

SCHD AAR List of Appendices

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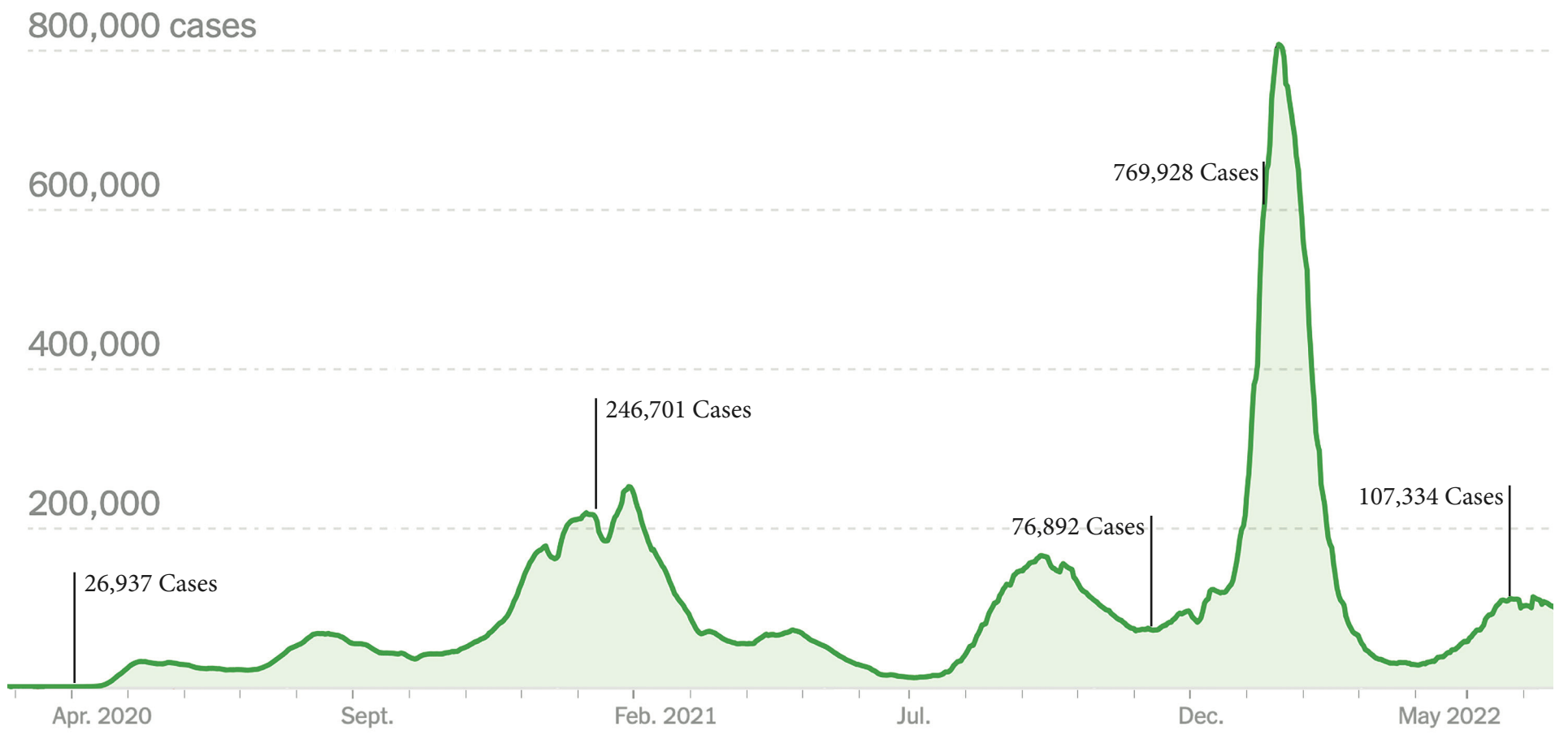
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COVID-19 National, Utah, and Summit County Case Count Comparisons

US Cases March 2020 through June 2022



Utah Cases March 2020 through June 2022

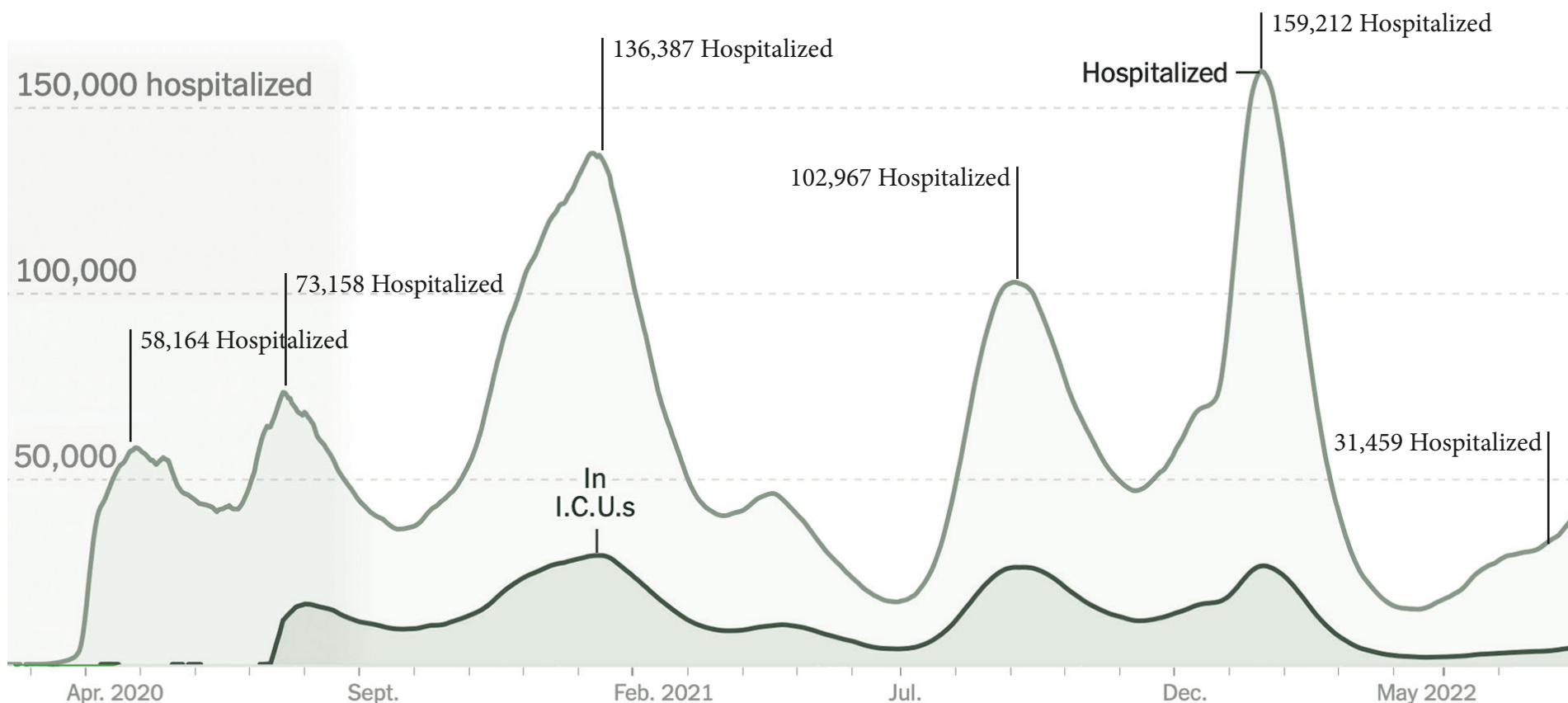


Summit County Cases March 2020 through June 2022

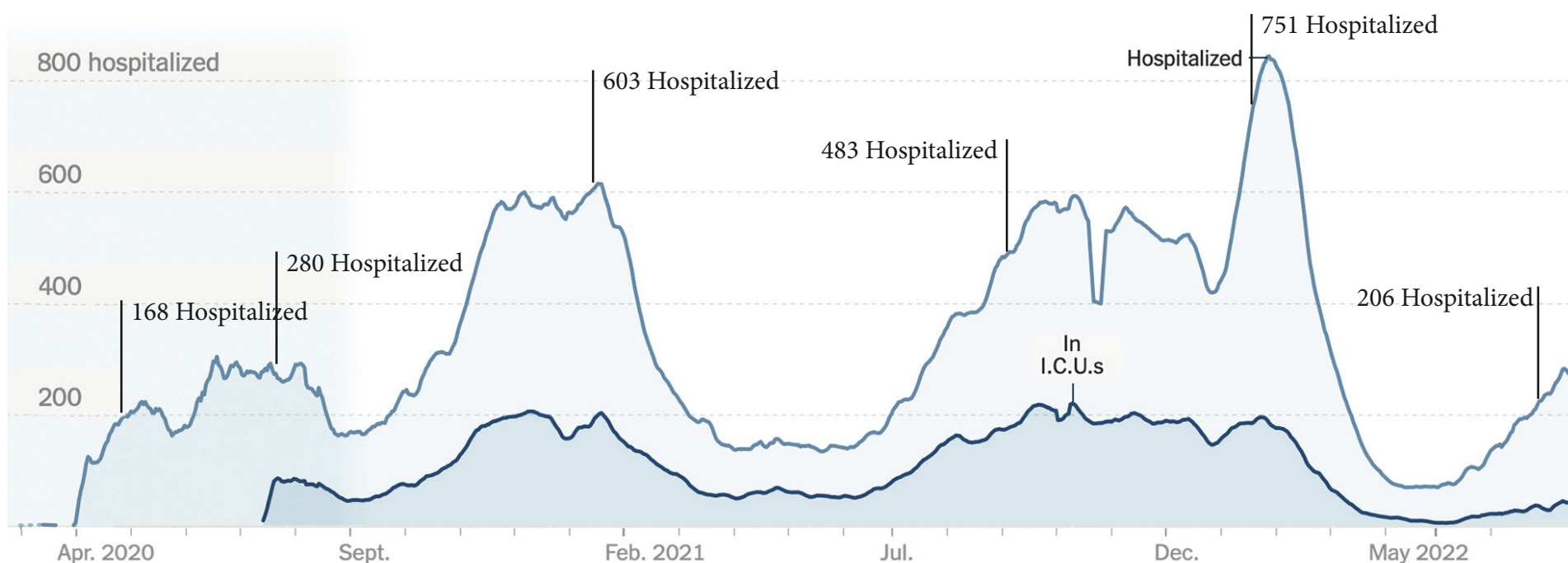


All data and images: New York Times, <https://www.nytimes.com/interactive/2021/us/covid-cases.html>

