



Town of Milford

AMBULANCE SERVICE

FOR IMMEDIATE RELEASE

What Milford Ambulance Service (MAS) Is doing during the COVID-19 Pandemic

March 25th, 2020

Dear Milford Citizens,

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Director
Milford Ambulance Service
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MAS is actively working to protect the community, our patients and department employees by following the latest Centers for Disease Control (**CDC**) response guidelines. These guidelines dictate screening and assessment tools, use of appropriate protective masks and clothing, and specific cleaning practices.

The ultimate goal for every employee is to have a safe shift and go home in the same condition, if not better than when they arrived. Frequent handwashing and use of hand sanitizer is the priority of the day. These actions will protect our employees from infection during their shift and protect their colleagues, families and friends by not bringing the virus home at the end of their shift. Further, we have increased the number of times per day the ambulances and facility are decontaminated. We have prioritized to decontaminate the most commonly touched surfaces, which are being wiped down twice daily and more frequently as needed.

You can help protect ambulance staff and other emergency service personnel by being forthcoming and honest with dispatchers when requesting an ambulance. 911 dispatchers are asking additional questions pertaining to flu-like symptoms, and the answers to those questions will dictate what protective equipment our staff and other first responders utilize when they come to assist you. When a provider arrives, please follow their directions, including, placing a procedure mask on, which will be provided by MAS personnel (if necessary). Wearing a mask will substantially reduce the spread of droplets by trapping them, which will in turn protect our staff.

Our ambulance staff is irreplaceable, and the stability of our system relies on their good health. The department is monitoring staff for exposure to possible COVID-19 patients and will take appropriate precautions in accordance with **CDC** and State of NH guidelines. Without our staff, an ambulance may not be available for your emergency, regardless if it is or is not related to COVID-19.

By all of us taking these actions and staying home as much as possible, we can reduce the spread of infection and protect one another.

Our doors remain closed as part of social distancing to minimize the spread of COVID-19, however, we are available by phone for business interactions at (603) 249-0610. If you have a medical emergency, please call 911. We would like to thank the ever-growing list of donors, who have generously given various items to the service in this time of need.

Kind Regards,

Eric Schelberg

Eric Schelberg

Director

For additional information on COVID-19, click on the following links:

- NH DHHS COVID-19 website: <https://www.nh.gov/covid19/>
- CDC COVID-19 website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- CDC Information for Healthcare Professionals: <https://www.cdc.gov/coronavirus/2019-nCoV/guidance-hcp.html>
- World Health Organization COVID-19 website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>