

Email from Deputy Director Jon Studnek 10/15/2020

Good morning,

To echo the operational update video posted on Yammer, I'd like to commend everyone for their outstanding work so far in October and address the challenges you are experiencing in the field. While call volume is still down (10% compared to this time last year), we are seeing a higher workload that I know you all are feeling.

Why?

The increased workload you are experiencing is primarily due to the extraordinary number of individuals we have off the schedule due to isolation, quarantine, sick out and OJI.

For example, on Tuesday we had 14 call outs on top of the 13 we had in isolation or quarantine. We currently have 9 employees isolated because they have contracted COVID, this is our highest number at one time since the start of the pandemic.

It is also important to note that this is not primarily a staffing issue. We currently have 357 full time field employees, 51 part time employees and 39 full time employees in CMED. The staff we have on hand is enough to manage our current demand and we have a new hire class starting next week.

What are we going to do about it?

To mitigate these issues, we are currently working through our staffing contingency plans that were developed at the beginning of the pandemic which include:

- Pairing in advance
- Incentive shifts
- Adding overtime shifts
- Re-deploying assistant supervisors to ambulances
- Utilizing administrative staff
- And we have also mandated overtime on two occasions in the last two weeks, the first time we have had to do so during this pandemic.

To avoid implementing more of these contingencies, which is the last thing we want to happen, there are several things you can do.

What can you do to help?

First and foremost, your priority should be staying healthy.

- Remember to wear your mask in the cab with your partner at all times (we have confirmed cases of crew to crew transmission of COVID)
- Wear your appropriate PPE on all patients throughout the entire call
- Practice social distancing & preventative measures off the clock. Our community is seeing an increase in cases. Do not let your guard down.
- Do not come to work sick!

Your patients need you healthy, and your coworkers need you healthy. With call volume rising, and the upcoming busy holiday season, it has never been more important for you to remain cautious.

Thank you for your commitment to caring for this community and each other, even when it is difficult.