US Hospitalizations March 2020 through June 2022



Utah Hospitalizations March 2020 through June 2022



Summit County Hospitalizations March 2020 through June 2022



All data and images: New York Times, <https://www.nytimes.com/interactive/2021/us/covid-cases.html>

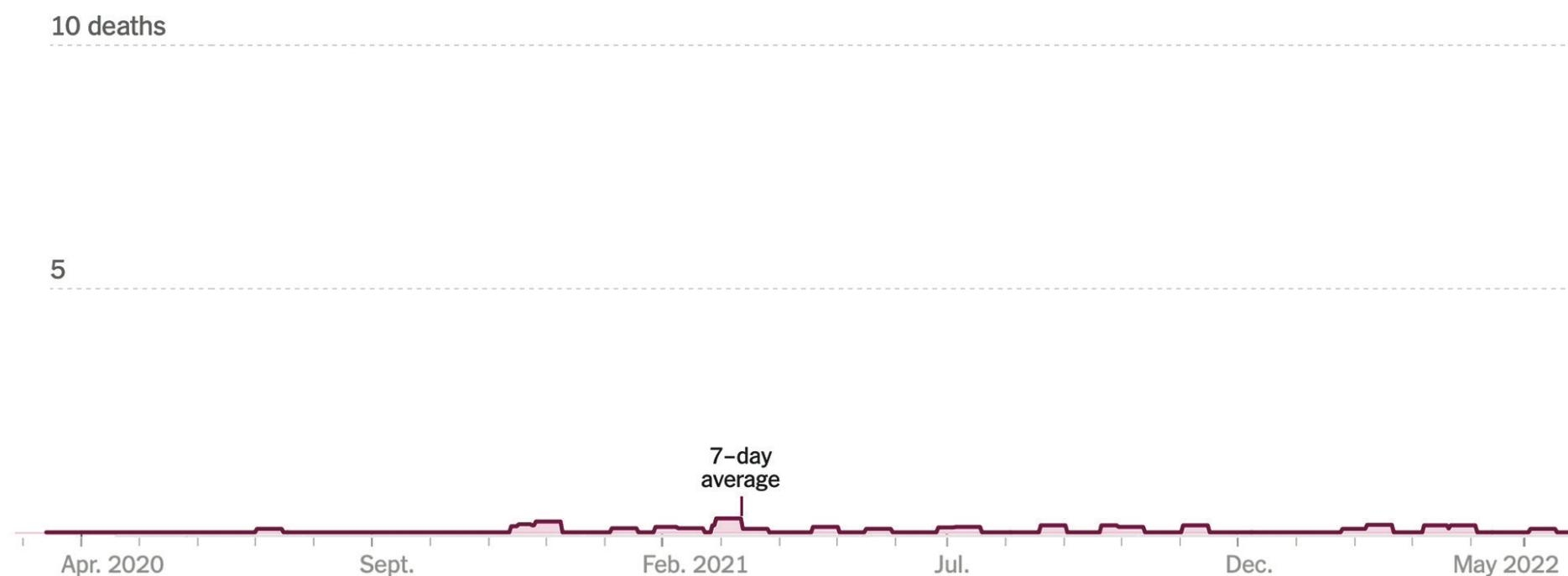
US Deaths February 2020 through June 2022



Utah Deaths March 2020 through June 2022

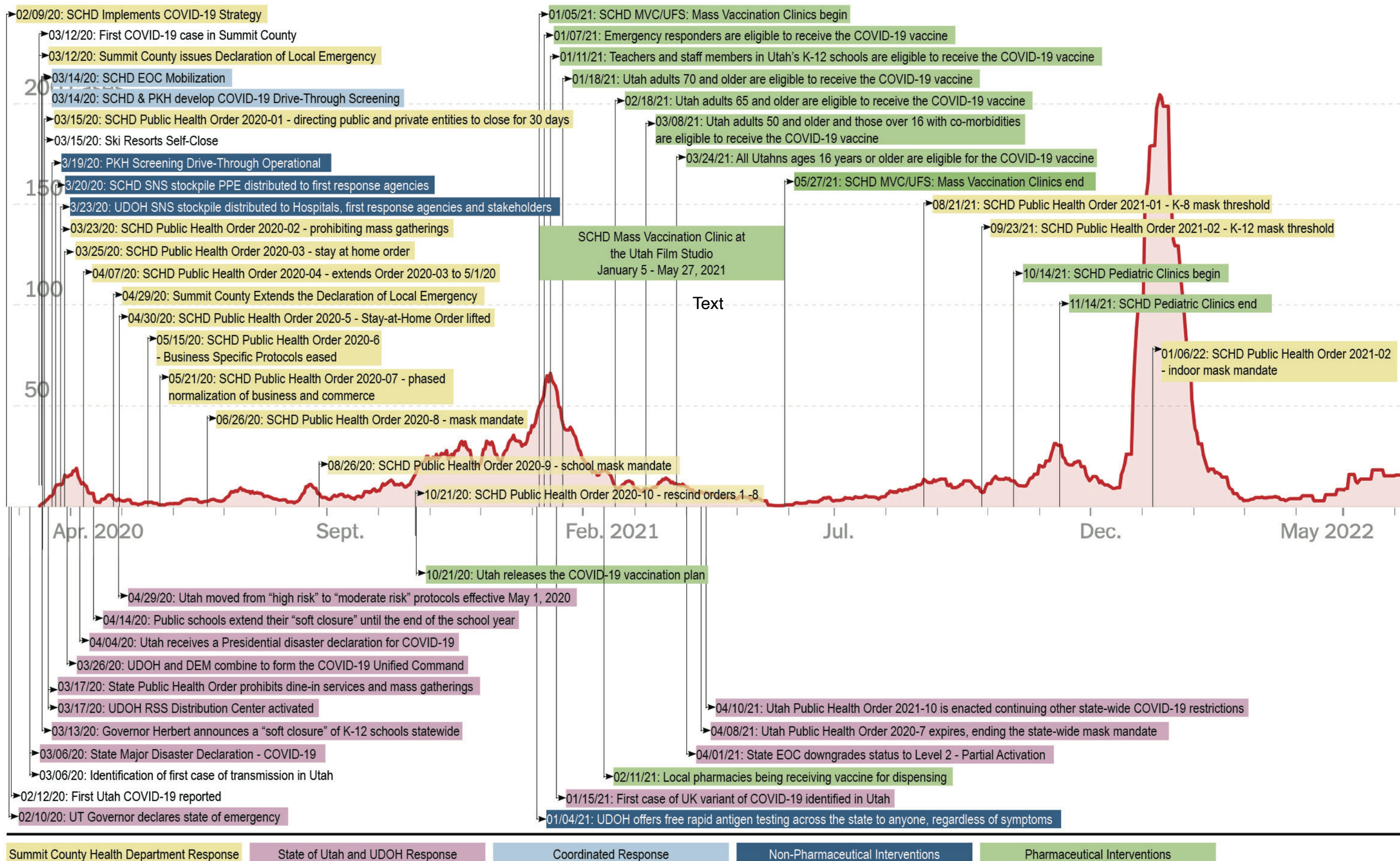


Summit County Deaths March 2020 through June 2022



All data and images: New York Times, <https://www.nytimes.com/interactive/2021/us/covid-cases.html>

COVID-19 Summit County Response Timeline



Summit County Health Department Response State of Utah and UDOH Response Coordinated Response Non-Pharmaceutical Interventions Pharmaceutical Interventions

Appendix 3: Public Health Orders

Public Health Orders and Emergency Declarations Summary

The following Health Orders were issued during the COVID-19 pandemic. All Health Orders are included at the end of this appendix.

Declaration and Health Order Title	Date Issued
<p>Declaration of Local Public Health Emergency</p> <p>The Summit County Health Officer determined that there was an imminent and proximate threat to public health from the introduction of COVID-19 into Summit County. This Declaration of Local Public Health Emergency allowed the Health Officer to issue public health advisories and request assistance from state and federal partners.</p> <p><i>Ending date: April 11, 2020</i></p>	3/12/20
<p>Declaration of Local Emergency</p> <p>The Summit County Health Officer determined that there was an imminent and proximate threat to public health from the introduction of COVID-19 into Summit County. This Declaration of Local Emergency issued by the Summit County Manager allowed for the utilization of emergency police power and resources, along with the ability to request assistance from state and federal partners.</p> <p><i>Ending date: April 11, 2020</i></p>	3/12/20
<p>Public Health Order #2020-01</p> <p>Public Health Order #2020-01 required all restaurants, coffee/tea shops, food service establishments, and bars to close to the general public. Although dine-in food service was prohibited, curbside take-out or drive-through was permitted. In addition, other businesses were required to close: resorts, theaters, lodging, public gathering places. Mass gatherings of over 100 people were also prohibited.</p> <p><i>Ending date: April 14, 2020</i></p>	3/15/20
<p>Public Health Order #2020-02</p> <p>Public Health Order #2020-02 prohibited gatherings of more than ten people. Grocery stores and gas stations were encouraged to stay open to provide necessary items. The following open businesses were required to adhere to specific COVID-related restrictions and prevention methods: building and construction, salons, physical therapy services, child day care operations, and dental offices.</p> <p><i>Ending date: April 22, 2020</i></p>	3/23/20
<p>Joint Public Health Order Stay-at-Home: Order #2020-03</p> <p>Public Health Order #2020-03 ordered those living within Summit County to stay at their place of residence, except for essential activities, and maintain social distancing when outdoors. All businesses in Summit</p>	3/25/20

