

Kenneth L. Carling
Fire Chief



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Caring People Proud and Prepared to Serve All

VILLAGE OF HILLSIDE
FIRE DEPARTMENT HEADQUARTERS
523 N. Wolf Road
Hillside, IL 60162
ISO CLASS 1

A message from the Hillside Fire Department on the Coronavirus (COVID-19)

With the spread of the Coronavirus (COVID-19) in Illinois, The Hillside Fire Department is taking extra precautions to protect the health and safety of its community members and first responders.

We want to assure you that the Mayor, Elected Officials, Administration, and all the Department members are monitoring the ongoing situation and are working closely with Federal, State and Local healthcare partners. The health and well-being of our community remains our top priority, and we are paying close attention to all relevant threats and recommendations.

The Hillside Fire and Police Departments want to assure our residents, businesses and visitors that the level of service we provide will not diminish due to COVID-19. We will still respond to all your emergencies and needs for assistance. However, due to this ongoing concern, it has forced us to change the ways in which we normally respond to emergency medical calls. This will in no way impact how we respond to our residents, nor delay in responding safely and efficiently to your emergency needs.

When dialing 9-1-1, the dispatcher on the other end of the phone will ask you a series of questions to get a better understanding of your medical needs. These additional questions will help determine whether you or the person you are calling for are experiencing flu-like symptoms. The obtained information will then be relayed to responding emergency units to better prepare them prior to the arrival at your location. Please have patience during this process, as this will not delay sending immediate help.

Additionally, once the ambulance arrives at your home, if you are experiencing flu-like symptoms, you might only see one paramedic enter the house with personal protective equipment (PPE) on while the other paramedic waits outside. Some of our PPE include a mask covering over both our nose and mouth, eye protection, gloves, and possibly a gown. These are standard precautions we normally utilize for anyone exhibiting flu-like symptoms. This is keeping both you and our police and firefighters safe. If you are having flu-like symptoms a surgical mask may be placed on you as a precaution. Normally on any EMS call, the fire engine along with the Police will respond to assist the ambulance crew. They will be on scene but staged outside until it is deemed safe to enter. None of these precautions will hinder your treatment or delay your medical care.

One of our top priorities is to keep our Firefighters/Paramedics healthy and prepared so we continue to respond and help those in need. With that said, the Fire Department is temporarily suspending fire prevention inspections, public education events, along with other non-essential activities. External training classes have also been rescheduled until later in the year as this could expose firefighters and staff to the virus.

We realize that early containment through "social distancing", vigilant hygiene and isolating from those affected is the best way we can protect ourselves and our residents. As a Fire Department, we remain committed to the health and safety of you and your family and will ensure compliance with the latest recommendations set forth by the CDC, Illinois Department of Public Health, and Cook County Department of Public Health.

Please feel free to contact me at any time with your questions or concerns.

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