
Manitoulin-Sudbury DSB



PARAMEDIC SERVICES DEPLOYMENT PLAN

(Policy G.1.8.2019)

February 19, 2019 (V6.0)

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INTRODUCTION

Manitoulin-Sudbury District Services Board, Paramedic Services (DSB) has developed this Deployment Plan to provide direction, guidelines and rationale to the Central Ambulance Communications Centres (CACC) who are responsible for paramedic call assignment and balanced emergency coverage within the service's response area. Currently, three CACCs are responsible for the dispatching of Manitoulin-Sudbury DSB, Paramedic Services. These CACCs are located in Sudbury, Sault Ste. Marie and Timmins.

Manitoulin-Sudbury DSB, Paramedic Services is legislatively responsible to have in place a Deployment Plan. This living document will evolve through the development and implementation of strategies designed to meet the needs of the citizens and communities, while operating within physical and fiscal resources of the DSB. As such, items that are subjected to regular change are appended to the Deployment Plan rather than incorporated in the main plan.

The Deployment Plan gives direction to both internal and external personnel, and as such is to be considered a policy for the purpose of adherence. The deployment Plan resides for public consumption on the Manitoulin-Sudbury DSB Website, in the [Paramedic Services Policy Section](#).

REGULATORY CONSIDERATIONS

Ambulance Act, Part III, clause 6 (1) (b):

Every Upper Tier Municipality shall, on or after January 1, 2001, be responsible for ensuring the proper provision of land ambulance services in the municipality in accordance with the needs of persons in the municipality.*

Ambulance Act, Part II

The Minister has the duty and the power(s) to establish, maintain and operate communications services, (Dispatch) alone or in co-operation with others, and to fund such services;

Regulation 257/00 Part VIII, section 23, clause (2);

No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1; O. Reg. 368, s. 1 (1)

****The Response Time Standard Performance Plan for Manitoulin-Sudbury DSB, Paramedic Services is set out as an appendix to this document ([Appendix B](#)).****

Ambulance Service Patient Care and Transportation Standards

It is understood as per the Ontario Ambulance Service Patient Care and Transportation Standards in relation to Patient Transport, that:

Each Emergency Medical Attendant and Paramedic shall:

- a. Ensure that he or she follows every direction or instruction issued by the Ambulance Communication Officer (Dispatch) with respect to assignment of calls to ambulance or emergency response vehicles.*
- b. Ensure that the driver of an ambulance, in which a patient is being transported, shall transport the patient to a facility as directed by a communications officer ordering the movements of the ambulance. In the absence of a direction from a communications officer, the driver will transport the patient to the closest most appropriate health care facility.*
- c. Ensure that each item of equipment transported in an ambulance or Emergency Response Vehicle (ERV) is properly restrained in the ambulance or ERV. (MOHLTC Ambulance Service Patient Care and Transportation Standards)*

* It is important to consider that while the Act references "Upper Tier Municipalities" (UTMs), in most of Northern Ontario, there are no UTMs, therefore the term, for purposes of the Ambulance Act, is interchangeable with the term "District Services Boards" (DSB).

AGENCY RESPONSIBILITIES

MANITOULIN-SUDBURY DSB RESPONSIBILITIES

Manitoulin-Sudbury DSB, Paramedic Superintendents are responsible to monitor balanced emergency coverage and to work cooperatively with the Central Ambulance Communication Centre (CACC) Supervisor or Team Lead to manage deployment issues of immediate concern, including late or missed meal periods. The Paramedic Superintendent shall notify the appropriate CACC of any known or anticipated changes in resource deployment or availability. Once notified of these changes, it is required for the CACC to modify booking practices to reflect the revised deployment resource levels.

Paramedic Mobilization (chute) Times – on-site

Emergency Calls (Priority 3 and 4) two minutes (00:02:00)
Non-Urgent Calls (Priority 1, 2 and 8) five minutes (00:05:00)

Paramedic Mobilization (chute) Times – on-call

Emergency Calls (Priority 3 and 4) ten minutes (00:10:00)

In the event of any variance to the established mobilization times, the CACC shall immediately notify the Paramedic Superintendent via telephone.

Paramedic Return to Readiness

Paramedics shall be responsible to immediately return their status to response ready following transfer of care. The process is described in this document, and captured in Manitoulin-Sudbury DSB, Paramedic Services Policy G.3.01.2019

Ambulance Offload Delay (AOD)

An ambulance offload delay (AOD) is defined by Paramedic Services as any incident where a patient can not be immediately accepted by the receiving facility. [AOD Mitigation Protocols](#) are set out throughout this document.

CENTRAL AMBULANCE COMMUNICATION CENTRE (CACC) RESPONSIBILITIES

The Ministry of Health and Long-Term Care (MOHLTC) is responsible for the three Central Ambulance Communications Centres; Sudbury CACC, Sault Ste. Marie CACC and Timmins CACC, which are legislatively accountable for Manitoulin-Sudbury DSB, Paramedic Services vehicle assignments and coverage. Manitoulin-Sudbury DSB expects CACC adherence with this Deployment Plan as required under Provincial policy.

