



Coronavirus Heroes

A salute to people on the front lines of America's battle with COVID-19

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CORONAVIRUS HEROES | MEDICAL PROFESSIONALS

Doctors and Nurses

Even in normal times, doctors and nurses play a heroic role in saving lives.

Now, however, they are working tirelessly to protect citizens who are susceptible to the COVID-19 virus while working under, in some cases, unthinkable conditions.

WORKING CONDITIONS

Doctors are working under extreme pressure and high risk to save the lives of citizens who are defenseless to the coronavirus. At the same time, many hospitals are short on personal protective equipment — including gloves, masks and gowns — due to high demand during the global outbreak. This means the staff who need to treat patients are more at risk of catching COVID-19 themselves.

Luckily, some people who are sheltered at home and have plenty of time on their hands have found ways to be helpful. By doing a simple Google search, anyone can find the best methods and materials for making basic face masks that are almost as efficient as the factory-made ones.

Coffee or vacuum filters offer more protection than scarves, according to a New York Times article. If the fabric is dense enough to not let light pass through it easily, it is dense enough to help

slow the transmission of viruses.

People have begun to craft these masks, and many donate what they make to their local hospitals for the doctors and nurses to use while treating and testing patients with symptoms of the coronavirus. Others may donate the masks to people who need the extra protection, including elderly neighbors.

If you're interested in donating masks or supplies to your local hospital, make sure to check with the hospital and find out what they need first.

ACCURATE INFORMATION

Another role medical professionals are playing is delivering accurate health information at a time when it is in high demand.

The spread of information online — not all of which is accurate — has created a need for trained medical experts to help journalists and the general public separate fact from fiction.

Many doctors and nurses have stepped up to help individuals and public policy makers decide on the best course of action. Without their science-based input, the pandemic could have been much more deadly.



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THEY NEED SUPPORT

During this time while health care needs in the midst of this pandemic are immense, doctors and nurses need help from the public.

One, we should heed their advice. As more information about the reality of the coronavirus's impact becomes available, Americans should trust doctors and follow their recommendations — whether that is things we can do as a society or what we should do as individuals who may be sick and worried.

Supporting medical professionals may be even

more critical, though, in the aftermath of this pandemic. In many cases, they are dealing with a lack of proper equipment and an overwhelmed medical system, both of which could be improved with proper planning and quick response for future disease outbreaks.

Right now, the best way people can help is by staying healthy. Making homemade masks is fine, but it is much better if those masks aren't needed in the first place.

Following the recommendations of public

health authorities — recommendations that are likely to change over time — is the best way to support the doctors and nurses who are fighting on the front lines of a war on the coronavirus.

The choice to order groceries instead of going out and buying them in person when you have a cough could help slow this pandemic and let our doctors and nurses breathe.

And going forward, they deserve the public's support to make the nation's entire health care system better equipped and prepared.

CORONAVIRUS HEROES | MORE THAN DOCS

Hospital Support Staff

Janitors, technicians and food service staff are just a few examples of the people working behind the scenes of the coronavirus pandemic.

Hospitals around the nation are staying functional and open in part because of these frequently overlooked groups of people.

CLEANING STAFF

Dusting, sweeping, mopping and changing out bed sheets are all normal duties of hospital janitorial personnel. However, with the outbreak of COVID-19 in America, hospital maintenance and cleaning crews have had to step up their game.

An important part of their job is sanitizing every surface in every room the staff visits, and these workers are rising to the occasion.

Hospital housekeepers risk infection every time they walk into a patient's room, whether that patient shows symptoms of the virus or not. Keeping a hospital clean and functional is no easy task and these professionals are keeping up with admirable persistence.

MAINTENANCE WORKERS

The technicians who keep respirators and other essential equipment functional are also indispensable.

Machines that provide life-giving air to those suffering are in high demand, so the technicians who maintain them are of utmost importance.

The workers who specialize in other systems in hospitals are also doing their part to fight this illness. They keep the lights on, the water running, the heaters and air conditioners functioning at their optimal levels and the hospital grounds up to a high standard.

