



**STRONG**  
for **YOU**

2020-AP-159

## Memorandum

**Date:** March 18, 2020  
**To:** All Personnel - Fire  
**From:** Mark Hodge  
Deputy Fire Chief  
**Subject:** **Communications Division COVID-19 Screening**

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As of today, the Communications Division will be using a series of questions to screen for COVID-19 positive citizens when possible.

The staff in Communications will use judgement as to when and if they can insert these questions into the communication of the phone call.

Communications staff will attempt to update responding staff as required.

This is for citizens who call 911 or other phone lines for assistance and request a Fire Department response.

Ambulance Dispatch is screening callers in regards to medical calls and passing on that information to our Communications Operators.

MH/kd