CACC staff will ensure appropriate resource availability for emergency response within the Manitoulin-Sudbury DSB catchment area as set out in this Deployment Plan.

In order to meet these responsibilities, Paramedic Services expects that CACC Ambulance Communication Officers (CACC ACO's) will have a fulsome working knowledge of the Manitoulin-Sudbury DSB, Paramedic Services vehicle staffing patterns, minimum coverage levels, and assignment provisions pertaining to all aspects of the Manitoulin-Sudbury DSB, Paramedic Services Deployment Plan.

BASE HOSPITAL PROGRAM RESPONSIBILITIES

Manitoulin-Sudbury DSB, Paramedic Services certification and medical oversight falls under the purview and direction of the Health Science North Centre for Pre-Hospital Care.

LEVEL OF CARE PROVISION

Manitoulin-Sudbury DSB, Paramedic Services will provide Primary Care Paramedic (PCP) staffing at all bases whenever possible. This will be achieved in accordance with the staffing pattern set out in this Deployment Plan. Paramedic Services will be responsible to ensure all personnel are compliant with Regulations. Additionally, Paramedic Services will ensure each Paramedic has, prior to deployment, obtained and maintains requisite ALSPCS certification with the Regional Base Hospital Program.

SHIFT MANAGEMENT

START OF SHIFT

Paramedics should not require any more than twenty (20) minutes to complete vehicle/equipment inspections, and radio communications checks. If Paramedics require more than twenty (20) minutes for start of shift activities, they are required to notify the CACC ACO and the Paramedic Superintendent to explain the delay.

If any vehicle/equipment check is interrupted by an approved response (Priority 3, 4, 8), the Paramedics shall respond without delay and provide a level of care consistent with any physical resource limitations. If Paramedics are missing equipment necessary to provide essential care or transport of the patient, they shall request Paramedic backup. The CACC ACO shall dispatch Paramedics and reinstate balanced emergency coverage as required.

Any missing equipment that impacted on patient care shall be documented by way of an Incident Report that shall be submitted in accordance with the established process.

ON-CALL TO ON-SITE TRANSITION

All Paramedics are subject to emergency call assignments (Priority 3 & 4) while on duty; however:

- Priority 3 scene call assignments will be held by the CACC ACO for up to fifteen (15) minutes to allow for the start of a new shift, or for the change of Paramedic shift status from “on-call” to “on-site”.
- Priority 3 interfacility call assignments will be held for up to 6 hours to allow for the start of a new shift, for the change of Paramedic shift status from “on-call” to “on-site”, or assignment of non-fatigued Paramedics. Such delays require Paramedic Superintendent approval.
- Priority 1 nonurgent scene calls will be held for up to one hour to allow for “on-site” Paramedics to respond. An “on-call” resource shall only be assigned where there is no reasonable likelihood for “on-site” Paramedics to become available to respond and arrive scene within one hour. Assignment of an “on-call” resource to a nonurgent scene call requires prior Paramedic Superintendent approval.
- Priority 1 interfacility calls will not be assigned to any “on-call” Paramedics.

END OF SHIFT ACTIVITIES

All Paramedics are subject to emergency call assignments (Priority 3 and 4) while on duty; however,

- Priority 3 scene calls may be held by the CACC ACO for up to 15 minutes to allow for either start of a new Paramedic shift.
- Priority 3 interfacility calls will be held for up to 6 hours to allow for maintenance of emergency coverage, start of shift, or assignment of a non-fatigued Paramedics. Such delays require Paramedic Superintendent approval.

Manitoulin-Sudbury DSB Paramedics are expected to complete transfer of care (TOC) at the receiving facility, and immediately prepare to clear for emergency coverage in their deployment community. The return to readiness process is set out in this document and policy. Paramedics will confirm with the CACC ACO, prior to departing the facility, if any patients are immediately ready for repatriation. If patients are not immediately ready for repatriation, the ACO shall not hold paramedics away from the deployment community. Once cleared from the destination location by the ACO, Paramedics will immediately depart.

In the rare instance of a Priority 8 balanced coverage assignment, Paramedics shall be cleared to return to their deployment station, allowing them travel time to their station and 30 minutes to complete end of shift activities. Any variance to this direction requires prior approval from the Paramedic Superintendent.

Manitoulin-Sudbury DSB Paramedics shall not be assigned nonurgent activities that will likely result in shift extension.

CREW CHANGES DURING A CALL

Manitoulin-Sudbury DSB Paramedics are authorized to complete a crew change while transporting a patient, where authorized by CACC and in compliance with the procedure listed below.

