

Streetsboro Fire Department COVID-19 Information and Guidance



In an effort to protect the general public, our visitors and patients against the spread of coronavirus / COVID-19, the Streetsboro Fire Department has instituted the following precautionary measures:

- For all callers requesting emergency medical service, the dispatcher will ask specific questions to screen for COVID-19. Please answer all questions completely and honestly.
- EMS personnel are taking additional steps using personal protective equipment to protect themselves and our patients. Expect to see our EMS personnel wearing a face mask on all calls. Again, this is to protect our patients as much as it is to protect us. **At the request of the medical facilities, we will not transport patients with a fever to the University Hospitals or Cleveland Clinic emergency centers in Twinsburg.**
- If you feel ill, including having flu-like symptoms, but **do not** have an immediate, life-threatening condition, consider contacting your primary care physician for guidance, or contact the following:
 - o For all questions regarding the coronavirus / COVID-19, you can call the Ohio Department of Health call center at 1-833-4ASKODH (1-833-427-5634) between 9:00 AM and 8PM daily, including weekends. You may also contact the Portage County Health Department weekdays between 8:00 AM and 4:00PM at 330-296-9919.

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- We ask the public to only visit the fire station if absolutely necessary.
 - o For EMS billing, please send your payment in via US Mail or drop your payment into the secure drop box at the back of the fire station. Look for the DROP BOX sign near our back entrance. You may also contact our billing company, LifeForce Management, at 330-626-5450 to make payment arrangements.

- All public education courses at the fire station and in the community are being postponed until further notice.

- Non-critical fire safety inspections and fire protection system tests are postponed until at least mid-April.

- Our residential Lok Box® program continues. Please do not bring your application to the fire station. Call our business line at 330-626-4664 to make arrangements for payment and installation.