



# Update on Fire and Emergency Medical Services Department Operating Status during COVID-19 Emergency

## What is our operating status?

The Fire and EMS Department continues all operations and services related to 911 emergency response.

## How does this impact what we do?

- While there is no adjustment to our emergency response, the Office of the Fire Chief is closed to in-person visitors and essential administrative units will telework to continue essential services and to support the Department's COVID-19 response. Fire Prevention public education will re-start on June 22, 2020.
- All 311 requests made of DC FEMS prior to and over the course of the Public Health Emergency have been closed. Additionally, FEMS is not accepting any new 311 requests over this same period. Please connect with us after the end of the Emergency to reschedule.

## How does this impact our physical locations?

Our fire stations are all open for 911 emergency response. Our other facilities are closed to the public, with employees operating inside at modified capacity and within social distancing guidelines.

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections by wearing Personal Protective Equipment (PPE) on medical responses, regularly reporting potential COVID-19 cases to DC Health, referring non-emergency calls to the Nurse Triage Line, and decontaminating equipment and facilities on a frequent basis. We are regularly washing our hands and reducing close contact with each other and residents.

## Where should you go if you have questions?

For any additional questions, concerns, and opportunities to assist the Department, please contact us at 202-673-3320 or email us at [PIO.DCFEMS@dc.gov](mailto:PIO.DCFEMS@dc.gov). For more information on the District's response to COVID-19 please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).