TECHNICIANS AND THERAPISTS

While COVID-19 is showing up everywhere in America, there are patients who are in the hospital for other reasons.

Patients still need physical therapy, dialysis treatments, and other life-saving procedures.

Technicians and therapists continue to carry out and perform invaluable services for their patients while risking exposure to the disease. While it's true elective procedures are on hold at many hospitals, there are many patients who



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benefit greatly from therapy services.

The therapists and technicians who offer those treatments are still showing up every day and helping those who need it. Respiratory therapists are helping COVID patients with breathing problems, but they're not the only ones.

Therapists are also playing a key role in making patients strong and capable enough to safely leave the hospital,

making more beds available when they might be needed the most.

FOOD SERVICE EMPLOYEES

Most hospitals across America have shut down their public cafeterias. Preventing the spread of the coronavirus this way is very important by keeping people from congregating in public eating areas.

However, hospital food services continue to feed and

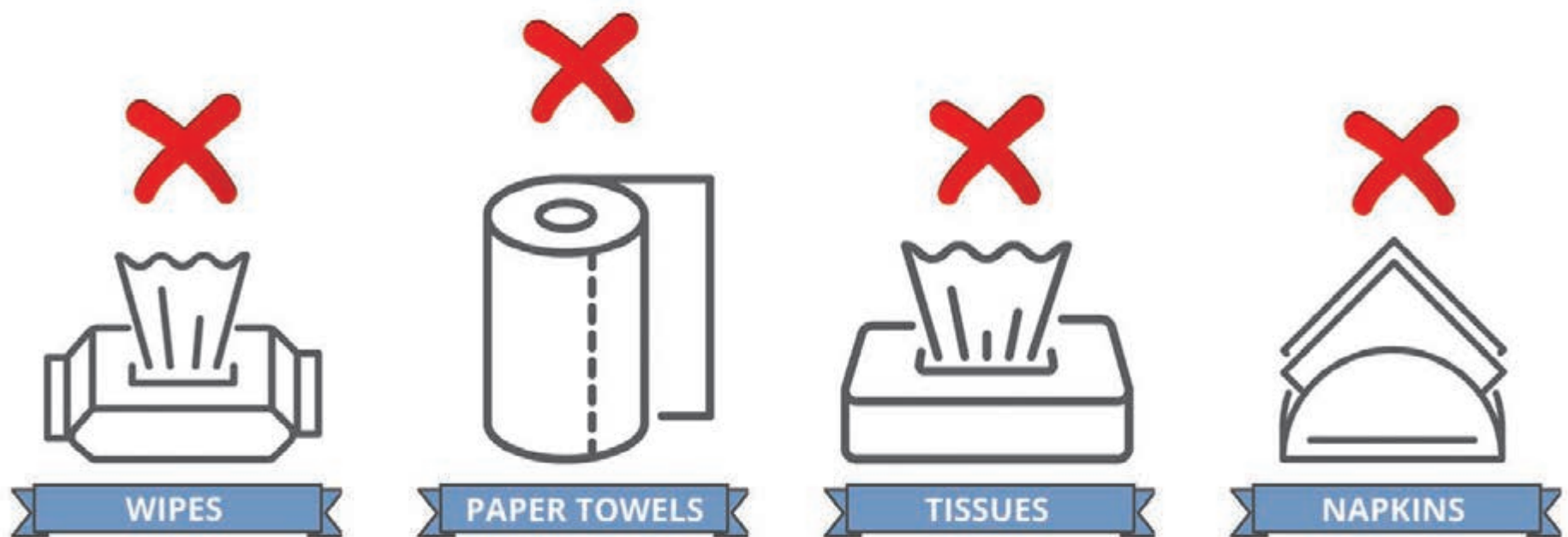
nourish patients under their care. Hospital patients need to eat, and someone has to prepare those meals.

Food service in hospitals continues without a hitch, delivering meals to patients throughout the day. It's a mark of kindness and bravery on the part of all those who continue to provide nutritional meals and do so with a smile. Keeping the spirits up of those who fight off COVID-19 is a rare gift.

