



NORCAL Ambulance & COVID-19

As the challenge of managing the COVID-19 pandemic continues to evolve, NORCAL Ambulance wants our partners and patients to know that we are committed to remaining on the front lines to serve our communities.

We are monitoring the situation daily and complying with the CDC and state and local agencies. We've increased our protocols on sanitation in regards to personal health with regular hand-washing and use of PPE (personal protective equipment) where necessary. We have cleaning practices in place for our ambulances, which are sanitized after each transport. In fact, we have gone a step further, recently purchasing 10 hydrogen peroxide defoggers to decontaminate both ambulances and facilities. We are one of the few ambulance companies taking this aggressive approach.

We have implemented a "Fit for Duty" check-in for our patient-care professionals. This is for your safety and ours. Our team members will be taking their temperatures before and after shifts, and providing some general health check information to our medical staff, which is tracking the health of our dedicated EMTs, nurses, and paramedics. We've also implemented an advanced PPE training for infectious disease response.

We will do everything we can to keep NORCAL Ambulance operating as normally as possible for our nearly 600 employees and our partners and patients who need us. As small businesses around the country are closing their doors, we are in the unique position of being allowed to continue our work. We take this responsibility very seriously.

As a healthcare organization, our operations and infrastructure are exempt from shelter-in-place orders issued. We will continue to work to keep our patients and communities safe.