<p>County were required to close with the exception of Essential Businesses. These included grocery stores, gas stations, banks, hardware stores, postal services, and restaurants providing curbside pick-up, and others. In addition, all visitors were directed to return home immediately.</p> <p><i>Ending date: May 1, 2020</i></p>	
<p>Amended Public Health Order #2020-04</p> <p>Public Health Order #2020-04 extended orders #2020-01 and #2020-02 to May 1, 2020. Order #2020-03 (stay-at-home order) was already in effect until May 1, 2020.</p> <p><i>Ending date: May 1, 2020</i></p>	3/31/20
<p>Extension of Local Public Health Emergency</p> <p>This declaration extended the original Declaration of Local Public Health Emergency, dated March 12, 2020, and extended it until May 1, 2020.</p> <p><i>Ending date: May 1, 2020</i></p>	4/7/20
<p>Resolution of the County Council Extending the Declaration of Local Emergency: Resolution #2020-07</p> <p>This resolution extended the Declaration of Local Emergency to September 1, 2020. No special event permits were allowed to be issued by Summit County until September 1, 2020.</p> <p><i>Ending date: May 1, 2020</i></p>	4/29/20
<p>Joint Public Health Order Lifting Stay-at-Home Order: Order #2020-5</p> <p>Public Health Order #2020-05 lifted the Stay-at-Home Order (#2020-04), and directed the public to engage in social distancing protocols. In addition, Mandatory Business Practices, along with Specific Business Restrictions were implemented that provided direction for COVID-19 prevention at the workplace, daycare operations, health care facilities, recreation facilities, religious organizations, lodging, grocery stores, retail operations, entertainment, transportation, and other businesses in Summit County. This Order also prohibited gatherings of more than twenty people.</p> <p><i>Ending date: July 1, 2020</i></p>	4/30/20
<p>Joint Public Health Order #2020-06</p> <p>Public Health Order #2020-06 eased some of the Business Specific Protocols that allowed a phased normalization of business and commerce, while still continuing to require social distancing.</p> <p><i>Ending date: May 22, 2020</i></p>	5/14/20
<p>Joint Public Health Order #2020-07</p> <p>Public Health Order #2020-07 allowed a phased normalization of business and commerce, while still requiring social distancing, moving the county into a Stabilization Phase, from Moderate Risk to Low Risk.</p> <p><i>Ending date: September 1, 2020</i></p>	5/21/20
<p>Joint Public Health Order #2020-08</p>	6/26/20

<p>Public Health Order #2020-08 required all individuals living within or visiting Summit County to wear a face covering while inside publicly-accessed indoor establishments, with certain exemptions. <i>Ending date: September 1, 2020</i></p>	
<p>Joint Public Health Order #2020-08 (Amended) Public Health Order #2020-08 (Amended) clarified “face coverings” as Face Coverings or Face Shields. <i>Ending date: September 1, 2020</i></p>	7/1/20
<p>Joint Public Health Order #2020-09 Public Health Order #2020-09 amended the face coverings requirements to include schools. <i>Ending date: January 8, 2021</i></p>	8/26/20
<p>Joint Public Health Order Rescind Health Order #2020-10 Public Health Order #2020-10 repealed and rescinded Joint Public Health Orders 01 – 08. Order #2020-09, that required face coverings, remained in effect. <i>Ending date: January 8, 2021</i></p>	10/21/20
<p>Declaration of Local Public Health Emergency This declaration established a standing Threshold Trigger, which when met, required all those in the affected elementary school to wear face coverings. <i>Ending date: September 20, 2021</i></p>	8/21/21
<p>Public Health Order #2021-01 (Order of Constraint) Public Health Order #2021-01 established a standing Threshold Trigger, which when met, required all those in the affected elementary school to wear face coverings. <i>Ending date: the termination of the Local Public Health Emergency</i></p>	8/21/21
<p>Joint Public Health Order #2021-02 (Order of Constraint) Public Health Order #2021-01 established a standing Threshold Trigger, which when met, required all those in the affected K-12 school to wear face coverings. <i>Ending date: the termination of the Local Public Health Emergency</i></p>	9/23/21
<p>Extension of Public Health Emergency 4</p>	12/31/21
<p>Public Health Order #2022-01 Public Health Order #2022-01 required individuals in Summit County to wear face covering while inside publicly-accessed indoor establishments. <i>Ending date: February 21, 2022</i></p>	1/6/22
<p>Declaration to Terminate Local Public Health Emergency The Local Public Health Emergency in Summit County, Utah, was terminated by authority of the Summit County Health Officer.</p>	4/1/22

Appendix 4: Stakeholder and Community Surveys

Survey responses have been grouped into the six CDC Domains, plus input regarding Health Orders and the public's response, and have been evaluated for useful insight and ways to improve the Health Department's plans and future responses. The following responses are listed within the Domain relative to the survey questions.

Surveys surrounding the Health Department's response were sent out to the various stakeholders involved with COVID-19 in Summit County. This included:

- Response partners – EMS, hospital, law enforcement, Park City Municipal
- Emergency operations staff
- Call center and communications staff and volunteers
- Summit County management and administration
- Local medical providers – pharmacies, medical clinics, etc.
- Local businesses
- Schools and daycare operations
- Local religious organizations
- Mass vaccination clinic volunteers

This Appendix includes the complete surveys and responses from all participants. The SCHED has included every response submitted. The responses below include direct quotes, however, identifying information has been removed to protect the anonymity of the participant.

Call Center/Communications Staff Survey Questions and Results – Send July 2021

The Summit County COVID-19 Response objectives were met.

Agree: 7 out of 7

The Summit County COVID-19 Response was well-structured and organized.

Agree: 7 out of 7

The Summit County COVID-19 Response communicated effectively with residents, businesses, agencies and organizations.

Agree: 6, Neutral: 1 out of 7

The Summit County COVID-19 response coordinated smoothly with Summit County agencies, businesses and organizations.

Agree: 6, Neutral: 1 out of 7

Was the Call Center/Communications Group well organized and properly staffed?

Yes: 5, Maybe: 1, N/A: 1 out of 7

Were you provided adequate training and support to work within the Call Center and or Communications Section?

Yes: 4, Maybe: 3 out of 7

The Joint Information Center released:

an appropriate amount of information – 4

not enough information – 2

I am probably biased so did not respond - 1

Which communication channels and strategies do you believe were the most effective and why?

- I only worked the Call Center at the very beginning. The personalized approach was the most effective. The Sr Coordinator should have been proactively reaching out to ALL clients and identifying those that do not participate in senior center, but may fall into that category, as that was the largest group of calls I took.
- The Call Center and the Text Line.
- Emails and daily updates from Janna on any changes were very very helpful. There was a ton of information changing daily, so being able to refer to a written document was very helpful. Weekly phone calls were also very helpful to keep on top of what was happening.
- Directly from management
- Weekly updates

What additional communication channels or strategies could be utilized for public education as part of the COVID-19 ongoing recovery?

- Regular Zoom meetings with the community to disseminate information to stakeholders
- Looking forward to hear these suggestions

- The public being able to sign up for an email with weekly information on what's happening with the COVID response would be great (like Janna would send to all of us after the EOC meetings to keep employees informed). This would keep them informed on the status of what's happening in the County/State. Also, maybe a text alert you could sign up for if COVID numbers start climbing again, or if any particular area of the County is in need of special precautions/outbreaks.
- Not sure

How could Summit County better reach out to the public who are not online or on social media?

- Identify gatekeepers in local communities to share information through word of mouth.
- Looking forward to these suggestions as well.
- KCPW, local newspapers, flyers posted at local gathering places (grocery stores or gas stations) with critical information. Could have a mailing list that they can sign up for if they wish information by mail.
- Phone trees.
- Senior Centers/Libraries/Park Record/Mobile Trucks/Grocery Stores/Dr Offices/Vets/Pet Stores

Please provide 1-2 ways coordination between the call center and county staff assigned to registrations and appointments could have been improved:

- A dashboard that allowed all staff to communicate/check status in real time. Waiting for one, single person to email you back was a little frustrating.
- Regular communication about changes and updates
- More people helping earlier on, scheduling on-site sooner in the process for second doses
- Call Center staff needed direct access to VAMS in order to help callers verify appointments, cancel appointments, schedule appointments. This would eliminate multiple emails and phone calls back and forth, as well as serve the public in a more-timely manner.
- Clear guidelines and expectations from the governor's office and county leadership on who couldn't could not receive a vaccine and how to defuse tense situations.

Please provide 1-2 ways interactions between the call center and the public could have been improved:

- Closer observance of call center staff who were "winging it" with some information. Clearer, simpler messaging may have helped this.
- We needed to get our 'survey' online at the call center sooner to get feedback from the public about any problems or helpful suggestions on how to improve the process.
- Clear guidelines and expectations from the governor's office and county leadership on who couldn't could not receive a vaccine and how to defuse tense situations.

Please share your thoughts about your experience within the Call Center and Communications Section:

- We were far ahead of the curve with registrations and appointments compared to other counties. We had a few hiccups but ultimately we served people which is what matters.

- Overall I felt good about the response time and the community response to the call center. ROI did a great job of keeping agents informed and on top of questions and making the caller feel valued. I feel it was an invaluable resource for the community and also for County staff, as this freed staff up to take care of their own responsibilities. Getting it up and running was a bear, but after that it ran pretty smoothly. Communications staff was great about finding answers to my questions, and communicating new information to be disseminated. Derek Moss was always prompt with his responses to my questions when I needed medically qualified answers.
- Disorganized at times and no clear expectations and training.
- Could have been better Equipped with information.

Please share any feedback about Summit County's response to the COVID-19 pandemic which you received from the public:

- I have yet to hear a single valid complaint about the response. I think The County did an amazing job.
- The number one question or comment I got was about having to go to Park City for a vaccine. They wanted to be able to visit their local Health Dept with the staff they trusted. The number 2 question I got was why all the offices were closed to the public - especially DMV on the East Side.
- Confusion and frustration about all the different answers people gave
- Thank you for all your hard work

EOC Survey Questions and Results– Sent out June 2021

The Summit County COVID-19 Response objectives were met.

