FloridaDisaster.org](https://www.floridadisaster.org) also offers a robust listing of testing locations by county.

- **Drive-Thru Testing Set Up.** Florida League of Cities: COVID-19 Collection Testing Site Resource / [A Guide for Setting Up a Testing Site](#). Details City-Hospital partnership example (City of Tallahassee & Tallahassee Memorial Hospital). Interesting example and information for potential future use.

### **Mail-in Test Kits Available Through LabCorp At No Up-Front Cost**

Nasal swab testing for an active coronavirus infection is available through LabCorp at no upfront cost, according to the company's website. If you'd like to receive a test, fill out a short eligibility survey on [LabCorp's website](#). An independent physician will review your responses and if you're approved, the company will either bill your insurance provider or utilize federal funds to cover the cost. You'll receive a test kit through FedEx, and once you test yourself, you send the kit back to LabCorp for analysis. Visit <https://www.pixel.labcorp.com/at-home-test-kits/covid-19-test> for more information.

In-Town testing could possibly be arranged through a number of providers including:

**MedRite Urgent Care:** Up to 100 tests daily. PCR (nasal swab testing to detect RNA strand of COVID virus) sent to the lab for processing (within 3% accuracy). Eight-day turnaround for results (on average). Covered by insurance or through CARES Act funding by providing a social security number.

Also offers rapid tests, which detects the antigen, (a protein that the virus produces). It is 90 percent accurate for positives and 96 percent accurate for negatives (results within hour or same day). Rapid tests may have additional costs not covered by insurance.

Antibody tests are an additional option. Blood sample sent to Quest lab for fast analysis. May have additional costs not covered by insurance.

**CVS Pharmacy:** CVS is offering free, drive-thru COVID-19 testing at select locations. Potentially possible by blocking off part of the adjacent parking lot.

### **Emergency Medical Services:**

Miami-Dade County Fire-Rescue provides ambulance services/EMS. Call 911 in the event of a medical emergency.

- A full list of hospitals is available in Appendix A. Closest hospitals to Surfside:
  - Mount Sinai Hospital - 4300 Alton Rd., Miami Beach, FL 33140
  - Miami Beach Community Health Center - 11900 Biscayne Blvd., Miami, FL 33181
  - Aventura Hospital & Medical Center - 20900 Biscayne Blvd., Miami, FL 33180

### **COVID-19 Hospitals & Quarantine Sites:**

Currently, there are no active COVID-19-specific hospitals or quarantine sites in Miami-Dade County. The Miami Beach Convention Center houses a COVID-19 hospital which is ready for use and could be activated in the future.

### **Miami-Dade Hotel Helpline - Temporary Isolation**

More than 400 hotel rooms are available for those who may need temporary stay for isolation. Option for those who are awaiting test results or may have been in contact with positive results. Call 305-468-5800 for more information.

### **Facial Coverings:**

Facial coverings are mandatory in Surfside per Miami-Dade County Amendment No. 1 to Emergency Order 20-20. [HTML](#) | [PDF](#).

- Effective as of 9 a.m. on July 2, 2020, *Emergency Order 20-20* is amended to state that all persons throughout Miami-Dade County shall wear a mask or other facial covering when in public. The order includes the following exceptions:

Masks and other facial coverings shall not be required: at or inside a private residence; inside a private automobile; at or inside any religious institution, without limitation; inside a hotel, motel, or commercial lodging establishment guest room, or inside any apartment; of children under the age of two years; of persons who cannot wear a mask or facial covering due to an existing medical condition; of an individual who is hearing impaired or an individual who is communicating with an individual who is hearing impaired; where federal or state safety or health regulations prohibit the wearing of facial coverings; of persons actively engaged in strenuous physical activity, either inside or outdoors; of persons swimming or engaged in other activities which may cause the facial covering to become wet; while persons are actively eating, drinking, or smoking; and while a person is receiving services which require access to that person's nose or mouth.

The Town acquired a limited number of masks for distribution. On April 13, 276 were handed out to residents. Additional mask giveaways may be arranged.

### **Food support:**

- Feeding South Florida is offering meals at locations throughout Miami-Dade, Broward and Palm Beach counties. For the most recent list of sites, [click here](#).