Crew changes are permissible under the following conditions:

- If the most direct route to destination is within 2 km of the station.
- If the change is expected to occur after the start time of the receiving paramedics.
- Where the patient transporting acuity is assessed as a CTAS 3, 4, or 5.
- Where the patient, or legal guardian has verbally agreed to the change.
- Where the CACC ACO has authorized the change.
- Where the change does not require the splitting of the crew.

The patient shall not be left unattended during the crew change, and the crew change shall not last more than five (5) minutes.

The patient's (or legal guardian's) specific concurrence must be documented in the remarks section of the Ambulance Call Report.

Should the CACC ACO not authorize the crew change, Paramedics shall not challenge the decision. The Paramedic may choose to request follow up with the Paramedic Superintendent following completion of the call.

PARAMEDIC SAFETY

The safety of Manitoulin-Sudbury DSB Paramedics remains the highest priority during any response. Policy and Procedure [G.8.5.8](#) provides guidelines regarding the notification of Police for assistance, and actions to take to provide for the safety of ambulance personnel.

RESPONSE PROCESS

Provincial direction prevents CACC personnel from directing Paramedics to stage on any response unless a Police Service has identified an immediate threat and has requested such a staged response. Where the Police Service has requested a staged response, the CACC ACO shall confirm a preferred staging location and shall communicate that location and direction to Paramedics.

If the CACC becomes aware of any hazard or unusual situation, the information will be communicated to responding Paramedics on a tactical frequency. The CACC ACO shall disclose all call information to assist the responding Paramedics in determining threat assessment. Paramedics shall remain on the tactical frequency for the duration of the incident or until directed to switch channels by the CACC ACO.

CACC shall notify the Paramedic Superintendent of the incident, and they shall monitor the established frequency.

Responding Paramedics will use the information provided by the CACC ACO to assist in making a determination threat validity and shall request assistance from allied emergency services personnel/agencies if necessary and shall confirm the need for a staged scene.

SCENE ARRIVAL

In all cases, Paramedics shall position their vehicle in a safe manner and in proximity to the patient point of contact. Paramedics shall perform an environmental assessment for conditions impacting safety. Additionally, Paramedics shall identify routes of entry and egress.

Where a scene has been assessed as unsafe by Paramedics, they shall tactically disengage from the scene, identify a safe staging area, and communicate information to CACC. The CACC ACO shall report an exact ETA of Police Services. Paramedics will coordinate patient care with Police Officers.

WHILE ON SCENE

Paramedics will radio the CACC ACO upon patient contact, and when scene security has been confirmed. They shall communicate the CTAS on contact and security status. In the event that the Paramedics fail to contact the CACC within five (5) minutes of arrival at scene, the CACC ACO shall establish contact with the Paramedics via portable radio.

In the event that the CACC ACO cannot establish communication with the Paramedics, the CACC ACO shall:

- Place a telephone call to the call-back number.
- If unsuccessful, the CACC ACO will immediately notify the Police Communications Centre and the Paramedic Superintendent to direct a Police Service response.

When Paramedics require Police assistance, this can be facilitated through use of the 10 code. There are only two approved codes for Police assistance:

- 10-200 code is to be used when routine Police assistance is required for attendance at routine scenes. In these events, Paramedics will detail the rationale with CACC.
- 10-2000 code, or activation of the emergency button on Paramedic radios shall only be used when Police assistance is required to address for paramedic safety. In these events, no rationale will be expected.

Paramedics will utilize the emergency alarm button as defined by FleetNet local operating procedures “real activation of emergency alarm button”, to identify an immediate threat to safety. Police Communications will be notified by the CACC ACO without delay. The exact ETA for Police Services shall be established by the CACC ACO and communicated to Paramedics. The Paramedic Superintendent will be immediately notified and respond to all emergency button activations where not immediately cleared.

PARAMEDIC SUPERINTENDENT NOTIFICATION

When a known or suspected threat to responder safety has been confirmed, the CACC ACO shall contact the Manitoulin-Sudbury DSB Paramedic Superintendent. The Paramedic Superintendent shall immediately monitor the event and respond. Where the Paramedic Superintendent is unable to monitor the alternate frequency for an incident update, the CACC ACO will patch the Paramedic Superintendent through to the appropriate radio frequency via phone patch.