Agree: 11 out of 11

The Summit County COVID-19 Response was well-structured and organized.

Agree: 11 out of 11

The Summit County COVID-19 Response communicated effectively with residents, businesses, agencies and organizations.

Agree: 10, Neutral: 1 out of 11

The Summit County COVID-19 response coordinated smoothly with Summit County agencies, businesses and organizations.

Agree: 11 out of 11

Was the EOC well organized and properly structured?

Yes: 10, No Response: 1 out of 11

Were you provided adequate information and support to complete your missions within the EOC?

Yes: 10, No Response: 1 out of 11

Was communication within the EOC effective and clear?

Yes: 10, No Response: 1, No: 1 – see below

Did you feel the Monday.com board improved information sharing, was user-friendly and clearly communicated EOC missions?

Yes: 10, Maybe: 1 out of 11

Were the EOC Staff available and supportive during your activation?

Yes: 10, No Response: 1 out of 11

Do you feel your input was well-received and valuable to your EOC supervisor?

Yes: 10, No Response: 1 out of 11

Please list what went WELL during the Summit County COVID-19 response:

- The Mass Vac clinics were smooth and easy to navigate.
- "- communications via social media outlets, using social media as an informational tool, a tool to state facts and share information with the public - community/county-wide campaign"
- Great coordination and interagency cooperation!
- Immediate and appropriately resourced response with collaboration from a broad spectrum of our community.
- The County response was all in unison. I mean that everyone, at least from the County response was on the same page, there was very little disagreement, and everyone got along well.
- Fast response and immediate action during the initial phase of the Pandemic.
- The mass vaccination clinic was very well organized, efficient and well run. The drive thru process was valuable for the community. It was so efficient that it didn't take long to get thru the vaccine process. The behind scenes were also very efficient. Staff had to be trained quickly

and on the job and policies had to be in place to accomplish that along with training procedures.

- I think everything went well once the issue was dealt with. It was important to have the EOC set up, the call center was important, communication; everything done was important and could not have been done without all involved whether from the POD or the EOC or volunteering.
- Mass vaccine site went very well. Coordination with agencies/ cities within the county was very good
- From what I saw I think pretty much everything went as smooth as it possibly could have.
- Communications, websites, physical vaccination sites, use of existing resources (including human), and a great sense of everyone doing whatever it took to get it done.

Please list what could have gone better during the Summit County COVID-19 response:

- I think it all went well.
- This was an unprecedented event. I don't think we had anything to go off of to base our action plan. Given that, I think the County did an excellent job in their response. Something that can always improve: Spanish translation
- The hardest task is in the anticipation of future events and the communication needed to effectively keep the public and stakeholders informed. We could use work on this, but this is a very difficult thing to improve.
- Due to several reasons that I partially understand, I don't feel the County was ready for the pandemic to begin. The change in EOC leadership just prior to the pandemic beginning was a big reason for this. I don't feel that simple things like contact numbers for stakeholders, protocols for different emergencies, etc. were in place.
- It would have been nice to have more time to train but in an emergency, there is not time for that so that would be hard to do. On-the-job training can be overwhelming at first but in this case, it was the only way to learn.
- The EOC probably should have been activated sooner. Needed better communications between the POD and the EOC.
- Dissemination of information to residents was a little lacking at times.
- Confusion about the role of the EOC in relation to the vaccination clinic. They didn't even use the same terminology--the EOC called it "the POD" and the clinic called itself "the MVC" or "the Clinic." It was unclear whether the EOC existed to "support" the Clinic (as it claimed) or actually to oversee the Clinic. Ultimate responsibility and lines of authority were not clear. Frustration and anger existed on both sides of the organization.

How could lanes of communication be improved for future incidents?

- I think communication was great.
- Some duplication of roles could have been avoided or some territorial issues could have been openly discussed.
- Considering that we couldn't really meet in person, I thought communication was really good. I felt that any questions or concerns were attended to quickly.

- Managers at future PODS should be more accessible by text or answering phone calls when someone is trying to assist them with their requested missions.
- At times, it was hard to get a hold of the Mass Vacc site so we couldn't get information for missions as quickly but that was few and far between. Again, it was a busy time and it was hard for staff at the UFS to stop what they were doing to answer questions, but we needed those questions answered to be able to start and complete the missions so it's a fine line of communication needed.
- I only feel there was a gap in communication between the POD and the EOC so maybe a POD team should have joined in on each of our EOC calls.
- When an assignment is given, other departments impacted by the assignment should be aware of the assignment, and if appropriate--provide approval. Sometimes it seemed the EOC wasn't exactly clear on the specific needs of the MVC (aka POD).

Feedback about Summit County's response to the COVID-19 pandemic they received from the public:

- Many people I spoke to did not want to wear a mask but a lot of them were okay with the suggestion.
- I have heard nothing but compliments as to the County's response. Well done.
- I think that the public reaction went in waves. Initially, everyone was scared and was pleased that the County reacted quickly and decisively to close things down. The public then got tired of distancing and the reaction reflected this. However, I did not hear a single negative reaction to the UFS setup and the Mass Vaccination effort. Everyone I talked to felt that the vaccine effort was great and went as smoothly as it possibly could have.
- The UFS site was well organized and they enjoyed meeting the volunteers.
- Community members mainly discussed their vaccine experience with me. They were all very appreciative of the effort that went into this response. They liked being able to just stay in their car and get the vaccine and they thought it was very efficient. For some of the older population, the computer registration was frustrating but the help/community concerns line was helpful for them.
- That would fill 10 pages! Overwhelmingly positive, with the small-ish exception of difficulty using VAMS, and the feedback that other counties' appointment systems were easier to navigate. Other than that, awesome responses from the community.

Local Government Survey Questions and Responses – Sent out September 2022

Section 1 Community Preparedness

The Summit County Health Department defines Community Preparedness as a shared responsibility where everyone is involved in preparing for an emergency. By working together with our local organizations, businesses, and communities, we strive to keep our county prepared, and able to respond to and recover from public health emergencies, such as the COVID-19 pandemic.

1. Do you feel that your organization was prepared for the COVID-19 pandemic?
Very: 1; Somewhat: 1; Neutral: 4, Not Very: 1; Not at all: 1
2. How well did the Summit County Health Department keep you informed during the COVID-19 pandemic?
Very: 6; Somewhat: 2; Neutral: 1, Not Very: 0; Not at all: 0
3. Did you use services provided by the Summit County Health Department during the COVID-19 pandemic?
 - Personal protective equipment (masks, gloves, sanitizer, etc.): 7
 - Quarantine and isolation facilities: 1
 - COVID-19 testing program and contact tracing: 8
 - COVID-19 vaccinations: 7
 - Business services such as grant funding: 2
 - COVID-19 information and prevention materials: 7
4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Community Preparedness**.
 - The City [Park City Municipal] very much appreciated the weekly conference calls through the acute stages of the pandemic as these served as an excellent source of up to date information. Would highly encourage the County to consider this effort again.
 - It was a different time for everyone. I feel that the health dept. did a good job and offered services adequately
 - SCHED is the premier organization fighting COVID in the state
 - I appreciated the prompt, trustworthy information the county shared with us daily. As an out-of-county resident, I discovered the information Summit County offered and the support with vaccinations, testing and mask mandates was timely and highlighted how much slower SL County reacted to the pandemic. Summit County guided the city [Park City] through this horrible event professionally and swiftly. An amazing team effort that impressed me.
 - I was pleased with the proactive approach and communication. The health department was the leader locally and in the state.

- Overall, I think Summit County did a wonderful job at keeping us informed and getting us the supplies we needed. I know that everyone involved worked hard at making sure everything was covered.
- Great professional response
- Summit County Health Department's response to the pandemic made me proud to live and work in Summit County. SCHED made consistent, logical decisions based on data
- I don't think anyone was ready for this. overall it was very well handled and we are a better community for your efforts. We all did our best with what we had!
- As a smaller municipality we could have benefitted from clearer guidelines or examples of how to manage public facilities, conduct business with the public while maintaining protection for employees etc. (Particularly when the state issued the different risk categories.)

Section 2 Emergency Public Information and Warning

The Summit County Health Department partners with other local agencies to develop, coordinate, and distribute essential emergency information to the public through emergency alerts, call centers, and other information outlets (websites, media releases, collateral information).

1. Do you feel that the Summit County Health Department's public information and warning efforts provided residents, businesses, agencies, and organizations with effective communication regarding LOCAL COVID-19 information?
Very: 4; Somewhat: 5; Neutral: 0; Not Very: 0; Not at all: 0
2. What communication outlets did you find the most effective for the sharing of LOCAL COVID-19 information and instructions from the Summit County Health Department, and how often did you use these sources?
 - Personal Facebook: 3
 - Instagram: 2
 - Twitter: 0
 - Other Social Media Outlets: 1
 - Local Radio: 4
 - Local Television: 1
 - Local Newspapers: 1
 - Summit County Health Department website: 8
 - Summit County website: 6
 - Nextdoor.com: 1
 - Summit County Health Department Call Center: 3
 - Summit County Emergency Notifications: 6
 - Posters and other printed collateral: 5
3. What additional communication channels do you recommend?

- Text Alerts - use more frequently.
 - TIK TOK
 - The daily phone call that morphed into a zoom with several key organizations in the county and the city was extremely helpful and effective.
 - I think Summit County covered all aspects of communication channels for the Coved-19 Pandemic.
 - I don't do a lot of social media, so I appreciated the email updates.
4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Emergency Public Information and Warning**.
- They did a good job
 - All well done
 - Well done! I will forever be grateful that the county helped prioritize and expedite vaccinations to the transit operators and other city employees on the front line in non-medical roles. The organization of the vaccinations at the film studio was well planned and the volunteers were amazing.
 - I feel confident that the 'health department lead and community follow' approach helped to guide and keep a consistent message in the fluid nature of the pandemic. I believe that it is important for any challenge to follow the trusted experts. I believe that the health officials did just that.
 - I just want to say thank you to those involved. I know a lot of work went into making everyone safe and getting them the information they needed to make safe decisions.
 - I checked health department Covid updates often. We'll done
 - SCHED was sensitive to different language needs, and demographics. They were proactive to share information and adjust messaging to address rumors.
 - Texts are the best way to catch our family's attention
 - At times knowing where a testing site was going to be located and the hours of operation were a bit difficult to find- especially the later phases of the pandemic

Section 3 Public Health Orders and Guidance

In response to the unfolding COVID-19 pandemic, the Summit County Health Department issued health orders and guidance that had an immediate impact on our community. The Health Department continually evaluated and updated these health orders and guidance to respond to the changing situation. The focus of every order was that of protecting the health of Summit County residents and visitors.