- Seniors 65 years or older who need help with meals or other services can call Miami-Dade County's 311 Call Center between the hours of 7 a.m. and 7 p.m.  
\*\*Miami-Dade County announced a 30-day extension of this program on July 14. [Learn more. Meals for the Elderly](#), Miami-Dade County.
- Jewish Community Services of South Florida (JCS) remains open, providing food, counseling, crisis response and information, and referral services. For assistance, please call 2-1-1 or 305-615-6826. [Additional JCS resources](#).
- In partnership with Farm Share and the office of Sen. Jason Pizzo, Surfside held a drive-thru food distribution on Tuesday, May 26 from 10 a.m. – 1 p.m. at the Town Hall municipal parking lot. Two bags of groceries were provided to each car by volunteers on a first-come, first-served basis.
- Feeding South Florida has an online form that people can fill out to request help with getting food and other resources. Miami-Dade residents can also email [clientservices@feedingsouthflorida.org](mailto:clientservices@feedingsouthflorida.org) or call 954-518-1857 for assistance. Learn more at:  
<https://feedingsouthflorida.org/benefits-emergency-services/?fbclid=IwAR3VonnREEWxp7CtApAnUUaIzUzWP61luavszOxzZw0L0MYGL8izt2hzd40>
- If you are a senior, the Restaurant Connection will send prepared meals to your doorstep. First-come, first-served. To request service, call 305-340-0244. Spanish speakers should call (toll-free) 321-482-2661. For more information, visit <https://therestaurantconnection.org>.
- Seniors can apply for the Supplemental Nutrition Assistance Program. Miami-Dade County Public Libraries have [SNAP applications](#) available for residents. They can also apply online at <http://www.myflorida.com/accessflorida> or by calling 866-762-2237 (TTY 1-800-955-8771).
- Several food distribution events take place weekly starting at 9 a.m. Residents are encouraged to arrive early. All events are drive-thru. Residents must wear masks, stay in their vehicles and open their trunks when it's their turn in line.

### **Every Tuesday**

Tropical Park: 7900 SW 40th Street, Miami, FL 33155  
Enter from SW 40th Street (Bird Road)

### **Every Wednesday**

Homestead Air Reserve Park: 27401 SW 127th Avenue, Homestead, FL 3303

### **Every Thursday**

Amelia Earhart Park: 401 East 65th Street, Hialeah, FL 33013

Farm Share is also partnering with the local community for [food distributions](#).  
<https://farmshare.org/food-distributions/>

- Miami-Dade County Public Schools distributes meals to students Tuesdays and Fridays from 10 a.m.-1 p.m. A full list of sites is here:

<http://covid19.dadeschools.net/#!/fullWidth/3097>; the sites closest to Surfside are:

- North Miami Beach Senior High School: 1247 NE 167th St., Miami, FL 33162

Nautilus Middle School: 4301 N. Michigan Avenue, Miami Beach, FL 33140

- [Summer BreakSpot](#) will provide students in Florida public schools free or reduced lunches.

### **Hurricane Preparedness Amid the Coronavirus**

It is critical to prepare early for hurricane season, particularly amid the coronavirus pandemic. The virus may make evacuation and stocking up on supplies more difficult, particularly for people who are elderly or have a compromised immune system.

Visit the Town's hurricane preparedness page for more information:

<https://www.townofsurfsidefl.gov/how-do-i/hurricane-and-flood-information/hurricane-kit-and-checklist>. Here are some key tips to keep in mind:

- When stocking up on hurricane supplies, include personal protective equipment such as masks, hand sanitizer and disinfecting wipes for all members of your household.
- Make an evacuation plan early, preferably at the start of hurricane season. To avoid travel through crowded airports or long lines on the highways, consider finding shelter with a family member or friend who lives inland, away from potential storm surge zones. Public shelters will be open, with social distancing and COVID-19 screening measures in place. (Read more on the Town website: <https://www.townofsurfsidefl.gov/how-do-i/hurricane-and-flood-information/emergency-evacuations>)
- Sign up for Town of Surfside emergency alerts through CodeRED: <https://public.coderedweb.com/CNE/en-US/536A7BC9D5B0>
- If you may need transportation assistance, electricity for medical devices or other special medical support during a hurricane, register for the Miami-Dade County [Emergency & Evacuation Assistance Program](#).