Additionally, the Paramedic Superintendent shall be notified by the CACC ACO of the following:

- When emergency coverage is below the minimum acceptable level set out in this plan.
- When any interfacility request would cause emergency coverage to be below the acceptable level as set out in this plan, or any time a nonurgent interfacility call is being booked.
- Prior to the assignment of any Paramedics to a nonurgent interfacility call that requires Paramedics to leave their deployment community.
- When a sending facility does not agree to supply a medical escort.
- When an approved nonurgent transfer has been delayed greater than one (1) hour over the promised pick up time.
- Any Ambulance Off Load Delay (AOD).
- Incidents involving a Manitoulin-Sudbury DSB employee (including but not limited to employee injury).
- Any response involving 3 or more transporting ambulances, or when there is an incident involving 4 or more patients, ([MCI Response](#)).
- Any CBRNE incidents (chemical, biological, radiological, nuclear, environmental), or any evacuation of any facility, bomb threat, hostage situation, armed standoff.
- When there is critical equipment and or vehicle failure.
- Incidents where access to a patient is likely to be delayed or a remote response.
- Delayed on-scene times of more than forty-five (45) minutes.
- When there is a collision involving a Manitoulin-Sudbury DSB, Paramedic Services vehicle.
- Manitoulin-Sudbury DSB, Paramedic Services vehicle breakdown.
- When any Paramedics are likely to work two or more hours of shift extension.
- Multiple page outs for any on-call Paramedics during any on-call period.

MEAL PERIODS

Manitoulin-Sudbury DSB Paramedics are contractually entitled to one thirty (30) minute meal break during their shift. The meal break period schedule is set out in [Appendix C](#) of this document and the Collective Agreement.

- CACC will not assign Manitoulin-Sudbury DSB Paramedics to any Priority 1 or 2 call, or any Priority 3 interfacility requests during their meal period.
- The CACC ACO shall hold all Priority 3 scene calls for up to 15 minutes to allow for completion of a meal break.
- Any Paramedics who wishes to become mobile from their station for the purpose of purchasing their meal must arrange with CACC. The Paramedics will be deemed to be on their meal break as set out in the [Appendix C](#) of this document .
- Should CACC assign any Priority 1, Priority 2 or Priority 3 interfacility request to any Paramedics while on their meal period, the Paramedics must advise the CACC ACO of their meal status.
- Where Paramedics are at their base the CACC ACO will presume that they are on their meal period at the start time indicated below and shall not advise the Paramedics of the meal period start.
- If a long distance Priority 1, 2, or 3 interfacility transfer (out of the deployed community) is expected to include the entire established meal period as transportation time, the CACC ACO shall assign Paramedics an early meal period in advance of the call assignment. The call shall be delayed for 30 minutes to allow for the early break. This language will apply primarily to stations greater than 150 km from the destination facility.
- Where Paramedics have not completed their meal period within 6.5 hours of their shift start time, they must notify the Paramedic Superintendent to resolve the issue.

STANDBY LOCATIONS

Manitoulin-Sudbury DSB, Paramedic Services does not regularly utilize standby assignment for area coverage, however where a coverage standby is deemed necessary in accordance with this plan, the duration of a Priority 8 standby should not exceed two (2) hours unless the standby location is one of the Paramedic Services stations.

When any standby location does not have washroom facilities for the Paramedics to use, the CACC ACO and the Paramedics will decide on an appropriate relocation for a washroom break (up to 15 minutes). If deemed necessary, the Paramedics will be repositioned at the original standby location following the 15 minute break.

ALTERNATE BREAK LOCATIONS

| <u>Location</u> | <u>Alternate Break Location</u> |
|------------------------|--|
| Moore's Corner | M'Chigeeng (Little Current or Mindemoya Base at night) |
| Manitowaning | Wikwemikong Base |

ALLIED AGENCY RESPONSE

Incidents may arise where a response request for service overwhelms the resources of Manitoulin-Sudbury, DSB Paramedic Services. Examples include but are not limited to mass casualty incidents (MCI), significant call volumes, remote response incidents.

Where additional specialized resources such as the Greater Sudbury Emergency Services Remote Response Unit or ESU, an OPP vessel, or Search and Rescue, CACC and the Paramedic Superintendent will work with the allied agency counterpart to determine resource requirements, staffing levels, etc. Allied responses are based upon their available resources. Specific processes for [Allied Agency](#) response are captured later in this document, and Tiered Response details are located in [Appendix D](#).

