



Dear Resident,

If you are having symptoms of the Coronavirus/COVID-19 **please call your healthcare provider first.** Your healthcare provider will determine what the next steps will be. You may also contact 2-1-1 or the Coronavirus Hotline at 1-800-222-1222.

Please refrain from calling 9-1-1 or an ambulance unless it is a **TRUE emergency.**

If it is a **TRUE emergency** and you need to call for an ambulance, please note that this protocol will be followed:

- Central dispatch will carefully screen calls and determine:
 - The type of emergency
 - Appropriate emergency services
 - If an ambulance is dispatched it will be from MICCOM (Hospital paid ambulances) and may take longer to arrive

Thursday, March 19, 2020