1. Do you feel that you were informed and knowledgeable about the Health Orders that were issued?

Very: 7; Somewhat: 2; Neutral: 0; Not Very: 0; Not at all: 0

2. Were you able to respond to and implement the requirements of the Health Orders?
Very: 5; Somewhat: 3; Neutral: 1, Not Very: 0; Not at all: 0
3. Do you feel that the Health Orders were effective in supporting the COVID-19 response in Summit County?
Very: 6; Somewhat: 3; Neutral: 0, Not Very: 0; Not at all: 0
4. Did you receive the support necessary from the Summit County Health Department to act upon the Health Orders?
Very: 6; Somewhat: 3; Neutral: 0, Not Very: 0; Not at all: 0
5. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Public Health Orders**.
 - Timely, organized, easy to understand, trustworthy guidance. A special thanks to Phil Bondurant was accessible, relatable and gave me faith in the overall response. Caroline Rodriguez helped connect me to the resources I needed for transit. Kathryn McMullin is an extremely valuable emergency management professional. Challenging times show you what people are made of and they stepped up to the challenge.
 - Well done.
 - I had direct communication with the public information officers and health officials regarding very specific needs and questions for our business and best/safest practices. They were informative and respectful regardless of the questions/concerns.
 - Everyone did a great job at getting what was needed in order for our patrons to be safe.
 - SCHED was very responsive to answer questions about the health orders.
 - We all did our best with the information available. Thanks you for keeping our community safe.
 - The level of implementation of the health orders was also very dependent upon local leadership. With the abundance of misinformation and distrust there were problems from the top down in attempts to implement the health orders. Not sure how to resolve a problem like this in the future - other than more communication and distribution of reliable information.

School and Daycare Operations Survey Questions and Responses – Sent out September 2022

Section 1 Community Preparedness

The Summit County Health Department defines Community Preparedness as a shared responsibility where everyone is involved in preparing for an emergency. By working together with our local organizations, businesses, and communities, we strive to keep our county prepared, and able to respond to and recover from public health emergencies, such as the COVID-19 pandemic.

1. Do you feel that your organization was prepared for the COVID-19 pandemic?
Very: 0; Somewhat: 1; Neutral: 3, Not Very: 0; Not at all: 1
2. How well did the Summit County Health Department keep you informed during the COVID-19 pandemic?
Very: 3; Somewhat: 0; Neutral: 2, Not Very: 0; Not at all: 0
3. Did you use services provided by the Summit County Health Department during the COVID-19 pandemic?
 - Personal protective equipment (masks, gloves, sanitizer, etc.): 5
 - Quarantine and isolation facilities: 0
 - COVID-19 testing program and contact tracing: 5
 - COVID-19 vaccinations: 1
 - Business services such as grant funding: 4
 - COVID-19 information and prevention materials: 4
4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Community Preparedness**.
 - Any time I had a question, it was answered. I felt supported and armed with the most up to date information.
 - Dr. Bondurant was always just a text or phone call away. This helped make communication easy.
 - Thank you for your continued support and hard work!
 - Don't politicize future viruses. The closures and drama associated with this pandemic and the constant changes made it very difficult to stay in business. While tracers and personnel on the phones were helpful and kind the root policies and way things were enforced was caddy, ridiculous and leaves me very skeptical when dealing with Summit County Health. You have a lot to do before you have my trust again!
 - There was frequent misalignment in protocol between the feds, state, county, and school district. I think the county should have been the aligning force.

Section 2 Emergency Public Information and Warning

The Summit County Health Department partners with other local agencies to develop, coordinate, and distribute essential emergency information to the public through emergency alerts, call centers, and other information outlets (websites, media releases, collateral information).

1. Do you feel that the Summit County Health Department's public information and warning efforts provided residents, businesses, agencies, and organizations with effective communication regarding LOCAL COVID-19 information?
Very: 1; Somewhat: 1; Neutral: 0, Not Very: 1; Not at all: 1
2. What communication outlets did you find the most effective for the sharing of LOCAL COVID-19 information and instructions from the Summit County Health Department, and how often did you use these sources?
 - Personal Facebook: 1
 - Instagram: 1
 - Twitter: 1
 - Other Social Media Outlets: 1
 - Local Radio: 1
 - Local Television: 1
 - Local Newspapers: 1
 - Summit County Health Department website: 3
 - Summit County website: 3
 - Nextdoor.com: 0
 - Summit County Health Department Call Center: 2
 - Summit County Emergency Notifications: 1
 - Posters and other printed collateral: 2
3. What additional communication channels do you recommend?
 - I used the State health department guide as well.
4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Emergency Public Information and Warning**.
 - I believe information was put out effectively, I feel as though the information or guidance has just recently disappeared. I would still like updates and alerts.
 - Generally good.
 - Total crap! Our business will never be the same! Shame on Summit County!!
 - As a school, it was a challenge to receive specific guidance at times.

Section 3 Public Health Orders and Guidance

In response to the unfolding COVID-19 pandemic, the Summit County Health Department issued health orders and guidance that had an immediate impact on our community. The Health Department continually evaluated and updated these health orders and guidance to respond to the changing situation. The focus of every order was that of protecting the health of Summit County residents and visitors.

1. Do you feel that you were informed and knowledgeable about the Health Orders that were issued?
Very: 1; Somewhat: 1; Neutral: 2, Not Very: 0; Not at all: 0
2. Were you able to respond to and implement the requirements of the Health Orders?
Very: 1; Somewhat: 2; Neutral: 0, Not Very: 1; Not at all: 0
3. Do you feel that the Health Orders were effective in supporting the COVID-19 response in Summit County?
Very: 0; Somewhat: 3; Neutral: 0, Not Very: 0; Not at all: 1
4. Did you receive the support necessary from the Summit County Health Department to act upon the Health Orders?
Very: 1; Somewhat: 2; Neutral: 0, Not Very: 0; Not at all: 1
5. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Public Health Orders**.
 - Everyone has been very supportive and responsive! Great job.
 - Timely and appropriate.
 - Total failure!! You don't always have to say something-waiting until you know what you're talking about is an option! Wish you would have used it instead of dragging our businesses through the chaos!
 - The county enforced health orders on schools which were the purview of the state. In most scenarios, rules flow from the feds, to the state, to the county, then to the schools. SCHD at times turned this on its head, and caused many challenges.

UFS MVC Volunteer and Staff Survey Questions and Responses – Sent out June 2021

The Summit County COVID-19 Response objectives were met.

Agree: 170, Neutral: 2, No response: 2 out of 174

The Summit County COVID-19 Response was well-structured and organized.

Agree: 168, Neutral: 3, No response: 3 out of 174

The Summit County COVID-19 Response communicated effectively with residents, businesses, agencies and organizations.

Agree: 158, Disagree: 2, Neutral: 13, No response: 1 out of 174

The Summit County COVID-19 response coordinated smoothly with Summit County agencies, businesses and organizations.

Agree: 140, Disagree: 1, Don't know: 5, Neutral: 16, No response: 12 out of 174

Was the Utah Film Studio Vaccination Site prepared to support mass vaccination efforts in Summit County?

Agree: 172, Maybe: 2 out of 174

Were your assignments clear and appropriate to meet the objectives of the UFS Vaccination Site?

Agree: 172, No response: 1 out of 174

- took time to settle in then good team work

Were you provided adequate resources, training and support to complete your assignment?

Agree: 165, Maybe: 2 out of 174

- at times felt very hasty but was safe and concise
- I was a physician administering shots, when I hadn't done that in many years. I researched on my own a refresher, but I'd heard other areas had a video refresher for people to watch that was required. I thought that was a good idea.
- It was mixed depending on the staff leader
- Other than limited supply of vaccine
- Some resources were not available when we opened the site that were needed. Eventually they did arrive
- The first day could have begun with more instructions.
- Yes, but other players were not so they tried to have me do stuff that wasn't a part of what I was asked to do. Sorted its way out after a few weeks.

Were you provided adequate resources, training and support to complete your assignment?

Agree: 169, Maybe: 2 out of 174

- As in above, it depended on the individual staff
- Couldn't think of a better group to work with. Just great people.

Did your experience at the UFS Vaccination Site meet your expectations?

Beyond expectations: 2, Exceeded: 2, Agree: 165, Neutral: 3, No: 1 out of 174

Please share your thoughts about your experience at the UFS Vaccination Site:

- A good experience. Very busy!
- A very satisfying experience going from nothing existing to a self-running machine. Also, we put perhaps 14,000 vehicles through the clinic with not a single fender bender. Not bad.
- Above and beyond. Employed personnel were exceptional.
- Again, just amazing.
- All good
- All positive
- Amazing setup and organization. So efficient, so well run.
- Amazing team at the UFS vaccine site - staff worked very hard, but were always available for problem-solving, questions, etc.
- An informative daily brief of any changes or updates would have been appreciated. The doctors seemed to have varying opinions, it would have been nice if they were trained or informed and had more consistent advice to the volunteers and the public.
- as noted before I could have been utilized more. There seemed to be a good old persons network amongst the volunteers that I was not a part of. Personally I would have liked to be part of an outreach--there are people that were working who could not possibly take time off--was this population offered vaccinations?
- Awesome people
- Best leadership team ever! Amazing employees and volunteers. Nimble and adaptable to meet the changing needs of the process depending on updates and challenges. I got to know the non-medical volunteers I worked with well, but I always felt a separation/disconnect between us and medical team...even just a brief hello/intro at beginning of shift would have been helpful and more comfortable.
- Better than I could have imagined. I didn't want it to end. I am proud to say I was a volunteer. Derek, Kathy, Connie and many more are truly awesome
- Call on me any time. The most frustrating part of participation was getting on the calendar in the very beginning. After that, it was all positive! The volunteers wanted to be there, the people getting vaccinated wanted to be there - it was well supported by the professionals and everyone was doing what they thought was best!
- Civic duties as Americans displayed. SO impressive, proud volunteers, nice to see good citizens step up.
- Could have used additional volunteers at intake on some heavy days
- Enjoyed when I went, I was just needed more at another county so I went there more often.
- Everyone was incredibly nice and supportive.
- Everyone was so friendly, helpful and focused on the tasks at hand. I was grateful to be part of the volunteer staff.
- everyone was superior in managing shifts, questions and extremely thankful for the volunteers
- Everything was very well organized and the layout of the UFS made the vaccination process smooth and fast for people coming through.
- Excellent. Great to be a part of the solution.

