



# LEA COUNTY COMMUNICATION AUTHORITY

3720 W. College Lane • Hobbs, NM 88242

Phone: 575-397-9265 or 575-396-3611 • Fax: 575-397-9249

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Angela R. Martinez  
Director

## What to expect when calling **911** during the coronavirus pandemic

911 is hoping to keep all first responders safe while they continue to respond to emergency calls in Lea County during the coronavirus pandemic.

Lea County Communication Authority (LCCA) offers these tips while calling 911.

1. As always, only call 911 if you are experiencing an emergency. We don't want to tie up any 911 lines for people that are having a real emergency.
2. If you think you may have COVID-19, call your primary caregiver or clinic, or use one of the hotlines set up right now. Medical facilities want you to call first if you're experiencing COVID-19 symptoms so they can best help you and minimize exposures.

State information- 833-551-0518  
Nor Lea Hospital- 575-396-9090  
Symptoms- 855-600-3453

3. If you do believe you have COVID-19 and need to call 911, keep in mind:
  - The same rules apply, only call 911 in an emergency.
  - Immediately tell the 911 dispatcher you're speaking to that you or someone in your home may have the virus.
  - **Be honest and forthcoming** when the dispatcher asks you a series of questions related to recent travel, or flu-like symptoms. It's important to answer accurately so the responding teams know how best to help you and how best to keep themselves safe.

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4. Meet the responding team outside your home if at all possible. Obviously, depending on the nature of the emergency, this may not always be possible. But if it is, please do so. This helps minimize the potential of exposure to the crews. If they do not need to enter the residence, it's better they remain outside.
5. First responders are not immune to contracting COVID-19, so please continue to exercise social distancing around the crew members and they'll do the best they can to do the same for you. In addition, in order to continue to help minimize exposures, crew members will be taking additional precaution measures to keep everyone as safe as possible. Many people are asymptomatic and do not know they have the virus.

## Doing your part to help in Lea County

- Adhere to the stay-at-home orders – this will help in reducing the call volume and with a call volume reduction, comes less of a potential in exposing responding crews.
- Only take what you need. Items are running out because people are buying more than what they need.
- Support your local businesses and order takeout or delivery.
- Together we can help each other and help slow the spread.

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