

## Memo to Sheffield Residents and Businesses

From: Sheffield Police Department  
Sheffield Fire Department

Regarding: Emergency Medical Service (EMS) Response  
Protocols for the COVID-19 Emergency

Date: March 30, 2020

Dear Residents and Business Owners,

During the COVID-19 health emergency, please be aware of the following protocols that we have put in place regarding any medical emergency to which we respond:

- All EMS personnel responding to any medical call are **instructed to wear personal protective equipment (PPE) including, at a minimum, face masks, eye protection and gloves and in some cases Tyvek suits**
- EMS personnel have been given the authority assess the medical emergency **while maintaining a safe distance from you** and will decide the best way to respond while awaiting ambulance services
  - EMS personnel may speak with you at the entrance to your property, by phone, or through a window, to ensure safe distancing in each and every medical call
  - Please keep in mind that you do not know the medical condition of our EMS personnel, and our EMS personnel do not know your condition or those of other occupants in your home or business
- EMS personnel may decide, to protect their safety and yours, not to enter your home or business while awaiting an ambulance response to your property,
  - Particularly if you or members of your household / business are experiencing COVID-19 or flu-like symptoms including **fever, coughing, sneezing, shortness of breath, body aches or similar**
- These EMS protocols are in effect from March 30, 2020 until revised or rescinded by the Sheffield Volunteer Fire Department and Sheffield Police Department

Thank you for your understanding and cooperation.