MUTUAL AID WITH NEIGHBOURING PARAMEDIC SERVICES

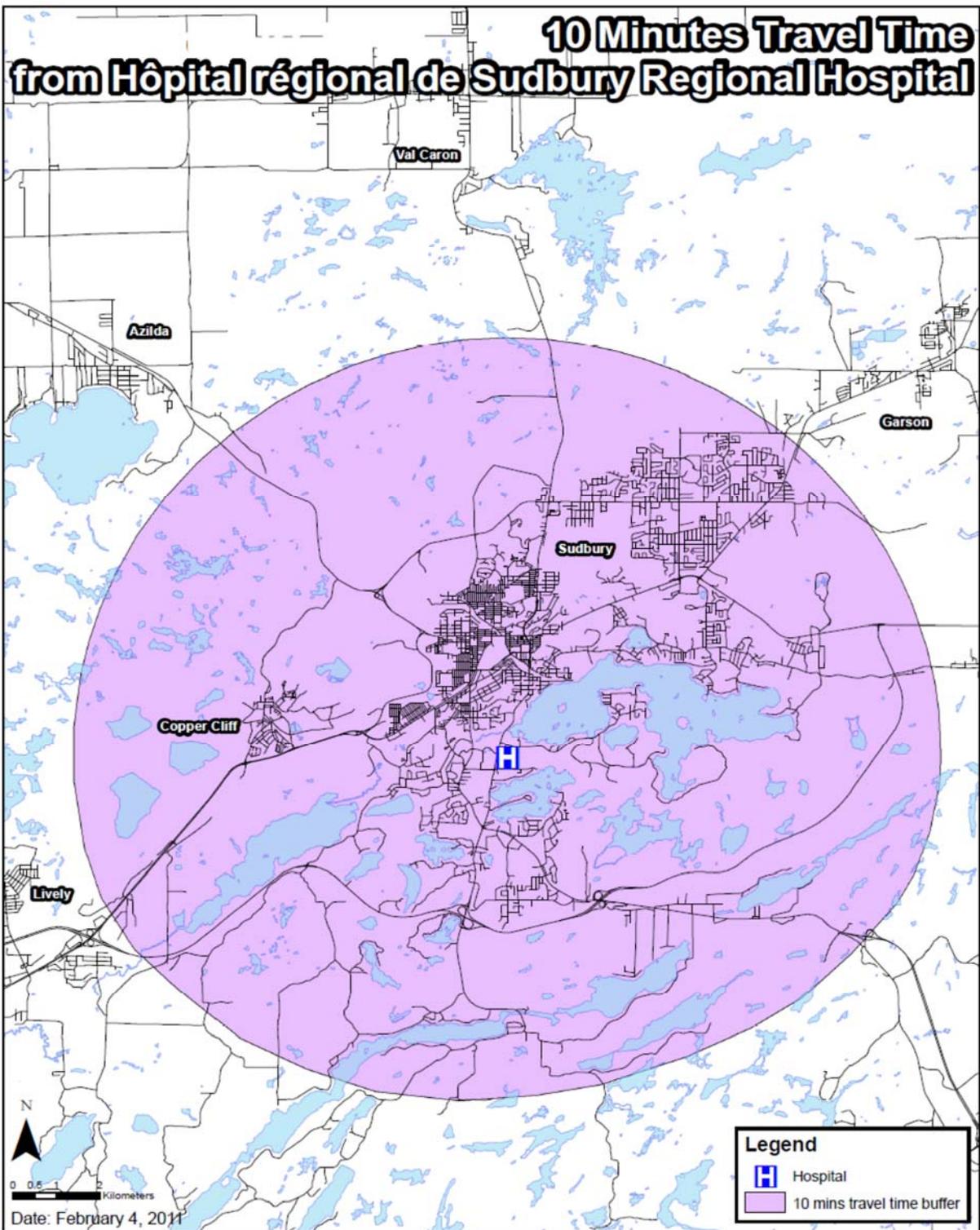
Where Manitoulin-Sudbury DSB, Paramedic Services assistance is sought by neighbouring municipalities, the CACC ACO will facilitate communication between the Paramedic Superintendent. The request will be managed based upon DSB capacity. CACC staff shall assist in the tactical operationalization of any plan.

ADVANCED CARE PARAMEDIC INTERCEPT/RENDEZVOUS

Where Manitoulin-Sudbury DSB, Paramedics identifies potential patient benefit from ACP intervention, the Paramedics may request the CACC arrange for a CGS ACP to intercept with the DSB Paramedics, in order to assume care of the patient. Prior to the CACC ACO assigning an ACP unit to intercept the following criteria shall be confirmed:

- The DSB PCP unit must be transporting Priority 4, CTAS 1 or CTAS 2.
- The intercept must take place more than ten (10) minutes from the destination hospital.
- The destination hospital must be in the City of Greater Sudbury.
- The intercept shall not delay transport or alter the most appropriate route.
- There are immediately available ACP resources.

In order to minimize delays, intercepts must follow established Rendezvous processes (including crew to crew patch). The Manitoulin-Sudbury DSB Paramedics will be expected to drive the City of Greater Sudbury vehicle to the destination hospital, and the Greater Sudbury vehicle will be considered “out of service”.



An ACP intercept/rendezvous will take place in a safe and mutually convenient location. In the interest of Paramedics and patient safety, intercept locations will be coordinated between the responding units and CACC.

