TO: YPD Dispatch

FROM: Greg Catania

DATE: 3/13/2020

RE: Sick Person Calls

To assist maintaining accurate information on persons that have or may have COVID – 19, we will begin to transfer all calls involving individuals that report symptoms of the virus and have a positive response to the NHPSAP “COVID 19 Survey Questions Protocol.”

Once you ask the caller the PowerPhone General/Survey, ask the questions outlined in the NHPSAP “COVID 19 Survey Questions Protocol” located at each station.

Do not start a CAD event until it is determined that the person is on campus. If not on campus and in New Haven, follow the 911 transfer below. If the caller is on campus transfer the call to 911 and SPAWN a call off the NHFD med call. Prior to dispatching an officer, inform the on-duty supervisor of the situation.

It is important that the medical call is transferred to NHPSAP. They are responsible for all notifications, which includes AC Campbell.

If the caller is calling from out of town, advise them to hang up and call 911.

To transfer the call:

- Press transfer.
- Dial 911.
- Press connect.

Please be aware these protocols change frequently. I will be in daily contact with NHPSAP to update our procedures.