



## Brookfield/Riverside/North Riverside/McCook Public Safety Departments Adopt Coronavirus COVID-19 Protocols

In response to Coronavirus COVID-19, the Villages of Brookfield, Riverside, North Riverside and McCook in coordination with the West Central Consolidated Dispatch Center (WC3), and under the direction of the Emergency Medical Services of Loyola University Health System, have developed a standard set of protocols for patient care, employee safety, and to safeguard public health.

Currently, as dispatchers processing requests for ambulance response, and when the caller is reporting a chief complaint of respiratory distress/difficulty, fever, or any flu-like symptoms the call taker may ask some additional questions. Emergency personnel will respond in their usual expedient manner; however, once on the scene will take deliberate actions to evaluate the medical condition of the patient and will limit exposure to a minimum number of emergency personnel. This means that emergency personnel may be wearing protective clothing and may place protective clothing or masks on the patient.

Our partner municipalities, along with local hospital networks, are taking actions to reduce risk and provide the safest possible environment for residents and emergency response personnel. To that end, we continue to train our personnel in these protocols, share medical information and updates, and develop contingency plans to assist each participating community, should resources be otherwise committed.

As the Coronavirus (COVID-19) situation evolves, WC3 and their partner municipalities will continue to work with federal and state agencies, cooperate on an intergovernmental basis, and coordinate with our resource hospital - Loyola Medical Center.

As always, in the event of an emergency, please dial 9-1-1.

For more background information on the coronavirus and for the latest updates, please use the following links:

<https://www.cdc.gov/coronavirus/2019-ncov/summary.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

### Illinois COVID-19 Hotline and Email Address

If you have questions about Coronavirus-  
Call the Illinois Coronavirus Disease (COVID-19) Hotline at 1(800) 889-3931 or  
Email: [DPH.SICK@ILLINOIS.GOV](mailto:DPH.SICK@ILLINOIS.GOV)

These resources are available anytime, 24 hours a day, seven days a week.