- Extremely well done and coordinated. The folks running the clinic did a great job
- Glad to help
- Great
- Great atmosphere. Upbeat and kind people.
- Great coordination and organization
- Great group of people.
- Having the opportunity to help our citizens through this pandemic was epic for me!
- Health Department staff adjusted procedures as needed to make the operation more efficient.
- helpful staff, adequate staffing while I was there. Good training and sensitivity to weather and temperature issues for volunteers (some snowy days)
- I absolutely loved volunteering and would be available at any time, should the need arise in the future. I actually miss it!!'
- I always felt like I was part of the team. Staff were open to ideas which allowed us to continue to improve our quality and workflow. I loved the people who were part of this effort!
- I am proud to have been part of this response. Every shift I attended was a highlight. My role was low level- I just opened the gate - but the way the center was operated made everyone feel important, everyone welcome, everyone safe. On another level the humanity, good humor and warmth with which the center operated was remarkable. That is absolutely down to the people like Katie, Chris, Aimee who worked so hard to make it so. Absolutely efficient and completely humanistic. That is a miracle in itself.
- I enjoyed volunteering. Clinic very organized
- I felt very privileged to be able to volunteer and enjoyed my experience very much.
- I looked forward to volunteering. We all wanted to be there and it felt so rewarding and all the patrons were so appreciative of our services.
- I love all our team work efforts, clear communication even when computers failed
- I thought it was very organized and ran smoothly.
- I thought that the experience and outcome was fantastic. Given the magnitude of the project- things went very well.
- I was incredibly happy to serve and to see the many former coworkers I enjoyed working with.
- I was unable to volunteer until April. I was so impressed with how the daily clinics were organized, to get as many people as they could through the door.
- I was very impressed by all efforts and the organization of everyone involved at the UFS.
- I was very pleased with being able to help my community and the work ethic of all the staff.
- I wish I could have volunteered more
- I work with Covid patients on the outpatient side and it was/is pretty discouraging. This opportunity gave me hope and helped keep me sane.
- incredible experience to work with all those caring people who came together for the same objective
- It has been my favorite volunteer experience ever.

- It was a great experience being able to help the community. It was only marred by one individual I worked with one day who belittled me and my specialty (anesthesiology) the entire shift.
- It was a pleasure to work with not only the supportive Summit County Health Department but also the many health professionals who wanted to contribute to the success of the vaccination program.
- It was a pleasure to work with such dedicated people
- It was a pleasure!
- It was a positive and rewarding experience. I felt very appreciated supported and welcome. I would volunteer again if the need ever arises.
- It was a very gratifying experience
- It was a very positive experience. Almost everyone who came in for a vaccination was thrilled to be there which made us all happy.
- It was a well-oiled machine and a pleasure to volunteer at!
- It was an awesome experience and I truly felt appreciated both by the staff and more importantly by the community.
- It was an honor and a joy to serve there. I loved the people I met and was grateful to be able to help in a small way after the past 18 months. It was a gift.
- It was an honor to be a volunteer for this effort.
- It was genuinely one of my best service experiences ever. Staff was great, the process was incredibly well coordinated, the volunteers were helpful, cheerful, and very collegial, and those present for vaccination were polite, cooperative, and most often very grateful. Excellent experience and I wish I had the ability to volunteer more.
- It was one of my best volunteer experiences.
- It was one of the most impactful experiences of my medical career.
- It was one of the most rewarding things I've done.
- It was run efficiently and with concern for the welfare of the volunteers.
- It was run so well!
- It was touching to be a small part of something so much bigger than all of us!
- It was very gratifying.
- It was very professional. All the people were focused and everyone had a smile
- It was very well organized and the supervisors were very helpful if needed.
- Just needed to get more people through in less time, more efficient
- Katie and Amy were great to work under as they were professional, respectful and communicative.
- More than met expectations. I found this to be a very good experience.
- Most times this was the happiest place in Summit County as the volunteers were happy to be there and the people being vaccinated were as well. In addition, there was a good plan that was organized well and staffed by hardworking people. This made for a wonderful solution to the last year of the pandemic.

- My experience as a volunteer was very rewarding as I felt that I was doing something good for the community, my new community as I had just moved to the area in January. The volunteer teams were awesome to work with. The staff overseeing the clinic were knowledgeable and always available to answer any questions that would come up. Enjoyed working with and getting to know so many of the volunteers. Great experience for a wonderful cause.
- My experience exceeded expectations. The entire operation ran like a machine!
- My intention was to volunteer for a few shifts, but to be very honest, the experience was so satisfying on so many levels, that I ended up working many more shifts than I ever imagined I would!
- My volunteer experience exceeded my expectations. Working there was truly something I looked forward to, and was the highlight of each week I was there. The staff was respectful to everyone and everyone's time, and regularly expressed their appreciation. I can't say enough good things about the team running the site, and would definitely volunteer again if needed.
- Once the UFS got up and running with a few minor tweaks at the beginning, which is to be expected, it ran very well. It was a happy place!
- one of my all-time favorite volunteer opportunities
- Outstanding effort by staff and volunteers.
- Perfectly suited to task. Staff extraordinary.
- Positive
- Positive experience. Great effort
- ran amazingly smooth and staff worked hard to make sure everyone knew what to do and was comfortable in their position
- Really fulfilling to be able to participate in this Herculean effort to be a part of the solution to the pandemic, loved the amazing volunteers I met and worked with.
- Really great people doing everything. Doc's willing to help with the garage door opening and closing, venue personnel setting up each morning, interpreters willing to assist in any way they could. Just a can do attitude by all.
- Really nice job by Summit County staff
- Rewarding
- See my comments on the previous page. The vac site was an outstanding logistical construct, no detail was overlooked. The leaders operating the site did so with dedication and good cheer making for a very positive experience for volunteers. Wonderful performance in the design and execution of this vaccination campaign!
- So positive and team oriented. Thank you!!
- Staff was well organizer, clearly communicated and great supervision during all shifts.
- Staff where amazing and so where the volunteers
- Super fun, positive volunteer job. All of the volunteer coordinators were patient, positive, capable.
- The entire permanent staff were friendly, supportive and well organized. Really wonderful job.
- The only thing that I thought could be improved upon was data for side effects to share with patients. I'm not sure we provided full consent since we didn't get side effect data.

- The other volunteers were helpful in orienting me and answering questions
- The staff and fellow volunteers were supportive and a pleasure to work with.
- The vaccination site was incredibly well organized and easy for people to use.
- This was a terrific site to provide efficient vaccinations. The volunteers and staff worked very well together. It was only unsettling when you were pushed to go too fast to communicate fully what the people receiving their vaccinations needed to know and answer their questions.
- This was a very positive experience working with dedicated volunteers and vaccine recipients who were happy to have the opportunity.
- This was my most rewarding volunteer experience. The Summit County staff were outstanding. They deserve awards and bonuses for their accomplishments!
- This was such a great experience. I loved being able to pay back to the community for getting a vaccination a little bit early. This experience was something I will never forget. It was amazing to be part of a person's 'return to normal' process. I can't tell you how many people cried tears of joy when getting the vaccine. Amazing.
- This was the most positive volunteer experience I have ever had. I was excited to show up. All the summit county employees were helpful, positive and great to work with
- thought it was great for volunteers and vaccinees but limited in hours and days of availability
- Very organized
- Very satisfying experience
- Very well organized and staffed
- Very well run, amazing staff and medical professionals, great community volunteer engagement!
- volunteering at the film studio was a positive experience. I felt like my job was important and that my presence was valued.
- Volunteering at UFS was the highpoint of my pandemic experience, everyone was so thoughtful and appreciative from county staff to our patients.
- Volunteers and staff worked well together when the weather was good or the weather was cold with blowing snow.
- Was amazing time to be volunteering
- was wonderful to be part of this public health mission
- We had a great experience!!!!
- Well designed, planned and executed. Was a shining example of how a community can engage and execute...
- Well organized
- Well organized and fun to work at
- Well organized and supervised. While I understand the benefits of a drive through system, I am not sold that it was the most efficient. I think more people could have been vaccinated quicker if it was a park and come in system. Regardless, it could have been quicker had the lines not been linear. Even with a drive through system, it could have been set up so that the lines moved through the various stops separately rather than having everyone in a single line. But again, it was well run, organized, and supervised.

- Well organized to process the people through the vaccine process with ease
- Well organized, good leadership, energetic flexible volunteer staff
- Well organized. The line would have moved much quicker with a dedicated person coordinating the line. Too many times only one or 2 cars came in even though there was a line outside. Too many times the line inside didn't move even though all stations had completed the injections.
- Well run
- Well run on both the front and back sides. Great staff made for great volunteer experience that then Les to a great patient experience.
- Well run site. High level of camaraderie and sense of mission
- Well staffed and excellent MD availability
- Wonderful setup
- Working with the employees and volunteers at the vaccination site was the highlight of my last year. We made a lasting impact on the health and rebuilding of the community.
- Would have volunteered more but couldn't navigate the bulky computer system.

