



## Talking Points for Telecommunication Officers

Responses for callers expressing concerns about COVID-19.

### **Calming Fears of Exposure**

- All responders are following best-practice guidelines from King County EMS to keep everyone safe.
- Crews are using approved Personal Protective Equipment (PPE) for each patient and are disposing of the equipment as directed by experts.
- Crews are rigorously cleaning and decontaminating their vehicles and equipment per best-practices standards.
- Hospitals have procedures to keep positive or suspected COVID patients isolated away from others in the hospital. Going to the hospital does not mean you will be exposed to COVID-19.

### **Applying/Removing PPE**

If a caller asks about their own safety or why the fire, police or EMS are donning or doffing (applying/removing) their PPE:

- If there is a safety matter for you or your family the crews will notify you.
- Crews are using PPE to keep themselves and everyone around them safe.
- PPE is being used for precautionary purposes; it does not indicate someone has COVID-19.
- Crews are following best-practice guidelines to prevent even the possibility of exposure. If you see them applying or removing PPE it does not mean they are going to or were exposed to COVID-19.