### **Mental health support:**

- The Florida Blue and New Directions Behavioral Health have launched a bi-lingual, toll-free helpline that connects individuals with trained behavioral health counselors. This service is available to all Floridians, including those who do not have insurance or have coverage with another health plan. The emotional support line can be reached at 833-848-1762.
- The Town of Surfside issued a Mental Health Resource Guide on May 8, 2020 and offered COVID-19 support groups in April and May.
- The [National Suicide Prevention Lifeline](https://suicidepreventionlifeline.org), suicidepreventionlifeline.org, at 1-800-273-8255 or [chat now](#).
- The Florida Child Abuse Hotline, myflfamilies.com, at 1-800-962-2873, Florida Relay 711 or TTY 1-800-955-8771. [Or report abuse online](#).
- The [National Domestic Violence Hotline](https://thehotline.org), thehotline.org, at 1-800-799-7233 or TTY 1-800-787-3224 or [chat now](#).
- The [Disaster Distress Helpline](#) by calling 1-800-985-5990 or text TalkWithUs to 66746 (TTY 1-800-846-8517)
- The National Alliance on Mental Illness – Miami-Dade County offers [virtual support](#), namimiami.org, and phone counseling. Call 305-665-2540 for mental health resources in English and 786-308-9680 for resources in Spanish.
- The Salvation Army mental health support hotline at 1-844-458-HOPE (4673). Counselors (English and Spanish) are available from 9 a.m. - 9 p.m. You can also visit [www.SalvationArmyFlorida.org/pray](http://www.SalvationArmyFlorida.org/pray) and request a call from a pastor.
- Florida Blue’s bilingual, toll-free hotline at 833-848-1762. This FREE service is available 24/7.
- The Jewish Community Services of South Florida (JCS) provides counseling, crisis response and information, and referral services. For assistance, call 2-1-1 or 305-576-6550.
- National Alliance of Mental Illness - Miami-Dade offers virtual support (<https://namimiami.org/>) and phone counseling. Call 305-665-2540 for mental health resources in English and 786-308-9680 for resources in Spanish.[9]
- Substance Abuse and Mental Health Services Administration’s (SAMHSA’s) Disaster Distress Helpline 800-985-5990, or text TalkWithUs to 66746..

## **Homeless Population**

The novel coronavirus represents a major challenge to the homeless population in Miami-Dade County. The Homeless Trust of Miami-Dade County is working with urgency to prevent the spread of the virus among the homeless population. [Read more.](#)  
[www.homelesstrust.org](http://www.homelesstrust.org).

Miami-Dade County Rental and Other Assistance for the Homeless or Evicted: If you are homeless or have been evicted, you can receive help with your first month's rent payment, security deposit, mortgage, utility bills, emergency shelter or food. You can receive one type of



assistance per year. The maximum amount you can receive is \$800 for rent or \$1,200 in mortgage assistance. [Learn more](#) at miamidade.gov

### **Resources for Children:**

- Miami-Dade County Public Schools distributes meals to students Tuesdays and Fridays from 10 a.m. to 1 p.m. . A full list of sites is; the sites closest to Surfside are:
  - North Miami Beach Senior High School: 1247 NE 167th St., Miami, FL 33162  
  
Nautilus Middle School: 4301 N. Michigan Avenue, Miami Beach, FL 33140
- Miami-Dade County Public Schools offers a number of resources to help support students, parents and families with distance learning and Internet access. Go to <http://covid19.dadeschools.net/#!/fullWidth/3097> for more information.
  - The Town of Surfside Parks & Recreation Department has created an extensive collection of activities for children and families, including livestream classes, art and outdoor activities, discussion groups and more. Go to the “Keep Busy at Home” section on the Town’s COVID-19 page:  
<https://townofsurfsidefl.gov/news-and-events/pages/covid19>

### **Resources for Seniors:**

- The Town of Surfside may have a limited quantity of cleaning supplies available for seniors and other at-risk residents. Call the police non-emergency number at 305-861-4862.
- Meal services for seniors are included in the Food Services portion of this document.
- Seniors and at-risk residents should contact the Town of Surfside Police Department to be included in the Town’s list of people who may need additional support during emergencies. Call the police non-emergency number at 305-861-4862 or visit <https://www.townofsurfsidefl.gov/news-and-events/subscribe/request-assistance>.
- Miami-Dade County offers an Emergency Evacuation & Assistance Program for seniors and people with special needs. To register, call the Town of Surfside police non-emergency number at 305-861-4862 or visit [https://www.miamidade.gov/global/service.page?Mduid\\_service=ser1470238193996672](https://www.miamidade.gov/global/service.page?Mduid_service=ser1470238193996672) to learn more and fill out an application.
- Volunteers with the Casa Church ministry in Surfside are offering free services to our elderly community and disabled residents. To request services, call or text (305) 864-9283 (Ext 3) or email [Help@Casachurch.Miami](mailto:Help@Casachurch.Miami).