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All wipes, napkins, tissues and paper towels belong in the trash can.

Flushing them down the toilet blocks your sewers and creates costly messy repairs.



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Without them, we'd be sitting in the dark, unbearably hot. We wouldn't be able to charge our cell phones, make our morning coffee, educate our children at home or work remotely. When we're safe inside our homes amidst a pandemic, they're braving the elements to keep our local hospitals and essential businesses powered. And when there's an electrical emergency or outage, they are the first responders who work tirelessly to reconnect us.

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CORONAVIRUS

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CORONAVIRUS HEROES | ON THE FRONT LINES

Emergency Medical Technicians



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While people working inside hospitals are clearly playing a heroic role, the first interaction many people have with the health care system happens in their own homes and offices.

Emergency medical technicians (EMTs) are in the middle of it all, out in the community as a first line of defense against a potentially deadly virus.

CHANGING JOB

According to reports in the New York Times, first responders in New York City are playing different roles than their usual routine.

Always a high-stress job with life-or-death consequences and tremendous time pressure, New York's EMTs took on the added task of screening who should and shouldn't go to the hospital in the heat of the coronavirus pandemic.

Some callers even fake symptoms, or exaggerate their conditions, in hopes of getting better care, the newspaper reported.

EMTs now have the uncomfortable role of telling some patients they shouldn't go to the hospital.

RISKY CONDITIONS

While hospitals are known for having sterile, somewhat controlled environments for treating medical conditions, EMTs have to work in the real world.

That means they're dealing with unknown variables.

In addition to working through all kinds of weather and fighting traffic to quickly get to patients, they have to be prepared for the possibility that every person they interact with could potentially be carrying the COVID-19 virus.

They are also dealing with the same supply shortages as hospitals. Personal protective equipment is in high demand all around the globe, and EMTs are forced to make the best of a less-than-ideal situation in many cases.

HAZARD PAY?

United States Treasury Secretary Steven Mnuchin has suggested that coronavirus first-responders deserve hazard pay because of the extraordinary conditions they are working through during the pandemic.

According to EMS1.com, which covers the emergency medical industry, the idea gets a mixed reaction among medical employees.

"Many say the pay isn't necessary, arguing, 'we knew what we signed up for when we climbed onto the rig,' while others note the extraordinary circumstances, contending, 'while the job of paramedics and first responders has its inherent risks, the COVID-19 pandemic is outside the scope of everyday risks,'" an editor's note reads.

DISPATCHERS

While they are not physically on the front lines fighting the coronavirus, the dispatchers who take emergency calls and communicate with first responders are no less impacted during the pandemic.

Calls for emergency services are reaching record levels in many areas. The same calls for regular emergencies continue to come in from car wrecks, heart attacks and other health problems, and the coronavirus only compounds an already stressful job.

The safety of first responders also rests on how well dispatchers communicate. They have to gauge whether a patient has coronavirus symptoms so EMTs can arrive with the right protective equipment. Not only that, but they have to relay accurate information about addresses and other details that can save lives when time is at a premium.

Toho Water Authority (Toho) is Ensuring Reliable Service Throughout COVID-19 Pandemic

Keeping the community and our employees safe

At Toho, we know the vital role we play in keeping our community safe and healthy. We want to remind customers that your tap water is safe and everyone can continue to use and drink water from their tap as usual.

Essential employees, including water utility workers, come into contact with the public in a variety of ways. To abide by CDC best practices and to help flatten the curve, Toho has taken several steps to keep the community and employees safe:

Administration Building Temporarily Closed

Our lobby temporarily closed on March 18, and will remain closed until further notice. Toho is ready and standing by to support our community. Toho encourages customers to utilize our electronic options for conducting business. All services and assistance can be easily taken care of online or over the phone.

