



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2021.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: York

Program Title: Peninsula COVID-19 Operations Center

Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

Name: Gail Whittaker

Title: Public Information Officer

Department: Public Affairs

Telephone: (757) 890-3310 Website: www.yorkcounty.gov

Email: whittgl@yorkcounty.gov

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Neil A. Morgan

Title: County Administrator

Signature: 

York County
2021 VACo Achievement Award Application
Category – Criminal Justice & Public Safety
Program – Peninsula COVID-19 Operations Center

The Peninsula COVID-19 Operations Center (PCOC – “Peacock” for short) was a direct result of the rapidly evolving COVID-19 “Coronavirus” Pandemic that began to appear in our region in early March of 2020. The initial discussions of the COVID-19 regional approach concept began after observing the operations of the Virginia Department of Health’s Peninsula Health District COVID-19 call center operations. At the same time, cases of COVID-19 were appearing within our own communities, including the first death on the Peninsula.

The Problem:

The inception and formation of the PCOC was a direct result of the rapidly evolving COVID-19 “Coronavirus” Pandemic that began to appear in our region in early March of 2020. Fire Chiefs in the region recognized the need to share information and utilize best practices in order to reduce the learning curve with personnel, resources and community care.

The Solution:

The Peninsula COVID-19 Operations Center, (PCOC – “Peacock for short”), served as an Incident Management Team (IMT) encompassing all six fire and EMS governmental agencies (James City County, York County, City of Williamsburg, Newport News, Poquoson and Hampton) located on the Virginia

Peninsula. It further served as a collection point for COVID-19 related concerns, a data gathering point and provided daily operational updates in a single format to all localities within the Virginia Peninsula region. Recognition of the abilities of the PCOC and representation expanded on the committee across the Peninsula beyond just the fire/EMS agencies. Local government (County Administrators and City Managers), the VDH, law enforcement (including sheriffs and police), area hospitals (Sentara Hampton CarePlex, Riverside Regional Medical Center, Bon Secours Mary Immaculate, Riverside Doctor's Hospital of Williamsburg and Sentara Williamsburg Regional Medical Center), local military partners, the Peninsulas EMS Council, the Virginia Peninsula Regional Jail, local Emergency Management (EM) and the Newport News Shipbuilding Fire Department. Many of those representatives served as "in person" roles in the actual PCOC, providing immediate access and collaboration for our entire region.

The Financing:

The costs associated with the program were absorbed by local communities and regional business partners, as all the representatives to the collective group were compensated by their employer. Internal resources were used by agencies, such as buildings, computers, supplies, and other necessary office-related items.

The Results:

The Peninsula COVID-19 Operations Center has been an ongoing success to the region for information sharing, coordination and procurement of supplies related to the virus, preparation for increase in patient load, and understanding

impacts of the pandemic to city and county government and regional businesses. The value of the PCOC has expanded into the vaccination stage of the pandemic, continuing to aid in a seamless flow of information and guidance. Since the PCOC's inception, the Virginia Office of EMS has awarded the concept a regional EMS Award for Innovation in Excellence in EMS and the Governor's EMS Award for Innovation Excellence in EMS.