

Please read this important update regarding Tahoe Douglas Fire District response to COVID-19



At Tahoe Douglas Fire Protection District (TDFPD), we are working hard to continue our service delivery through the emerging COVID-19 situation. Our responders are ready to provide care to our residents and visitors by maintaining a healthy workforce and taking important safety precautions in our responses.

We are in constant contact and collaboration with health authority officials and emergency managers. While we remain informed, fully staffed and operationally ready, there are some changes that we would like you to know about in our response.

If you call 9-1-1

In Douglas County, if you call 9-1-1, the call taker may ask a few more questions in addition to the standard questions about your address, phone number and the nature of the emergency. You may be asked if you have symptoms like a fever over 100.4, a cough, difficulty breathing, runny nose or general flu like symptoms. These questions help us prepare our responders to deliver the appropriate care.

When the responders arrive

When our responders arrive, you may notice them wearing additional personal protective equipment including gloves, eye protection or a face shield, an N-95 respirator mask and a gown. They may limit the number of personnel that enter your residence, have you come to the door, or even come outside if possible. You may be asked to wear an isolation mask which may help to reduce potential exposure to the rescuers who will be working in close proximity to you.



If an ambulance transport to the hospital is necessary, we will limit the number of people in the ambulance by asking family members or additional passengers to take a separate vehicle. In addition, the paramedics may seal off the patient compartment from the driver compartment inside the ambulance.

Disinfecting

Our ambulances are decontaminated after every patient transport using an EPA-approved disinfectant and following a strict procedure. TDFPD has ensured that this disinfectant has a manufacturer's statement as to its effectiveness against Human Coronavirus.

Use 9-1-1 for Emergencies Only

Please remember that calling 9-1-1 should be reserved for [life-threatening emergencies](#) and is should not be used to obtain a COVID-19 test. If it is not a life threatening situation, please use an alternative source of transportation to the hospital to keep ambulances available for the critically ill.

If you are ill and are not experiencing a medical emergency, consider calling the **Carson City Health hotline at 775-283-4789 Mon-Fri 8:00am-4:30pm**. This is also a great resource to stay informed on developments. You may also get latest updates about our region by visiting [Carson City Health and Human Services](#). These services are available to our residents through our partnership with the quad county health care coalition.

Responder Welfare

It is particularly important that our responders maintain their health and wellness so they can continue to render care to those in need. TDFPD is considering ways to expand personal time off for sick leave and accommodate administrative staff work from home policies.

Station Cleaning

TDFPD facilities are following a daily cleaning routine that will keep our work areas safe for our providers. We have limited our non-essential functions including public gatherings and meetings, large classroom training, and ride along programs. Please note that we are not able to distribute any masks or PPE items.

Be safe, exercise social distancing and remember that we are all in this together.



Scott Baker, Fire Chief



The hotline will service Carson City, Douglas, Lyon, and Storey County.

 Carson City Health and Human Services opened a public hotline devoted to keeping the community up-to-date and informed about COVID-19.

 The hotline is (775) 283-4789, and staffed Monday-Friday, 8 a.m. to 4:30 p.m., to answer all non-emergency questions related to COVID-19.

If you are experiencing symptoms, please contact your healthcare provider **BY PHONE** first. If your healthcare provider is unable to assist you, please contact the hotline.

COVID-19 HOTLINE

QUESTIONS OR CONCERNS ABOUT COVID - 19

Call us (775) 283-4789 or visit [GethealthyCarsonCity.org](https://gethealthyCarsonCity.org) 

Resources

please visit the following websites for additional information:

[Carson City Health and Human Services](https://www.carsoncitynv.gov/health-and-human-services)

[CDC](https://www.cdc.gov/)

https://www.douglascountynv.gov/government/departments/emergency_management/community_resources_due_to_covid-19

<https://covid.emrap.org/>