

	Normal	Surge	Surge	Depleted Resources	Crisis standards of care
Level	1	2a	2b	3	4
Community disease burden	None/Minimal	Minimal	Minimal	Moderate	Widespread
Call volume	Normal	Normal	Minimal increase	Moderate increase	Significant increase
Staffing	Normal	Minimal impact	Minimal impact	Moderate impact	Severe impact
PPE	<ul style="list-style-type: none"> • N95 • Eye protection • Gowns • Gloves 	Same	Same	Same	Same if available
Dispatch	Normal	<ul style="list-style-type: none"> • Normal except asymptomatic CV19 	<ul style="list-style-type: none"> • Asymptomatic and Mild PUI to PMD or POTS • Consider FRV/staff vehicles to mild PUI • Consider physician FRV • Consider RN in ECC if available 	<ul style="list-style-type: none"> • No response to asymptomatic PUI. Refer to POTS or UC • FRV/staff vehicles to low acuity calls (P3) • Physician FRV • Limit engine response • Telemedicine for P3 • Treat and release minor care • RN in ECC if available 	<ul style="list-style-type: none"> • Respond only to P1 and P2 calls • Telephone advice for P3 calls
PCG changes	None	<ul style="list-style-type: none"> • No nebulizers for PUI • Video 	<ul style="list-style-type: none"> • No nebulizers for PUI • Video intubation 	<ul style="list-style-type: none"> • No nebulizers any patient • Video intubation only. 	<ul style="list-style-type: none"> • No CPAP or BiPAP • Suspension of

		intubation only. No DL	only. No DL <ul style="list-style-type: none"> • CPAP/BiPAP only with HEPA filter • NRB for cardiac arrest 	No DL <ul style="list-style-type: none"> • CPAP/BiPAP only with HEPA filter • Epi and Mag for asthma • No transport of cardiac arrest 	PCGs <ul style="list-style-type: none"> • BLS CPR at scene only
Destination	Normal	<ul style="list-style-type: none"> • Refer asymptomatic PUI to POTS • Consider referring mild PUI to urgent care (UC) or PMD 	<ul style="list-style-type: none"> • Alternative destinations if available 	<ul style="list-style-type: none"> • Urgent cares • Primary care offices • POTS • Alternative destinations if available • Transport closest appropriate facility • Implement no transport guidelines 	Same