

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Paramedic Services	Effective Date: April 30, 2019
Topic: 3. Operations Directives	Replaces: May 30, 2010
Subject: 20. Care and Transportation of Disabled Patients	
Policy No. G.3.20.2019	Page 1 of 1

PURPOSE

To ensure patients with physical challenges receive patient care in line with care offered throughout the health system, and consistent with care delivered to all persons.

APPLICATION

Paramedics, Paramedic Superintendents, Senior Managers

PROCEDURE

All Paramedic Services personnel are required to successfully complete the Accessible Customer Service for Emergency Responders online program, and to adhere to the legislative requirements set out for management of disabled persons.

While placement patient properties in a Paramedic Services vehicle is generally avoided as set out in policy, there are instances where the need to allow assistance devices to accompany the patient during transport is done so in the best interest of the patient. Such allowance must ensure consideration of safe storage during transportation.

The exception to Paramedic Services restriction for transportation of animals, exists with Certified Service Animals to accompany patients. This exception is limited to Certified Animals, and approval rests with the attending Paramedic. Where a Certified Service Animal is denied access to the ambulance, the Paramedic Superintendent must be notified, and Incident Reports must be completed detailing the rationale for the decision.

REFERENCE

Manitoulin-Sudbury District Services Board, Paramedic Services Policy for Transportation of Patient Property.

<https://www.ontario.ca/page/accessible-customer-service-policy>