Potential intercept locations are found in the table below. It is understood that other safe intercept locations may be arranged; however, transferring care on the shoulder of the road should be avoided. Unnecessary delays during transport will not occur.

| Suggested ACP INTERCEPT LOCATIONS | |
|--|------------------------------|
| Northern Route into Sudbury - Hwy 144: | |
| The Watershed | Hwy 144 North |
| Halfway Lake Provincial Park | Hwy 144 North |
| Cartier MTO Yard | Hwy 144 North |
| Windy Lake Motel | Hwy 144 North |
| Dowling ES Station | Hwy 144 North |
| Chelmsford ES Station | Hwy 144 North |
| Southern Route into Sudbury - Hwy 69 South: | |
| French River Trading Post | Hwy 69 South |
| Rudder MTO Yard | Hwy 69 South |
| Burwash Weigh Station | Hwy 69 South |
| Cedar Chuckwagon – Estaire | Hwy 69 South |
| Western Route into Sudbury - Hwy 17 West: | |
| Busy Bee Restaurant (Closed) | Nairn Centre - Hwy 17 West |
| Greater Sudbury Information Centre | Hwy 17 West |
| Blueberry Gas Station (Closed) | Hwy 17 & Fairbanks Lake Road |
| Eastern Route into Sudbury - Hwy 17 East: | |
| Hagar Station | Hwy 17 East |
| Markstay Entrance | Hwy 17 East |
| Pioneer Gas Station - Wahnapiatae | Hwy 17 East |

AIR AMBULANCE INTERCEPT/RELAY

The utilization of the Ornge Air Ambulance helicopter remains an option for improved patient care and expedited transport of patients who meet the inclusion criteria as set out in the current Air Ambulance Utilization Standard, and as amended by the MOHLTC from time to time.

The CACC ACO shall notify the Ornge OCC with a request for a scene response where:

- Response time for Manitoulin-Sudbury DSB Paramedics is greater than thirty minutes, or
- where the transport time to hospital is greater than thirty minutes,
- and where the initial call details meet the MOHLTC inclusion criteria as an Obvious and Immediate Threat (OIT).
- Additionally, each paramedic has the authority to request an air ambulance response should they believe that the patient would benefit from air ambulance care and transport.

The CACC ACO shall notify Ornge OCC of such a request immediately upon receipt.

Where an on scene landing is not obviously available based upon information from a caller, or as a result of night operation limitations, the CACC ACO shall work with the OCC and responding paramedics to determine if an intercept at an acceptable location can be effected. The decision to respond will fall solely under the purview of Ornge.

Upon patient assessment, where Manitoulin-Sudbury DSB Paramedics confirm that the patient meets the inclusion criteria as set out under the Field Trauma Triage Guidelines, and transport distances meet guidelines, and the air ambulance helicopter arrival is not imminent, a modified response request shall be confirmed with Ornge OCC by the CACC ACO.

In instances where Manitoulin-Sudbury DSB Paramedics determine that their patient acuity is a CTAS 3, 4 and 5 or where the patient location is not remote, paramedics shall cancel the air ambulance.

INTERFACILITY RELAY VS. RENDEZVOUS PROTOCOL

A rendezvous is defined as an exchange of Paramedic personnel within our service, leaving the patient in the same vehicle. A relay is the exchange of a patient between two (2) Paramedic Services vehicles. The rendezvous process will be utilized across the Hwy 101 corridor 24/7, while utilization in other areas will be managed as deemed necessary.

A mitigation strategy to prevent loss of emergency coverage may include the rendezvous procedure for Priority 1, 2 and 3 long distance interfacility transfers,

and for Priority 4 long distance interfacility patients, following Paramedic Superintendent approval.

The Paramedic Superintendent decision to authorize Priority 4 interfacility distance transfer rendezvous shall:

- a) Ensure no compromised patient care,
- b) Ensure no impact on Paramedics safety
- c) Minimize the impact on balanced emergency coverage
- d) Ensure the Paramedics are engaged in the process

The CACC ACO will facilitate patching between the Paramedics to minimize delays. Paramedics shall complete a rendezvous in a safe location and shall ensure all Paramedics personal belonging are transferred to the new Ambulance vehicle. All vehicle assigned equipment shall remain with its designated vehicle.

STEMI BYPASS

Manitoulin-Sudbury DSB, Paramedic Services is collaboratively engaged with Health Sciences North (HSN) with respect to bypassing of patients diagnosed by Paramedics with ST Elevation Myocardial Infarction (STEMI), from the community to the Cardiac Catheterization Laboratory at HSN. The process for management of STEMI patients is captured in Manitoulin-Sudbury DSB, Paramedic Services [Policy G.4.13](#) and in the Ontario Basic Life Support Patient Care Standards ([BLSPCS](#)) as amended from time to time.

The CACC ACO will assist Paramedics in securing the destination notification and preparation through immediate telephone contact into the Cath Lab, or destination Emergency Department (ED). This communication will be confirmed with Paramedics.

Where transportation to a Cath lab available for STEMI designation can't be facilitated within the established timelines, Paramedics will transport to the closest appropriate ED, or may opt to arrange for [Air Ambulance Intercept](#).

ACUTE STROKE BYPASS

Manitoulin-Sudbury DSB, Paramedic Services are party to the Provincial Stroke Bypass system that is managed through the Acute Stroke Protocol within the [BLSPCS](#) as amended from time to time. CACC ACO personnel will assist Paramedics in facilitating transportation to the appropriate centre.