What customers can do online: www.tohowater.com

- Pay Your Bill
- Request a Payment Extension
- Ways to Pay

- Start / Stop / Move Service
- Check Current Rates and Fees

What customers can do over the phone: 407-944-5000

- Customer Service Assistance
- Start / Stop / Move Service
- Payments Using Automated Phone System
- Billing Questions
- Water Usage Analysis

Water Utility Disconnects Suspended

Toho understands these are challenging times. That's why we're not disconnecting water for late payments while Florida is in a State of Emergency. If customers need more time to pay their bill, they are encouraged to call our customer service center to discuss payment options that can help.

Toho Assistance Program (TAP)

Toho, in partnership with the Osceola Council on Aging (COA), has the Toho Assistance Program (TAP) to ease financial hardships for customers. TAP helps make bills more manageable for those who qualify. TAP provides assistance

for existing water bills for households with elderly or disabled individuals or families with children under 12 years of age. To apply for the program, customers can call the COA at 407-846-8532, ext. 1265.

Utility Operations

No Reclaimed Water Pressure

The travel restrictions concerning the coronavirus (COVID-19) have greatly diminished the amount of visitors to Toho's western service area. This has led to a decrease in the amount of reclaimed water the treatment plant can produce. Reclaimed water is highly treated wastewater that is used for irrigation and other industrial purposes to help conserve and extend our potable water supplies. The dry conditions have also placed high demands on the reclaimed water supplies.

In order to meet demand, we ask all reclaimed water customers to assist by following their two-day-a-week irrigation schedule and avoid irrigating between 10 a.m. and 4 p.m. For more information on watering days and times, please visit our Ways to Conserve

section on our website at www.tohowater.com.

No Paper Towels or Wipes in the Toilet

Remember, toilets are not trash cans. To avoid sewer blockages and toilet clogs, only toilet paper and human waste should go down toilets. Anything else, including "flushable" wipes, put it in a bag, seal it up and toss it in the trash.

What Our Employees Are Doing

Our utility is a leading employer in supporting telecommuting and virtual assignments for employees. Many employees have transitioned to working from home and continue to support the utility through various virtual collaboration tools. For the safety of our employees and community, a majority of meetings have moved to virtual platforms, and non-essential meetings suspended. For employees whose jobs cannot be performed remotely, several precautionary measures have been implemented, including social distancing, and added personal protective equipment (PPE).



Before social distancing was implemented our facility maintenance teams were already experiencing an increase in wipes, paper towels, tissues and cloths in the sewer systems and machinery. This can lead to blockages and sewer overflows inside homes and the community.

Going Social with Toho

As the pandemic changes, we encourage customers turn to our social media channels to ask water utility-related questions and get regular updates on how we're ensuring the safety of our employees and customers.

Follow us on Facebook: <https://www.facebook.com/Tohowater>

Follow us on Twitter: <https://twitter.com/Tohowater>

As your local water utility provider, we will continue to provide safe and reliable service while we, as a community, get through this together.



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CORONAVIRUS HEROES | KEEPING AMERICA STOCKED

Grocery and Delivery Workers

Among those who are doing their part to keep the economy and Americans afloat are grocers, delivery people, pharmacists and long haul truck drivers. Not only do individuals need these people, but the economy does, too.

GROCCERS

Grocery stores have seen unprecedented floods of people coming in to buy essential items to tide them over during mandatory stay-at-home orders or true quarantine.

They also deal with attempted hoarders who try to buy more than their fair share of items in high demand.

Many grocery retailers have decided to close earlier to help keep shelves stocked for the next day's influx of purchasers. Checkers, stockers, custodians and managerial staff have to face a nervous clientele each and every day and still manage to do so with a positive attitude.

Grocery workers' dedication to keeping their shelves stocked and customers safe makes them heroes of the coronavirus pandemic.

DELIVERY PEOPLE

UberEats, DoorDash, Favor, and grocery-store specific deliverers are just a few examples of the workers who are supplying needed items to the home-bound.

Special care is being utilized by many of these services to keep goods contaminant-free. They're also playing a key role in keeping small businesses afloat, including many restaurants that are only offering delivery and takeout services.

