

Dear Administrator,

March 25, 2020

In response to the COVID-19 Pandemic Crisis, the (Insert Name) Fire Department is implementing changes in dispatch protocols, emergency response, and how we are taking care of our citizens and our employees. This letter is to notify our stakeholders and to allow you and your facility to better prepare when considering requesting emergency services. These procedures will help to prevent the spread of the disease in your facilities as well as ensure the safety of our personnel. (Insert Name) Fire Department has begun screening all employees before the start of each shift to ensure wellness. We are asking for your immediate assistance.

**Before calling 911, your medical personnel should determine if it is essential that the patient is transported to the Emergency Room during this Pandemic Crisis?** If not, please manage the patient within your facility and utilize private ambulances for non-life threatening emergencies and transport.

**When calling 911, the Dispatch Center will ask:** Does anyone in the facility have a fever, new-onset cough or change in existing cough, or shortness of breath/difficulty breathing? Has anyone in the facility been tested for or received a positive for COVID-19 or had contact with a known case of COVID-19/coronavirus?

**While Emergency Crews are responding, Dispatch will advise facilities** such as nursing homes, shelters, jails/correctional facilities, if feasible, to bring the patient to the front door or to advise of a secondary entrance to minimize exposure to our personnel and your facility. If unable to do either, one of our responders will come inside to assess the patient and assist you.

**Please bring patients to the door or outside the facility to minimize exposures.** Have all proper documentation and face sheets ready to go for immediate transfer of emergency patients.

**If it is necessary for our personnel to enter,** please provide an alternative door for immediate access to the patient and clear the area of bystanders and nonessential workers.

**(Insert Name) Fire Department will no longer be responding to facilities for lift assists.** Please arrange alternate means to manage these incidents within your facility.

We greatly value the crucial role you play in this community and are working diligently to be available for your critical patients. If you have any questions or concerns, please reach out to our EMS Officer at (insert name and list contact information here)

Sincerely,

(Insert Name)  
Fire Chief  
(Name) Fire Department