The following destination Stroke Centres are utilized by DSB Paramedics:

- Timmins and District Hospital
 - Gogama, north of the Watershed
 - Foleyet

- Chapleau
- Health Sciences North, Sudbury
 - LaCloche Area
 - Manitoulin Areas, east of Evansville, and north of Highways 6 and 542.
 - French River
 - Markstay-Warren
 - Killarney

The areas on Manitoulin Island that are outside of the current Acute Stroke Bypass transport boundaries will require patients presenting with stroke symptoms to be transported to the closest ED, or initiate [Air Ambulance Intercept](#).

TRAUMA BYPASS

Manitoulin-Sudbury DSB, Paramedic Services manage transportation of trauma patients in accordance with the [BLSPCS](#) and Field Trauma Triage Guidelines. Where patients meet the trauma inclusion criteria, as set out in the legislation, Paramedics will bypass local ED locations in favour of the Lead Trauma Hospital (LTH), specifically Health Science North (HSN), in Sudbury.

Geofencing for any decision to transport trauma patients to HSN will include areas from Nairn Centre, from the Watershed, and all areas in Sudbury east. Transport from areas to the west of Nairn Centre, and beyond the Watershed will be to the closest appropriate ED.

CACC ACOs will assist Paramedics by facilitating notification and patching with the Lead Trauma Hospital when a decision has been made by Paramedics that any patient meets the clinical and transportation criteria for trauma bypass.

INTERFACILITY RESOURCE UTILIZATION

SCHEDULED AND NONURGENT TRANSFERS

The evolution of regionalized health care has resulted in the increased requirement to have patients travel to tertiary care/diagnostic centres in larger communities. Nonurgent transfers impact on emergency response capacity and response times. Over the last number of years, mitigation strategies have been put in place to manage the transportation of nonurgent patients for diagnostic care, or for interventions not available in smaller communities. The use of Paramedics for nonurgent transportation of patients is challenged in the [Ambulance Act 1\(1\)](#).

Manitoulin–Sudbury DSB Paramedic Services shall complete nonurgent interfacility transfers as assigned; however, CACCs shall only assign such nonurgent interfacility transfers:

- From 0800 to 1400 hours from Monday to Friday, exclusive of statutory holidays; and
- Where prior Paramedic Superintendent approval has been received; and
- Where such assignment does not compromise emergency coverage; and
- Where any nonurgent transfer will not result in shift overrun/OT; and
- Where such assignment would not present a potential risk to Paramedics, escorts and patients caused by road closures, inclement weather, or construction.

Where any nonurgent transfer requires that paramedics leave their deployment community, transfers will be assigned as follows:

- Maximum of one vehicle in the Northern area can be engaged in a nonurgent transfer, at any time, ensuring established limitations are followed.
- Maximum of one vehicle in LaCloche/Manitoulin area can be engaged in a nonurgent transfer, at any time, ensuring established limitations are followed.
- Maximum of one vehicle in the Sudbury East area can be engaged in a nonurgent transfer, at any time, ensuring established limitations are followed.

In the event that additional requests are received, and the patients' conditions are suitable, multiple patients may be transported in one vehicle. This will be managed in accordance with the [Multiple Patient Transfers](#) section of this document. Nonurgent transfers within a community may be assigned, where established limitations are followed.

Paramedics will not be assigned repatriation of any patient where they must travel to another community to pick up the patient, or where the patient's destination community is not the Paramedics deployment community.

PRIORITY 3 AND 4 INTERFACILITY TRANSFERS

The distances involved in transfer of patients from facilities in the Manitoulin-Sudbury DSB, Paramedic Services presents a particular challenge for emergency response capacity and coverage. The following strategy will be used to mitigate impact on communities:

- Priority 3 or 4 interfacility request for service shall be forwarded to Ornge OCC by the CACC.
- Priority 3 or 4 interfacility transfers will only be assigned to Manitoulin-Sudbury DSB, Paramedic Services where Ornge has declined the request.
- Where a Priority 3 interfacility transfer would result in the compromise of minimum emergency coverage, a maximum delay of 6 hours is permissible to establish emergency coverage.
- Where a Priority 3 interfacility transfer would result in a shift overrun, a maximum delay of 6 hours is permissible to facilitate assignment of a non-fatigued Paramedics, to ensure compliance with [Occupational Health and Safety requirements](#).
- Paramedic Superintendent approval to delay Priority 3 interfacility transfers is required.
- Where the call assignment is urgent, or emergent, and where the assessed transport priority has been determined by both Paramedics as nonurgent, the Paramedics will advise CACC of their transport priority prior to loading. The CACC ACO will notify the Paramedic Superintendent and will consider redeployment of the Paramedics for balance emergency coverage.