Many people who can eat at home are ordering in to help keep their favorite restaurants in business during this extremely unusual time when dining rooms are closed and the option to eat out is impossible.

Many of us have that favorite restaurant where the ambiance is perfect, the wait staff is wonderful, and we make some of our happiest memories. Delivery people allow consumers to help out in the only way they can to keep those businesses operational during this difficult time.

TRUCK DRIVERS

Toilet paper, medical supplies, groceries and pet supplies are just a few of the items that are brought to Americans by truck drivers.



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There are so many things long-haul and local drivers deliver that are necessary during this pandemic. Truck drivers are making things happen, one drive at a time.

People on social media are recognizing how vital this industry is. There's even been a call for a national long-haul truck driver holiday on Oct. 4, which references the famous radio call "10-4, good buddy."

We owe much to these men and women who keep our grocery stores shelves stocked and our medical personnel supplied with their protective gear.

PHARMACISTS

Where would we be if pharmacies shut down? Nowhere good.

Maintaining the availability of necessary medicines Americans need is one of the

most important jobs during a pandemic.

Pharmacies and their staff are supplying people with their medications throughout this outbreak and deserve much praise.

Pharmacists are also helping to advise those who are suffering with symptoms to know how best to stay safe at home and when to call their physician or go to the emergency department.

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CORONAVIRUS HEROES | INDUSTRY

Manufacturers Retooling

Manufacturers are switching equipment and machines to help make masks, ventilators and other critical supplies to help during the COVID-19 pandemic.

Here is a look at some of the ways American companies are rising to the challenge.

AUTOMOTIVE MANUFACTURERS

With companies shutting down their manufacturing production while their employees are ordered to shelter in place, American automotive factories are changing gears.

General Motors is rallying more than 1,000 workers to scale the production of ventilators at its Kokomo, Indiana, automotive assembly plant.

Ford is partnering with 3M, GE Healthcare and the United Auto Workers to build Power Air-Purifying Respirators (PAPRs). The company is also assembling more than 100,000 plastic face shields per week.

Fiat Chrysler Automobiles is ramping up to produce and donate more than 1 million protective face masks per month, the company says. The maker of Chrysler, Dodge, Ram and Jeep vehicles also is

working with non-profit organizations to provide more than a million meals to school-age children in America.

Foreign auto brands with factories in America are helping in the effort, too. Toyota, for example, is readying to make masks, ventilators and other equipment. It is also offering its manufacturing expertise through its System Support Center and donating supplies to first responders.

OTHER INDUSTRIES

Hanes, a well-known manufacturer of undergarments, has shifted its production lines to create masks for medical personnel.

Gap Inc., which is known for its apparel brands including Gap, Banana Republic and Old Navy, is marshaling resources to help make masks, gowns and scrubs to keep medical workers protected.

Joann Fabrics has donated material to be used by a



GENERAL MOTORS

sewing team at Neiman Marcus, the upscale retailer, in making scrubs for medical workers.

ECHOING HISTORY

For many of these companies, their moves

mirror American wartime history.

During World War II, for example, every major American car manufacturer switched their production to help with the war effort. The same thing is happening with

the war on the coronavirus this year.

As manufacturers use their expertise and machinery in new ways to tackle this public health crisis, they are helping America win a battle against a viral enemy that can't be seen.

Thank You
Restaurant Workers

Thanks to Our Community's
HEALTHCARE PROFESSIONALS

Thank You
Farmers

Thank You
Generous Neighbors

Thanks to Our Community's
EMERGENCY RESPONSE TEAMS

Thank You
Grocery Store Clerks

Thank You
Truck Drivers

Thank You
Garbagemen

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THE LOOP

While many of us have the privilege to stay home and safe amid the COVID-19 outbreak, we should all be grateful to those doing vital work that leaves them exposed. Thank you to all the restaurants and essential shops that remain open and continue to keep our society functioning. Thank you to all the maintenance and cleaning staff that keep these places safe and sanitary. Thank you to all who are showing up, despite the risks and fears!! We couldn't keep going without you.

