

COVID-19

Resident Reference Guide

City of Brecksville Fire Department

This guide has been created to assist the community with frequently asked questions relating to the dynamic situation presented with COVID-19.



9-1-1 DISPATCH SCREENING

Our dispatch center has been following CDC guidance for medical screening of 9-1-1 calls. When calling 9-1-1 for a medical emergency, there will be a series of additional questions to help identify flu-like symptoms or COVID-19 signs and symptoms. We ask for your patience, as this provides our staff with valuable information on the appropriate personal protective equipment. Should criteria be met, our staff will be wearing gloves, masks, eye protection, and gowns.

Screening questions include:

- **YES or NO:** Fever/Chills, Cough, Nasal/Chest Congestion, Sore Throat, Body Aches?
- Have you or anyone in your family been placed on quarantine?
- Have you had close contact with anyone exposed to the Coronavirus in the past 14 days?

If there are any positive responses, please meet first responders outside, if able.

Call 9-1-1 if you have a medical emergency: If you have a facemask, please put it on before medical help arrives.

Emergency warning signs include: Difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion, bluish lips or face.

* This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

DEPARTMENT QUICK FACTS

Station Location

9023 Brecksville Road

Fire Department Provides Emergency Medical Services (EMS) to the Community

Full Time Operation

Staffed 24-hrs/Day, 7 Days/Week

Total Ambulances: 3

Medical Control

MetroHealth Medical Center

Dispatch Center

Chagrin Valley Dispatch - Brecksville

Department Contact Information

9-1-1 Emergencies

(440) 526-2640 Non-emergency

Fire Chief Nikola Zamiska



RELEASE WITHOUT TRANSPORT INFORMATION

Patients with mild symptoms should not call 9-1-1 or go to the Emergency Room (ER) without first utilizing the hotline and information below for the following reasons:

- If you do not have COVID-19, utilizing Emergency Medical Services (EMS) and the Emergency Room (ER) may expose you to patients or healthcare providers who do have the virus, and may actually increase your chances of contracting it.
- It is critical that EMS and ER resources be available for patients with severe and potentially life-threatening symptoms.



COVID-19 INFORMATION HOTLINES

CUYAHOGA COUNTY BOARD OF HEALTH

Phone: 216-201-2090 (8:30am – 4:30pm)

OHIO DEPARTMENT OF HEALTH

Phone: 1-833-4-ASK ODH (1-833-427-5634)

CLEVELAND CLINIC FOUNDATION

24 Hour Hotline: 1-855-697-3750

www.covid19chat.clevelandclinic.org

VA NORTHEAST OHIO HEALTHCARE

Phone: 1-888-350-3100

METROHEALTH MEDICAL CENTER

Free Hotline for anyone who thinks they may have COVID-19. 440-59-COVID (440-592-6843)

UNIVERSITY HOSPITALS

Phone: 1-844-842-0756

Download the MDLIVE Mobile app or text “uhvirtualvisit” to 635-483 to get started

Personal Protective Equipment (PPE)

The health and safety of our members is paramount and we are exercising precautions to keep everyone healthy.

The picture on the right shows you how our EMS providers will be dressed when dispatched to a call that meets the screening criteria. We are following PPE guidance from the CDC.

While our PPE inventory is adequate at this time, we are seeking donations of N95 masks, gloves, hand sanitizer and disinfectant wipes. With the uncertainty of call volume we may receive in response to COVID-19, we want to ensure the highest level of preparedness.

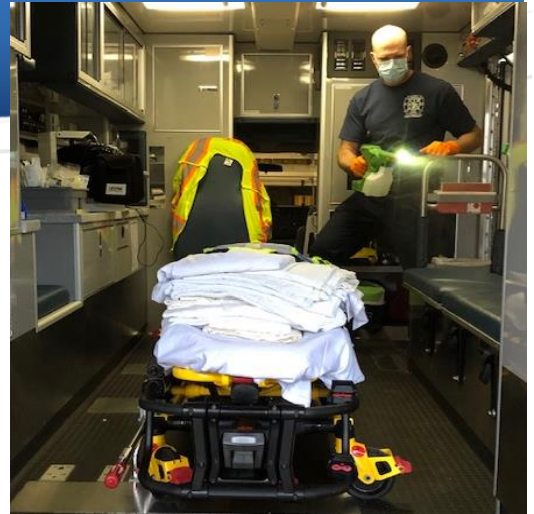
SCAM ALERT The Brecksville Fire Department will never call you to ask for monetary donations to purchase PPE.

Our department has activated its pandemic plan, which limits non-emergent interaction with the public. Our building is secured and all emergency equipment / the firehouse are being disinfected multiple times daily utilizing cutting-edge electrostatic decontamination.



STEPS TO HELP PREVENT THE SPREAD OF COVID-19 IF YOU ARE SICK

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and the community.



Stay Home Except to Get Medical Care: Stay in touch with your doctor. Be sure to get care if you feel worse or think it is an emergency. Do not go to work, school, or public areas.

Call ahead before visiting your doctor: If you have a medical appointment, tell the provider that you have/may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Separate yourself from other people and animals in your home: You should stay in a specific room away from other people in your home. Use a separate bathroom, if available. Do not handle pets.

Other important tips:

- Wear a facemask
- Cover your coughs and sneezes
- Avoid sharing personal household items
- Clean your hands often
- Clean all "high-touch" surfaces every day



Monitor your symptoms: Seek prompt medical attention if your illness is worsening (e.g. difficulty breathing). Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. Persons placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 9-1-1, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before EMS arrives.

Discontinuing home isolation: Patients with confirmed COVID-19 should remain under home isolation precautions until the decision to discontinue is made in consultation with healthcare providers and state and local health departments. This will be handled on a case-by-case basis.

We ask all residents to adhere to the guidelines of the Governor's Office and the CDC. Please continue to exercise social distancing and good hygiene practices. Please stay home! Make periodic phone calls to check-in on those that may be vulnerable. As a community, we can do our part to slow the spread of this virus. We owe it to our families, co-workers, and neighbors!