Please share any feedback about Summit County's response to the COVID-19 pandemic which you received from the public:

- Almost every person coming through the vax drive through was amazed at the operation set up and were thrilled to not have to get out of their car!
- A lot of people said thank you
- All feedback I heard was positive and that the site was well run. The only negative I heard was that VAMS was a little tricky to navigate, but there was lots of support to help.
- All positive
- All positive; minor issues with the website navigation
- All was positive including appreciation for the staff and volunteers.
- All were pleased with the Film studio vaccine site
- All were very grateful
- Almost all people I spoke with thought it was very well organized and were so grateful for the effort Summit County put into the COVID-19 response.
- Almost to a person, those coming in for vaccinations were happy and excited to be there.
- "An incredibly rewarding experience."
- Congratulations to staff and volunteers.
- Appreciation mostly. Silence from anti-vaccers
- As individual's were waiting in line to receive the vaccine, many were so appreciative and thanked us, as volunteers for the clinic and what we were doing for the county. They also expressed their thoughts on how well it was "ran - like a well-oiled machine".
- Astonishment at the percentages of people they were able to get vaccinated, as compared to other counties.
- Couldn't have gone any better. Fabulous response

- Every time I gave a jab to someone, they told me thank you. The public was so appreciative of the volunteer efforts that were happening to help them be healthy.
- Everyone I spoke to said the vaccination site at UFS worked very smoothly. People were very appreciative and complimentary of the process.
- Everyone I spoke to was enthusiastically complementary about their experience at the drive through clinic. Praise was abundant.
- Everyone I spoke with was thrilled with the efficiency of the process!
- Everyone I spoke with who received a vaccine from the clinic had a very positive experience
- Everyone thought it was great. Initially some confusion and frustration about the roll out, so they were going elsewhere.
- Everyone was so friendly at the film studio. Smooth process....easy.
- Everyone was so thankful for what we, the volunteers, were doing. A few ladies actually were tearful after the vaccine was given to them.
- Everyone was thankful for the work being done at the vaccination site
- Everyone was thrilled. Wonderful that we could do it at the film studios which are a super convenient location
- Everything I heard from the community about the effort was that it was efficient and a success.
- Excellent. Things are so efficient and it made for a great volunteer experience
- Excellent job, well organized, appointments were easy, whoever was jabbing was doing a great job!
- Generally very positive.
- Great
- Great job, well organized, everyone friendly and caring, easy to get a shot, appreciate the easy access, quick call backs from the staff when needed
- Great work!
- 'Happiest day of my life' 'I have been waiting over a year for this day' 'I can now hold my Grandchildren'
- Have only heard very positive comment
- High exposure people should have been able to come in sooner...Latino community needed better explaining and access, my cleaning lady could not get in, I had to help her and her family, there was not enough support for those who don't speak English well and we should have had mobile sites in those high density communities.
- I appreciate all the efforts made by SC health dept staff and volunteers. It was an amazing experience!
- I couldn't believe how many people said thanks for helping!
- I have described the facility, to use a Disney phrase, as The Happiest Place on Earth. Virtually 100% of those coming for vaccines were overwhelmed with the efficiency and ease with which the process was managed...start to finish.
- I have heard nothing but positive comments about everyone's experience.
- I heard nothing but pride and thanks in Park City. People were so moved by the vaccine effort and were proud to be part of one the best counties in the world. Go Park City!

- I received so much praise and many were so appreciative, from both the patrons and the Staff.
- Incredibly impressive stats!
- Inspirational, and exceptionally rewarding
- It was a smooth process
- It was a well-organized and seamless experience
- It was a wonderful experience to work together with others to facilitate the vaccination process.
- It was fantastic
- It was hard to get signed up, but once you did everything worked great
- It was quick and easy
- Just profound gratitude to staff, volunteers, the public, and the Crandall family.
- Locals were very happy with and thankful for the effort by the county
- Lots of appreciation for all our efforts
- Loved the stay in your car thing
- Majority of the people coming through were extremely grateful that the clinic was being held.
- Many many kudos for the volunteers but the CDC sign up was seen as very cumbersome.
- Many people complimented the efficiency of the operation from the patient perspective
- Many, many people thanked us for being out in the bad weather. Public was very supportive overall.
- Most feedback exceptionally positive. Delay getting appointments in early stages frustrating to some but less so when communication about criteria clear.
- Most feedback I heard was concern about the long waits for appointments.
- Most people were thrilled with the county's response.
- Most were grateful for the vaccine and for the volunteers.
- Mostly positive feedback, grateful residents (and non-residents). Small confusion about the 16-18 year-olds showing up at the vaxx clinic but unable to receive Pfizer.
- Mostly positive regarding wait time and friendliness of the staff. Some wanted to know who to contact when they had severe reactions. A clear understanding of what a normal versus adverse reaction would have helped the public know when to contact their local physician or health department.
- Mostly thankful
- Other than scheduling/website glitches I have heard nothing but high praise from ppl who were vaccinated at the Film Studio.
- Outstanding. A model for others
- Overall, excellent!
- Overwhelming appreciation from our community was amazing
- People at St. Mary's Food Bank appreciated the access to free masks. Drivers going through the UFS frequently expressed appreciation and relief.
- People felt comforted when they were nervous. So many thanked me for volunteering. So many felt relief being able to receive the vaccine.

- People felt that the entire experience was well done.
- People LOVED that so many from the community took time to help protect other members of our community
- People thought it was really well organized, time efficient and so appreciative of staying in their cars and moving through the system!
- People were all super positive about their experience at the Film Studio vaccination site. Great job!!!
- People were so appreciative of what we were doing - I rarely heard a complaint, but almost always got a "thank you"
- People were very enthusiastic about the vaccination effort.
- People were very happy with their experience even when backed up
- Public response was that it was very easy to use and was very organized.
- Should be a requirement for ALL volunteers to be vaccinated ahead of time and Summit County should provide the shots ASAP to ALL volunteers. It is not appropriate to expose non-vaccinated volunteers to the number of people coming thru the drive through. This was not the case when I started my shifts and I had to ask and ask again to be vaccinated.
- So many expressed gratitude for the clinic.
- So many thank you comments from the patients.
- Some people had issues with knowing how to make an appointment but overall the feedback was very positive.
- Summit County's response was very positive. Initially when the vaccine doses were restricted to certain age groups etc, people were impatient but once things started rolling and we had enough vaccine and could open up the age groups, there were no complaints.
- Tears of gratitude, gifts of candy, daily thank you's, and every person I dealt with thought the Film Studio ran perfect. Even the problems were resolved and people received complete support to resolve timing, frustrations, or the other odd problem.
- Thanks
- The drive through vaccination site was very well organized.
- The feedback I received from the public was very positive. They were grateful that the vaccination was being given, they thought it was organized and ran smoothly.
- The Film studio clinic ran like a well-oiled machine. It was a thing of beauty that I had not experienced in working for several school districts or the military.
- The patients were most appreciative of the clinic.
- The public was really appreciative of the clinic and staff
- The public was so appreciative!!
- The public, for the most part, were ecstatic to be receiving their inoculations. They were cooperative, very kind and very appreciative of the volunteers.
- They liked not having to leave their car and the fact it was all drive thru. Did not like having to do the same form on their second shot
- They were satisfied and grateful
- They were very appreciative

- This has to be one of the most organized places in the US as we were able to vaccinate so many of our population because we had a good plan and people wanted to be vaccinated.
- Undoubtedly the response was one of great thanks. People were truly grateful and not shy about showing it. Tooting, dancing, bottles of champagne on ice for after dose 2, cheers, applause and fist bumps all as much a part of the response as the needles and alcohol swabs. I think the people of Summit knew they were in good hands and ahead of the curve which suits the personality of Park City (so Type A :))
- Uniformly positive.
- Very easy process
- Very Effective
- Very positive feedback. They said it was organized and easy to manage.
- Very well organized. A good, easy experience
- Volunteers appreciated snacks and water and I observed all volunteers working hard and steadily with good attitudes. I think everyone got along well and the staff was supportive. It was an outstanding experience. Thank you
- Well done!
- Well organized and efficient clinic just difficult to register
- Well run!
- YOU ROCKED IT! CONGRATULATIONS ON A JOB WELL DONE!

Business Community Survey Questions – Sent out September 2022

Section 1 Community Preparedness

The Summit County Health Department defines Community Preparedness as a shared responsibility where everyone is involved in preparing for an emergency. By working together with our local organizations, businesses, and communities, we strive to keep our county prepared, and able to respond to and recover from public health emergencies, such as the COVID-19 pandemic.

1. Do you feel that your organization was prepared for the COVID-19 pandemic?
2. How well did the Summit County Health Department keep you informed during the COVID-19 pandemic?
3. Did you use services provided by the Summit County Health Department during the COVID-19 pandemic? Please check all that apply.
 - Personal protective equipment (masks, gloves, sanitizer, etc.)
 - Quarantine and isolation facilities
 - COVID-19 testing program and contact tracing
 - COVID-19 vaccinations
 - Business services such as grant funding
 - COVID-19 information and prevention materials
 - My business did not use services provided by Summit County
4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of Community Preparedness.

Section 2 Emergency Public Information and Warning

The Summit County Health Department partners with other local agencies to develop, coordinate, and distribute essential emergency information to the public through emergency alerts, call centers, and other information outlets (websites, media releases, collateral information).

1. Do you feel that the Summit County Health Department public information and warning efforts provided residents, businesses, agencies, and organizations with effective communication regarding LOCAL COVID-19 information?
2. What communication outlets did you find the most effective for the sharing of LOCAL COVID-19 information and instructions from the Summit County Health Department, and how often did you use these sources? Please check all that apply:
 - Facebook
 - Instagram
 - Twitter
 - Other Social Media Outlets
 - Local Radio

- Local Television
 - Local Newspapers
 - Summit County Health Department website
 - Summit County website
 - Nextdoor.com
 - Summit County Health Department Call Center
 - Summit County Emergency Notifications
 - Posters and other printed collateral
3. What additional communication channels do you recommend?
 4. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of Emergency Public Information and Warning.