Thank You

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CORONAVIRUS HEROES | POLICE WORK

Law Enforcement Officers

Law enforcement workers have some of the toughest jobs in America any time, but the difficulties and potential dangers of police work have only gotten more complex in the current pandemic.

Law enforcement authorities have taken on a major role in controlling the spread of COVID-19. Police officers have been under pressure to make sure shelter-in-place laws are being followed while still maintaining good relations with the community.

This means most officers are going to be face-to-face with multiple people in one day who may or may not be carriers of the virus.

Despite the importance of a police officer's job, they largely don't have many extra precautions they can take to protect themselves from catching a virus. In fact, the only defense they have is washing their hands, avoiding touching their face, and keeping a distance of six feet from other people, just like the rest of the population is advised to do. And due to the nature of their job, sometimes they have to be much closer to people than they would like.

This cannot be said enough: police officers are on the front lines, risking their

lives, to protect other United States citizens. They are at risk of getting sick, just like everyone else, but they put others before themselves in order to stop the spread of the coronavirus and keep their communities safe.

The coronavirus is new territory for everyone, but at least doctors and nurses are well-informed on the behavior of the virus. Police officers and other law enforcement workers aren't typically medical experts. Most of them are having to take this situation one step at a time, and they don't have the luxury of staying home and avoiding contact with others.

ROLE CHANGING

Much like every other profession in America has adapted, law enforcement has changed its operations to better suit these trying times.

Some departments are focusing on breaking up small gatherings that pose health risks. Others are changing the way they respond to typical



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service calls to minimize the risk of getting or spreading infections.

According to a CNN report, many police departments are closing their front desks to avoid spreading germs in public places. Some, such as the Syracuse Police Department in New York, have said they will not respond in person to non-urgent calls.

Others are encouraging people to report criminal incidents via online portals. The Arlington County Police Department in Virginia, for example, is encouraging citizens to use its online reporting system for non-violent incidents such as theft, credit card fraud, vandalism or vehicle tampering, according to the CNN report.

STILL SERVING

Even in a pandemic, though, police officers are responding in a way that keeps communities safe and orderly.

If a crime requires an immediate response, or citizens are in danger of imminent harm, it's America's brave and often under-appreciated police officers who will show up, ready to help, as always.

CORONAVIRUS HEROES | ALL OF US

The American Public

Finally, while there are plenty of heroes who are helping in big ways — the pastors comforting grieving families and many people who continue to work in essential professions — one hero is making a major difference: the ordinary citizen.



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Many of the well-known virus-fighting heroes don't have the option to stay home in a pandemic. Doctors, nurses, hospital workers and other medical professionals are working harder than ever.

By following the advice of public health experts, everyone else can help them do their jobs.

SOCIAL DISTANCING

Daily life has changed in communities nationwide with public events canceled and large gatherings prohibited during the coronavirus outbreak.

For those measures to work, everyone has to do their part by allowing America's medical system to

avoid being overloaded at the peak of the infections.

AVOID EXPOSURE

According to the Centers for Disease Control and Prevention, the best way to stop the coronavirus illness is to avoid being exposed in the first place.

As the CDC states, because COVID-19 may be spreading

by people who don't show any symptoms of illness, Americans may unknowingly be spreading the disease every time they go out in public.

Keeping your public outings to a minimum will help slow the virus' circulation.

GUIDELINES

In addition to avoiding close contact with other people when unnecessary, the CDC also has these recommendations that can help us all fight the coronavirus pandemic:

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Cover your mouth and nose with a cloth face cover when around others.

- The cloth face cover is meant to protect other people in case you are infected.

- Do not use a face mask meant for a healthcare worker.

- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

STAYING INFORMED

Finally, one of the best ways to help bring an end to the pandemic is by staying informed with accurate, trusted information.

Look directly to public health officials — not your friends, unknown news sources or social media posts — for up-to-date details about COVID-19 activity in your community.

By paying attention to the public health experts and heeding their warnings and advice, everyday citizens can literally be life-saving heroes.