- COVID-19 Age Friendly Resources: Miami-Dade County, the United Way, AARP Florida and a number of nonprofits have put together a [coronavirus resource guide](#) for older adults. Topics covered include getting meals and food support, assistance with paying for electricity, support for Medicare, Medicaid and insurance questions, and resources for caregivers.

### **Free Pet Food for Seniors:**

- The Alliance for Aging and The Pet Project are teaming up to acquire and deliver free pet food to up to 200 homebound seniors to assist in their ability to care for their pets during the pandemic. Must be 60 or over to participate, located in Miami-Dade County and be a cat or dog owner.

More information at (305) 670-6500 or contact [coordinator@allianceforaging.org](mailto:coordinator@allianceforaging.org). Website: [www.allianceforaging.org](http://www.allianceforaging.org).

### **Unemployment/Income-loss Support:**

- The [Florida Department of Economic Opportunity](#) offers reemployment assistance benefits. [Find additional information and apply here:](#)
- CareerSource South Florida and Miami-Dade County run “Employ Miami-Dade” to connect employers and job-seekers. Visit <https://iapps.careersourcesfl.com/employmd> or call (305) 929-1547, Monday-Friday from 8 a.m. to 5 p.m.
- Cares Act benefits and implementation.
- Paycheck Protection Program (PPP) loans are still available to small and medium businesses with less than 500 employees. This program is administered by the US Small Business Administration (SBA). The goal of the program is to help small businesses maintain their staff level and cover related costs during the COVID-19 crisis. [Click here](#) for the revised application (SBA Form 2483). [Find approved lenders in your area.](#)

### **Business Relief:**

- **U.S. Small Business Administration Resources:**
  - General list of U.S. Small Business Administration (SBA) Guidance & Resources. <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
- The Small Business Association’s South Florida District Office offers weekly webinars and meetings aimed at helping business owners navigate the COVID-19 business landscape. [Learn more](#)

- The Miami-Dade County Board of Commissioners approved \$25 million for the RISE Miami-Dade Fund, which stands for Re-Investing in our Small Business Economy and was created using flexible funds provided through the federal CARES Act to help small businesses recover in the wake of COVID-19. The Dade Federal Credit Union will administer the RISE Fund, with loans originating at local community development financial institutions (CDFIs), which are certified and regulated by the U.S. Department of the Treasury. Applications were open through June.
- On July 17, the Miami-Dade County Commission approved a \$35 million relief program for the restaurant industry.
- The Florida Emergency Bridge Loan Program offers short-term, interest-free loans intended to “bridge the gap” between the time a major catastrophe hits and when a business has secured longer term recovery resources. <https://floridadisasterloan.org>.
- Short Time Compensation Program: A voluntary employer program designed to help employers maintain their staff by reducing the weekly working hours during temporary slowdowns instead of temporarily laying off employees. <http://floridajobs.org/office-directory/division-of-workforce-services/reemployment-assistance-programs/short-time-compensation-program-for-employees>
- The Beacon Council has launched a website, BizHelp.Miami, to help Miami-Dade County small businesses and sole proprietors access federal support and other resources. <https://www.bizhelp.miami>
- Additional resources are available in the “Relief for Businesses” section on the Town of Surfside’s COVID-19 update page: <https://www.townofsursidefl.gov/news-and-events/pages/covid19>
- IRS Get My Payment. [Check on the status](#) of your Economic Impact Payment.

### **Distance Learning and Work-from-home Support:**

- [Miami-Dade County Public Schools \(M-DCPS\)](#)
  - Reopening Plan: <http://reopening.dadeschools.net/index.html>
  - Distance Learning Hotline: 305-995-HELP
- Internet Essentials offers low-cost access for qualified households to devices and basic Internet service. Visit <http://www.internetessentials.com>.
- ○ Xfinity customers can download the Xfinity WiFi app and find the nearest hotspot on the map view. Non-customers can find a nearby hotspot by visiting <https://xfinity.com/WiFi> and entering their zip code.