Section 3 Public Health Orders and Guidance

In response to the unfolding COVID-19 pandemic, the Summit County Health Department issued health orders and guidance that had an immediate impact on our community. The Health Department continually evaluated and updated these health orders and guidance to respond to the changing situation. The focus of every order was that of protecting the health of Summit County residents and visitors.

1. Do you feel that you were informed and knowledgeable about the Health Orders that were issued?
2. Were you able to respond to and implement the requirements of the Health Orders?
3. Do you feel that the Health Orders were effective in supporting the COVID-19 response in Summit County?
4. Did you receive the support necessary from the Summit County Health Department to act upon the Health Orders?
5. Please comment on your experiences, thoughts, and recommendations regarding Summit County Health Department's response to the COVID-19 pandemic in terms of **Public Health Orders**.

Appendix 5: Public Health Legal Authorities

The following legal authorities provide the direction, legal parameters, rights and responsibilities of a public health department during a public health emergency.

United States

- [Robert T. Stafford Disaster Relief and Emergency Assistance Act \(Stafford Act\)](https://www.fema.gov/disaster/stafford-act)
<https://www.fema.gov/disaster/stafford-act>
- [Homeland Security Act \(2002\)](https://www.dhs.gov/homeland-security-act-2002)
<https://www.dhs.gov/homeland-security-act-2002>
- [Post-Katrina Emergency Management Reform Act \(2006\)](https://www.congress.gov/bill/109th-congress/senate-bill/3721)
<https://www.congress.gov/bill/109th-congress/senate-bill/3721>
- [Sandy Reform Act \(2012\)](https://www.fema.gov/disaster/sandy-recovery-improvement-act-2013)
<https://www.fema.gov/disaster/sandy-recovery-improvement-act-2013>
- [Disaster Recovery Reform Act \(2018\)](https://www.fema.gov/disaster/disaster-recovery-reform-act-2018)
<https://www.fema.gov/disaster/disaster-recovery-reform-act-2018>

Department of Homeland Security / FEMA

- [Mission](https://www.dhs.gov/mission)
<https://www.dhs.gov/mission>
- [National Incident Management System \(NIMS\)](https://www.fema.gov/emergency-managers/nims)
<https://www.fema.gov/emergency-managers/nims>
- [Incident Command System \(ICS\)](https://www.ready.gov/incident-management)
<https://www.ready.gov/incident-management>
- [FEMA Region 8](https://www.fema.gov/about/organization/region-8)
<https://www.fema.gov/about/organization/region-8>

Department of Health & Human Services / CDC

- [CDC Mission](https://www.cdc.gov/about/organization/mission.htm)
<https://www.cdc.gov/about/organization/mission.htm>
- [CDC Capabilities](https://www.cdc.gov/cpr/readiness/capabilities.htm)
<https://www.cdc.gov/cpr/readiness/capabilities.htm>
- [CDC/HHS Region 8](https://www.hhs.gov/about/agencies/iea/regional-offices/region-8/index.html)
<https://www.hhs.gov/about/agencies/iea/regional-offices/region-8/index.html>

State of Utah

- [Department of Health & Human Services \(formerly Utah Department of Health\)](https://dhhs.utah.gov/)
<https://dhhs.utah.gov/>
- [Title 26, Local Health Codes](https://le.utah.gov/xcode/Title26/26.html?v=C26_1800010118000101)
https://le.utah.gov/xcode/Title26/26.html?v=C26_1800010118000101
- [Title 26A, Local Health Authorities; 26A-1-126, Medical Reserve Corps](https://le.utah.gov/xcode/Title26A/Chapter1/C26A-1-S126_1800010118000101.pdf)
https://le.utah.gov/xcode/Title26A/Chapter1/C26A-1-S126_1800010118000101.pdf
- [Title 53, Public Safety Code](https://le.utah.gov/xcode/Title53/53.html?v=C53_1800010118000101)
https://le.utah.gov/xcode/Title53/53.html?v=C53_1800010118000101
- [Title 53, Section 53-2a-205\(2\)\(h\), Disaster Response and Recovery Act](https://le.utah.gov/xcode/Title53/Chapter2A/C53-2a-P2_1800010118000101.pdf)
https://le.utah.gov/xcode/Title53/Chapter2A/C53-2a-P2_1800010118000101.pdf
- [Title 58-1-307, Occupations and Professions, Exemptions from licensure](https://le.utah.gov/xcode/Title58/Chapter1/58-1-S307.html)
<https://le.utah.gov/xcode/Title58/Chapter1/58-1-S307.html>
- [S.J.R. 3 Joint Resolution to Terminate Public Health Orders Pertaining to Face Coverings](https://le.utah.gov/~2022/bills/static/SJR003.html)
<https://le.utah.gov/~2022/bills/static/SJR003.html>
- [Utah State Board of Education Administrative Rules](https://schools.utah.gov/administrativerules)
<https://schools.utah.gov/administrativerules>

Summit County

- [Ordinance 932 \('21\): County Code of Summit County, UT](https://codelibrary.amlegal.com/codes/summitcountyut/latest/summitcounty_ut/0-0-0-1)
https://codelibrary.amlegal.com/codes/summitcountyut/latest/summitcounty_ut/0-0-0-1
- [5-4-4 Emergency Management](https://codelibrary.amlegal.com/codes/summitcountyut/latest/summitcounty_ut/0-0-0-14460)
https://codelibrary.amlegal.com/codes/summitcountyut/latest/summitcounty_ut/0-0-0-14460
- [Summit County Health Department](#)
- SCHD Board of Health Bylaws

Appendix 6: PHEP Guidance and Programs

Public Health Emergency Preparedness (PHEP)

The Summit County Health Department employs a full-time Public Health Emergency Manager, responsible for planning, implementing, and improving the Public Health Emergency Preparedness (PHEP) program. The [Public Health Emergency Preparedness \(PHEP\)](#) grant is the primary funding source for the Summit County Health Department Emergency Preparedness.

In alignment with [National Response Framework \(NRF\)](#), FEMA and the CDC, the PHEP program provides guidance and tools for health departments to plan, test, and improve their response efforts in accordance with the standards established in the CDC Public Health Emergency Preparedness and Response Capabilities National Standards.

CDC Public Health Preparedness and Response Capabilities:

The [CDC Public Health Emergency Preparedness and Response Capabilities: National Standards for State, Local, Tribal, and Territorial Public Health](#) is the framework provided by the CDC to guide health department preparedness, planning, and response programs. The document describes 15 public health components, under six primary domains, necessary to advance jurisdictional public health preparedness and response capacity. The Capabilities guide is the model upon which the SCHED PHEP program plans and prepares for public health emergencies and the basis of this COVID-19 After-Action Report to ensure consistent and effective response, implementation, and improvement planning.

Cities Readiness Initiative (CRI)

In 2011, the SCHED participated in the [CDC Cities Readiness Initiative \(CRI\)](#), a federally funded program designed to assist cities and counties to respond to large, public health emergencies. The CRI program requires development of plans for public health emergency response, medical counter measures, crisis communication, community preparedness, Strategic National Stockpile (SNS), Points of Dispensing Sites (PODS), training, and equipment. As a result of successfully completing the CRI certification, SCHED had the foundational pandemic planning tools and knowledge necessary to begin planning and preparation for COVID-19 response efforts. As part of the CRI process, SCHED had established a stockpile of Personal Protective Equipment (PPE) to help keep staff and response partners safe should a biohazard emergency or pandemic strike.

The SCHED CRI plan is a collection of public health emergency response plans focused on biohazard and pandemic emergency response implementation. The CRI program required the development of key operational plans, training, and physical preparations specific to Summit County and the community. The following plans and sample content include:

- **Pandemic Operational Plan (IDER):** SCHED plan to identify and respond to a pandemic health emergency using NIMS/ICS processes and CDC response guidance.
 - Pandemic Response Strategy
 - Emergency Response Activation, NIMS, and ICS

- Health Department Authorities and Laws
- Infectious Disease Response
- Public Health Emergencies All-Hazard Planning
- Surveillance, Epidemiology, and Laboratory Operations
- Community Mitigation, and Non-Medical Countermeasures
- Vaccines and Medical Countermeasures
- Response Partners and Community Partnerships, MAAs, and Integration
- Staff and Volunteer Tasks, Training, and Deployment
- Healthcare System Preparedness and Preparedness
- **Pandemic Crisis Emergency Risk Communication Plan (CERC):** SCHD communications plan to gather, analyze, and share information with agency partners, media, and the public.
 - Crisis Emergency Risk Communication Principals
 - Public Emergency Alerts, Warning, and Outreach
 - Declaration of Emergency and Health Orders
 - Public Information Officer (PIO) Guidelines and Media Policy
 - Joint Information Center Operations
 - Media, Partner, and Public Information
 - Media Relations
 - Public Information Hotline and Call-Center Manual
- **Strategic National Stockpile Plan (SNS):** SCHD plan to receive and dispense national strategic stockpile supplies of medicine, medical supplies, and emergency response resources.
 - SNS Planning
 - Requesting SNS Materiel, Prophylaxis, and Vaccines
 - Regional and Local SNS Distribution Sites
 - SNS Inventory Management and Chain of Custody Planning
 - SNS Site Planning, Safety, and Security
 - PPE Stockpile and Community Distribution Planning
 - Hospital, Healthcare, and Response Partner Coordination
- **Points of Dispensing Site Activation Plan (PODS):** SCHD plan to activate and operate a Point of Dispensing Site (PODS) to quickly dispense vaccines, medications, services, and supplies to the public and response partners.
 - PODS Concept of Operation
 - PODS Planning and Site Development
 - PODS Readiness, Activation, and Closure
 - PODS Job-Action-Sheets, Training, and Deployment
 - PODS Volunteer Management
 - PODS Receiving, Dispensing, and Monitoring Operations

Unfortunately, funding for the CRI program in Summit County has subsided and updates to the plans have been sporadic. The CRI program still holds merit and is woven throughout the CDC and NACCHO public health emergency preparedness capabilities standard requirements.