



**PRESS RELEASE - 4
FOR IMMEDIATE RELEASE**
March 19, 2020

WHAT TO EXPECT WHEN CALLING 911

If you need Emergency Services do not hesitate to call 911, we are responding to all emergencies.

1. Dispatchers may ask questions to determine if you have been exposed to or are experiencing symptoms of COVID-19.
2. You may only see one Medic at first, with the rest of the response team waiting outside. They may ask questions from a distance before making contact.
3. If you are capable of walking outside, emergency personnel may ask you to do so.
4. Our medics may be wearing protective equipment such as masks, gowns, and eye protection. Do not be alarmed, this is to protect our staff so that we may continue to serve the community.

FIRE AND EMS

The Lenawee County Medical Control Authority and EMS and Fire agencies are adopting response protocols to assure effective Emergency response for suspected COVID-19 cases.

- We will see changes in the way EMS responds to calls for service and are working on a Telemedicine program to have the Paramedics video conference with a doctor in your home.
- We have decontamination procedures in place with a specialized machine that will fumigate ambulances and other public safety vehicles to preserve your safety, should we transport a highly suspected patient.
- Constant updates are going out to EMS and Fire Department leadership to ensure everyone stays informed.

CENTRAL MICHIGAN 2-1-1

Central Michigan 2-1-1 connects people in need to health and human service resources in our community.

- 2-1-1- maintains an up-to-date, comprehensive database of resources and programs available to the community.
- If you are in need of any health or human service need and do not know who to call, please dial 2-1-1 for assistance. They are available 24 hours a day, 7 days a week.
- They can also be reached at www.centralmichigan211.org

###