### **Volunteers/community experts:**

*\*\*Please coordinate any outreach to volunteers with the Town of Surfside. COVID-19 Task Force Coordinator Kate Stein can be reached at [kstein@townofsurfsidefl.gov](mailto:kstein@townofsurfsidefl.gov).\*\**

- The Town of Surfside is maintaining a list of potential volunteers. Contact Kate Stein, [kstein@townofsurfsidefl.gov](mailto:kstein@townofsurfsidefl.gov)
- Surfside resident Sasha Plutno is the Community Emergency Response Team (CERT) coordinator for the 33154 zip code area, including Surfside. [splutno@yahoo.com](mailto:splutno@yahoo.com) or 786-817-5187.
- The State of Florida is encouraging organizations with volunteer opportunities and prospective volunteers to register with Volunteer Connect. <https://volunteer.volunteerflorida.org/>

### **Capacity of Surfside Hotels:**

- Four Seasons – 77 rooms
- Grand Beach Surfside – 340 rooms (includes West)
- Residence Inn Miami Beach Surfside – 175 rooms
- Bluegreen Solara Surfside – 52 units
- Sun Harbour – 19 rooms

### **Avoiding Fraud and Scams:**

- The Town website has information on common COVID-19 scams and how to avoid them, as well as information on how to report suspected scams to Surfside PD and the U.S. Justice Department. [Learn more.](#)
- The Federal Trade Commission has information on how to avoid scammers who are pretending to be representatives of the Social Security Administration. [Learn more.](#)

## **APPENDIX A: Surfside Police Department Risk Assessment**

### **Surfside Police Department Risk Assessment – COVID-19 (Coronavirus)**

As the number of cases of Coronavirus Disease 2019 (COVID-19) increases globally, law enforcement agencies should be prepared for the likelihood that the virus will impact their communities. The following Risk Assessment considerations have been considered in formulating the Department's Emergency Operations Plan.

### **Police Department Personnel COVID-19 Risk Exposure:**

### **High Level Exposure (essential personnel reporting for work):**

- Sworn Police Officers
- Communications Operators
- Command Staff
- Parking Manager
- Parking Enforcement Officers

### **Low Level Exposure (non-essential personnel working from home):**

- Support Staff
  - o Executive Assistant
  - o Accreditation Manager
  - o Parking Administrative Aide

### **Hazard Identification:**

- Essential Personnel Interaction with COVID-19 Positive Persons
  - o On routine patrol
  - o On traffic and pedestrian stops
  - o On Calls for Service
  - o While delivering community care packages (food, medication, cleaning supplies)
  - o During arrests
- Equipment Contamination
  - o Police vehicles and Parking vehicles being contaminated.
  - o Increase the frequency of disinfecting patrol cars, holding cells, locker rooms, break rooms, and other agency facilities to reduce exposure to the virus.
  - o Uniforms and gear becoming contaminated
- Building Contamination
  - o Review evacuation procedures with personnel
  
  - o Increase the frequency of disinfecting of the Police Department building to include: holding cells, locker rooms, break rooms, Communications Unit, and other agency facilities to reduce exposure to the virus.

### **Communications:**

- Department must be prepared to:
  - o Communicate clearly, consistently, effectively, and frequently with personnel regarding changing policies and directives.

- o Prepare personnel to answer community questions about COVID-19 testing, Federal-State-Local Governmental Orders, quarantine and isolation, personal safety measures, and contact information for available service.
- Designate a Department Point of Contact (POC) for coordination with external agencies and disseminate information to Department personnel.
- Communicate clearly and consistently to the public as information emerges.
- Coordinate with Miami-Dade Emergency Operations Center to coordinate information and resources.
- Utilize the Department's Public Information Officers (PIO) to provide information in a timely manner.
- Communicate to combat mis-information about COVID-19, raise awareness of potential virus-related scam efforts, and highlight effective practices.
- Maintain consistent communications with the local health department and emergency services to keep officers informed of the most up to date response protocol.

