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