



# Waukesha County

## Office of the County Executive

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**FOR IMMEDIATE RELEASE**  
Date: Thursday, March 19, 2020

### **WAUKESHA COUNTY 9-1-1 IMPLEMENTS NEW PROCEDURES TO ACCOMMODATE COVID-19 EMERGENCY RESPONSE**

**(WAUKESHA, WI)** – The Waukesha County Communications (WCC) Center is working with Public Health officials and the 9-1-1 Medical Director to implement additional screening tools during call-taking procedures to obtain specific information concerning the Coronavirus Disease 2019 (COVID-19) pandemic. These efforts are in place to mitigate first responder exposure and provide efficient emergency services to Waukesha County residents.

WCC currently utilizes the International Academy of Emergency Dispatch (IAED) Emergency Medical Dispatch protocol for all medical call-taking. Now, WCC will also implement the Emerging Infectious Disease Surveillance (EIDS) tool on every call for service so call-takers can ask two additional questions to identify potential COVID-19 symptoms, as well as whether the patient has had direct close contact with someone diagnosed, as identified by the Center for Disease Control (CDC).

Additional measures have been taken in an effort to protect staff, as essential employees, during the COVID-19 outbreak. The WCC is closed to outside visitors until further notice. All group meetings, trainings, visits, tours, and sit-ins have been indefinitely suspended. We will continue to take all necessary precautions to protect our essential communications staff.

If you have any signs or symptoms of COVID-19 we strongly advise individuals and employees to stay home to limit the spread of the virus.

- Call **911** for **emergencies** that pose immediate risks to health, life, property, or environment
- Visit [www.waukeshacounty.gov/COVID19](http://www.waukeshacounty.gov/COVID19) for local public health information on COVID-19
- Call **211** for **information** for COVID-19 questions about non-serious symptoms
- Call **WCC Non-Emergency** at **262-446-5070** with non-emergent requests for Police/Fire

The Waukesha County Communications center remains responsive to implementing best practice during this pandemic and remains in constant contact with the County Executive's Office and Department of Public Health as information continues to develop.

#### **About the Waukesha County Communications Center**

The Waukesha County Communications Center (WCC) is the largest Public Service Answering Point (PSAP) in Waukesha County. WCC answers 9-1-1 calls for the County, most non-emergency calls, and provides dispatch services for 31 of Waukesha County's 37 municipalities. For more information about WCC, visit <https://www.waukeshacounty.gov/communications>. Follow us on Facebook at <https://www.facebook.com/WaukCoComm/> or Twitter @ [WaukCo911](https://twitter.com/WaukCo911).

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