**Staffing:**

Potential staffing shortages due to COVID-19 Positive employees and employees calling out of work due to family members being COVID-19 Positive

- Prepare alternative staffing plans to include: 7-Days on-Duty & 7-Days Of-Duty, have specified units work from home and be available to back fill employee that become contaminated.
- Consider alternative staffing methods such as shared service provision with neighboring departments, swing shifts, and mandatory overtime.
- Cancellation of all leave time.
- Cross-train personnel for temporary duty reassignment to assure proper coverage of essential duties.
- Organize a network of off-duty personnel who are on-call and ready to report for duty, if a shift has a critical shortage of officers.
- Provide COVID-19 testing of police personnel at the start of all duty shifts.
- Resistance from the medical and first responder work force. As COVID-19 continues to spread along with the limited resources available to medical and first responders, we will see an increase in the workforce calling off sick due to lack of supplies, exhaustion and the dealing of their own family matters and needs.

### **Personal Protective Equipment (PPE):**

PPE gear may be difficult to acquire due to increases in law enforcement and first responder demands nationwide.

- Provide personal protective equipment (PPE) to all officers with training on its proper wear, removal, and disposal.
- Provide Go-Bags that include PPE for officers, first aid supplies and extra ammunition.

### **Incident Command System:**

Ensure the Department's established incident command system is activated if needed to assist in command and control, as well as the coordination of limited resources.

- Utilize Incident Command System (ICS) to aid in Department response.
- Identify which roles and duties are mission critical.
- Designate Command Staff level person to oversee and manage the overall agency response.

### **Calls for Service:**

- Evaluate what services require an on-scene police presence versus those that can be handled by alternative means such as by phone or online.
- Modify standard Department procedures as needed to reflect current response needs.
- Preparation for community requests to evolve and reflect the needs of COVID-19 patients, including but not limited to transport to hospitals, wellness checks, and delivery of critical items.
- Enforcement of revised local or regional public health ordinances, such as mandatory quarantines, isolation, or travel restrictions.

### **Determine Potential Crime:**

- Criminal Scams reference COVID-19 and Governmental stimulus initiatives are being targeted towards citizens, especially the elderly.

· The longer the Safer at Home restrictions or possible Quarantine restrictions are in place Criminal Activity is likely to increase, especially in the following crime types:

- o Crimes being committed by Juveniles
- o Residential Burglary
- o Vehicle Burglary
- o Commercial Burglary (Stores that are closed make easy targets)
- o Petit Theft (Supermarkets-Convenience stores)
- o Domestic Violence
- o Disturbances
- o Alcohol related crimes
- o Neighbor disputes
- o Citizens challenging police legality issues regarding Governmental Orders and Directives
- o Street Crimes/Robbery

**Technical Systems (IT, Computer Systems, Access to essential databases/programs):**

· Conduct load testing of IT systems, security systems, and databases to ensure resources can withstand a sudden increase in remote access to agency technologies.

· All staff meetings and Town related meetings will likely be held via video-conferencing or tele-conferencing platforms to eliminate person-to-person transmission of viruses.

**Mutual Aid Considerations:**

Other local law enforcement agencies will likely be burdened by the same COVID-19 impacts to their jurisdictions and combined coordinated responses may be needed to provide essential services.

· Coordinate with agencies responsible for maintaining critical infrastructure (e.g. water, power, transportation) to understand their contingency plans and potential for increased burden on emergency services.



- Determine whether your agency is eligible for federal/national or state funding to aid in emergency response.

### **Federal and State Funding:**

Funding from federal and state entities may be available to recover overtime, dedicated details, and equipment resources.

- Ensure that all personnel accurately document their tours of duty on FEMA 214 forms.
- Track all overtime and possible reimbursable equipment and contractor costs.

### **Mental Health Services:**

- Offer available services to police personnel and their families as needed to include:
  - o Town Employee Assistance Program (EAP)
  - o FBI counseling services
  - o Faith based Chaplain services
  - o Outside company or entities that provide counseling
  - o Peer Support Groups
  - o Create a plan for critical incident stress management. Address officer physical and emotional well-being. Increased pressures and continued obligations outside of work, along with the potential of loved ones falling ill, will create stress, fear, and anxiety.

### **Economic Factors (Broken Window Theory):**

- Officers, police personnel, and Town personnel must address issues at all levels as they are observed and route the issues to the proper Town Departments that are responsible to address those issues (i.e. Vandalism, derelict houses, overgrown lawns/hedges, abandoned vehicles, inoperable street and parking lot lighting, etc.)

