



# We're here and we're ready.

With the spread of COVID-19, MCFRS continues to take aggressive actions to **protect the health and safety of the community and first responders**. Our Incident Management team is working around the clock to monitor the situation from a national, regional and local perspective to ensure we're response-ready. **You're counting on us and we're counting on you**. Please follow all State and local guidelines regarding COVID-19. **Together we can flatten the curve** and de-accelerate the potential domino effect of COVID-19.



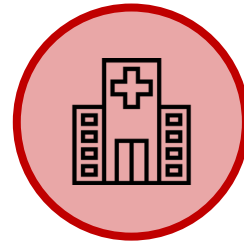
## Call Response

- **Increased staffing and enhanced screening** protocols for 911 calls to effectively identify COVID-19 patient
- Call takers will be **asking additional questions** to direct the most appropriate response for the emergency and that responding personnel are wearing protective PPE for suspected COVID-19 calls
- **Heightened measures are precautionary** and a key part of protecting first responders and patients while helping the community prevent the spread of COVID-19 to the greatest extent possible



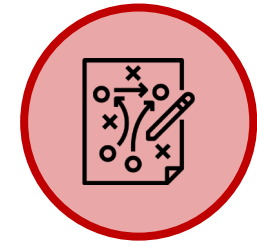
## Staffing Adjustments

- Increase transport capability in the field through **additional units and staffing** and converting units from ALS to BLS and the addition of chase cars and strike teams
- **Increased the number of personnel** and number of available response units to ensure continuity of operations with the ability to adapt, redirect and reallocate resources to those most need
- **Prehospital operational and medical protocols** have been modified to accommodate the projected surge of COVID-19 patients



## Hospital Coordination

- All ambulances are **cleaned and disinfected** after every transport in accordance with CDC recommendations
- MCFRS is **providing increased logistical support** at six area hospitals to decrease call times through the use of decontamination teams on location at hospitals and improved hospital/EMS interface resulting in quicker "turnaround" times with units returned to service and available to respond to emergencies



## Operations Strategy

- Incident Management Team **closely monitors national, regional and local COVID-19 trends**, data and incidents
- Ability to rapidly make adjustments to expand and **coordinate local response** to meet operational needs and the availability of critical resources through a multi-phase scalable surge plan