- Officers, and other police personnel must stress basic crime prevention tips (i.e. locking homes and vehicles when unattended) during their encounters with the public to reduce crime and associated issues.
- Have officers utilize the SARA model (Scan, Analyze, Respond, Assess) which is a decision-making model that incorporates analysis and research, tailoring solutions to specific problems, and most importantly evaluating the effectiveness of those responses.
- Visible signs of crime in neighborhood, anti-social behavior and civil disobedience with minor criminal activity will lead to larger criminal activity, the less economic communities will target those communities that are more fiscally sound to solve their own problems.)
- Economic decline tends to lead to further crime and disorder in communities (the tighter the community restrictions, the more defiant persons of ill repute tend to become, therefore committing criminal activity).

### **Homelessness and Associated Challenges:**

- Homelessness will increase if the COVID-19 restrictions persist and persons are unable to work.
- Surfside will experience an increase in permanent and transient homeless persons throughout Town but especially in the business district and the beach areas
  - o As of April 20220, there has already been an increase in the number of homeless persons observed in the Town.
- Homelessness will require additional resources and effort on the part of Town employees to include: clean up efforts form there established sleeping areas, manpower to transport to homeless shelters-Jail Facilities-Hospitals.
- An increase in homeless persons in Town will lead to increased crimes of opportunity being committed.
- Restaurants only providing to-go orders will lead to an increase in homeless loitering in curbside pick-up areas.
- Homelessness and lack of facilities with the enclosures contained in community parks, libraries, etc. will push those unemployed, with limited or no income into the local residential communities.
- With increase of unemployment and homelessness, housing and funding challenges will increase with the lack of/or limited resources to assist those in need.

### **Food and Supplies:**

- If the economic downturn persists lower income families may require assistance with food supplies.
- Government or Government/Private Partnerships may be required to assist with helping to provide meals to those who are in need.
- Food supply chains have been affected by Safer At Home initiatives and there may be reduced food and supplies availability in the near future especially due to current demands.

### **Medical Treatment Needs:**

- Continued Town employee medical checks prior to work shifts will have to continue to ensure the workforce and their families have a sense of safety in the workplace and those they work with. Identifying employees who have symptoms for coronavirus will enhance their ability to get treatment early.
- Continue to educate staff to stay healthy, clean, and to sanitize
- Hospitals are at or near capacity levels for emergency treatment and the peak of the coronavirus curve has not yet peaked.
- We will not be able to regularly obtain PPE gear and basic medical supplies to function effectively.
- The medical needs of the community at large will likely be negatively impacted leading to long-term care and death.
- Medical treatment and needs are declining and will continue to decline as the medical and first responder workforce become infected and sick.

### **Town Administration and Electorate:**

- Concise, clear, focused, and consistent communication and messaging of priorities and actions needs to be provided to the citizens and business community.
- Governmental Orders and Directives need to address specific concerns and list specific actions and restrictions

- Governmental Orders and Directives need to be enforceable by Town Departments with specific sanctions denoted for them to be effective and enforceable.

### **Legal Issues / Challenges**

- Legal challenges will emerge to Governmental Orders as the impacts to citizens and businesses seek to resume activities and contest these Orders and Directives.
- There will be a burden on Town and Police Staff regarding Public Records Requests and increased legal costs and time demands on staff to assist with research and court actions.

### **Civil Unrest / Demonstrations / Protests**

- If Stay-At-Home Orders and Business Closures persist for extended time periods there will be a greater chance for Civil Unrest leading to hostility towards authority, and law enforcement incurring difficulties in maintaining public safety and order.
- Civil Unrest would in any of the jurisdictions immediately adjacent to Surfside would create a drain on manpower resources due to Mutual Aid assistance.
- During prolonged States of Emergency and repeated acts of Civil Unrest the members of the First Responder workforce may call off sick or separate from employment due to their safety concerns and stressful and dangerous working conditions.

### **Post Incident:**

- Collect data and document response protocols for future review and assessment, if practical.
- Data collection for law enforcement may include the number of COVID-19-related calls for service, outcomes of incident command system activation, staffing numbers and call outs, health and wellness measures of officers, etc.

## **APPENDIX B: Full List of Hospitals in Miami-Dade County**

[Anne Bates Leach Eye Hospital](#) 900 Northwest 17th Street Miami, FL / (305) 326-6000

[Aventura Comprehensive Cancer Center](#) 20950 Northeast 27th Court Miami, FL / (305) 682-2151

[Aventura Hospital And Medical Center](#) 20900 Biscayne Boulevard Miami, FL / (305) 682-7000

[Baptist Hospital Of Miami](#) 8900 North Kendall Drive Miami, FL / (786) 596-1960

[Coral Gables Hospital](#) 3100 Douglas Road Coral Gables, FL / (305) 445-8461

[Doctors Hospital](#) 5000 University Drive Coral Gables, FL / (786) 308-3000

[Douglas Gardens Hospital](#) 5200 Northeast 2nd Avenue Miami, FL / (305) 762-1500 /

[Healthsouth Rehabilitation Hospital Of Miami](#) 20601 Old Cutler Road Miami, FL / (305) 251-3800

[Hialeah Hospital](#) 651 East 25th Street Hialeah, FL / (305) 693-6100

[Homestead Hospital](#) 975 Baptist Way Homestead, FL / (786) 243-8000

[IFA Medical Center](#) 1695 Southwest 107th Avenue Miami, FL / (786) 243-8000

[Jackson Memorial Hospital](#) 1611 Northwest 12th Avenue Miami, FL / (305) 585-1111

[Jackson Memorial Mental Health Center - Inpatient](#) 1695 Northwest 9th Avenue Miami, FL / (305) 585-1111

[Jackson North Medical Center](#) 160 Northwest 170th Street North Miami Beach, FL / (305) 651-1100

[Jackson South Community Hospital](#) 9333 Southwest 152nd Street Miami, FL / (305) 251-2500

[Kendall Regional Medical Center](#) 11750 Bird Road Miami, FL / (305) 251-2500

[Kindred Hospital-South Florida-Coral Gables](#) 5190 Southwest 8th Street Coral Gables, FL / (305) 448-1585

[Larkin Community Hospital](#) 7031 Southwest 62nd Avenue South Miami, FL / (305) 558-2500

[Larkin Community Hospital Palm Springs Campus](#) 1475 West 49th Street Hialeah, FL / (305) 558-2500

[Mercy Hospital](#) 3663 South Miami Avenue Miami, FL / (305) 854-4400

[Miami Jewish Health Systems](#) 5200 Northeast 2nd Avenue Miami, FL / (305) 751-8626

[Miami Va Healthcare System](#) 1201 Northwest 16th Street Miami, FL / (305) 575-7000

[Mount Sinai Medical Center](#) 4300 Alton Road Miami Beach, FL / (305) 674-2273

[Mount Sinai Medical Center Aventura](#) 2845 Aventura Boulevard Miami, FL / (305) 692-1010

[Nicklaus Children's Hospital](#) 3100 Southwest 62nd Avenue Miami, FL / (305) 666-6511

[North Shore Medical Center](#) 1100 Northwest 95th Street Miami, FL / (305) 835-6000

[Palmetto General Hospital](#) 2001 West 68th Street Hialeah, FL / (305) 823-5000

[Pan American Hospital](#) 5909 Northwest 7th Street Miami, FL / (305) 567-0060

[Promise Hospital Of Miami](#) 14001 Northwest 82nd Avenue Miami Lakes, FL / (786) 609-9200

[Select Specialty Hospital-Miami](#) 955 Northwest 3rd Street Miami, FL / (305) 416-5700

[South Florida Evaluation And Treatment Center](#) Southwest 376th Street Florida, FL / (786) 349-6000

[South Miami Hospital](#) 6200 Southwest 73rd Street Miami, FL / (786) 662-4000

[Southern Winds Hospital](#) 4225 West 20th Avenue Hialeah, FL / (305) 558-9700

[St Catherine's Rehabilitation Hospital](#) 1050 Northeast 125th Street North Miami, FL / (305) 357-1735

[St Catherine's West Rehabilitation Hospital](#) 8850 Northwest 122nd Street Hialeah, FL / (305) 351-7181

[University Of Miami Hospital](#) 1400 Northwest 12th Avenue Miami, FL / (305) 325-5511

[University Of Miami Hospital And Clinics](#) 1475 Northwest 12th Avenue Miami, FL / (305) 325-5511

[West Gables Rehabilitation Hospital](#) 2525 Southwest 75th Avenue Miami, FL / (305) 262-6800

[West Kendall Baptist Hospital](#) 9555 Southwest 162nd Avenue Miami, FL / (786) 596-1960

[Westchester General Hospital](#) 2500 Southwest 75th Avenue Miami, FL / (786) 467-2000

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