DIAGNOSTIC DEPARTMENT NOTIFICATION

Manitoulin-Sudbury DSB, Paramedic Services may be utilized to facilitate transfer of patients for diagnostic testing. In order to ensure both system efficiency emergency coverage, the following notification process shall be followed:

- Paramedics shall contact CACC when departing the sending facility to confirm their estimated time of arrival (ETA) at the receiving facility.
- The CACC ACO shall contact the specific department within the facility to communicate the ETA.
- Paramedics shall contact CACC when 25 minutes from the receiving facility to confirm their ETA. The specific locations are as follows:
 - Hwy 101 and Hwy 144 is 25 minutes from TDH.
 - Hwy 17 west at Municipal Rd 4 is 25 minutes from HSN.
 - Hwy 69 south at the Killarney exit is 25 minutes from HSN.
 - Hwy 17 east at Markstay is 25 minutes from HSN.
- The CACC ACO shall contact the receiving department to communicate with the updated ETA.

MEDICAL ESCORTS

The following direction, with respect to the provision of medical escorts from any sending facility, shall apply to all interfacility transportation involving Manitoulin-Sudbury DSB, Paramedic Services.

- When booking interfacility transfers the CACC ACO shall confirm the requirement of a medical escort for each patient travelling to the destination, unless both patients are travelling to the same department and the escort is responsibility for both patients.
- Patients being admitted to a floor with a confirmed bed (HSN - Bed Allocation) may be transported without an escort provided that patient care is within the Paramedic's scope of practice. The exception to this direction remains mental health patients who have been placed on an MOHLTC Form. In all instances, such patients will require a medical escort from the sending facility or designate.
- Should the sending facility decline to provide medical escorts, the CACC ACO will immediately notify the Paramedic Superintendent. The Paramedic Superintendent will mitigate the issue with the sending facility staff.
- Absent of a confirmed medical escort, Paramedics shall not be assigned to the call.
- Manitoulin-Sudbury DSB, Paramedic Services will not normally up-staff to complete transfers, an exception to this rule requires approval from Paramedic Superintendent.

REPATRIATION OF PATIENTS

Once any patient has been transferred from the Paramedic Services stretcher (TOC), CACC shall clear Paramedics to return to their community for emergency coverage. The Paramedics will, prior to departure, complete all patient documentation and ensure response readiness in accordance with the Return to Readiness Policy. Prior to departing the facility, Paramedics will confirm with the medical escort and CACC that the patient is not imminently ready for repatriation. On average, return to readiness will take no longer than 30 minutes.

RETURN TO READINESS AT RECIEVING FACILITY

In order to allow Paramedic resources to return to their deployment communities as soon as possible, Manitoulin-Sudbury DSB Paramedics will notify the CACC ACO, via portable radio (telephone where the portable radio is not functional), as soon as their stretcher has been cleared. This notification is captured by the CACC as the Transfer of Care (TOC) Time. Direction is captured in Manitoulin-Sudbury DSB, Paramedic Services Policy

Restocking and cleaning of vehicle and equipment, and completion of all documentation should be complete within 30 minutes of arrival to the destination facility.

Paramedics may be required by the Ambulance Communications Officer (CACC ACO) to clear destination facilities prior to the established times in order to meet operational demands.

When Paramedics anticipate a delay in return to readiness due to extenuating circumstances, the CACC ACO shall be notified immediately.

If TOC has not been facilitated by the receiving facility within 5 minutes of arrival into the department, Paramedics shall notify the CACC ACO by radio of their Offload Delay (AOD) status. If the CACC ACO has not been notified of TOC nor AOD within twenty (20) minutes of Paramedic arrival into the receiving facility, the CACC ACO will contact the Paramedics and confirm their status and the expected time for return to readiness. In the event that the CACC ACO is unable to contact the Paramedics, the Paramedic Superintendent is to be immediately notified.

AMBULANCE OFFLOAD DELAY

To mitigate the potential impact of Ambulance Offload Delays, where any interfacility request for service is booked, the ACO shall contact the receiving facility in order to confirm that the patient is expected and that there will be no delay in transfer of care. This process shall be completed prior to assignment of any Paramedics. Where Paramedics arrive to a receiving facility with a patient, and that the patient is not assigned a treatment room or bed, the following will take place:

- the Paramedics will immediately contact the CACC via radio and advise of the AOD status.
- the ACO will notify the Paramedic Superintendent of all ambulance off load delays, or any delays that will affect balanced emergency coverage.
- the CACC and Paramedic Superintendent will collaborate in an effort to minimize the off-load delay with the hospital.

Note: Off Load Delay time is to be used in the calculation of wait time for any return transfer.

MULTIPLE PATIENT TRANSFERS

Manitoulin-Sudbury DSB Paramedics will complete multiple patient transfers as assigned by the CACC ACO, or under the direction of the Paramedic Superintendent, and when it is reasonable to do so.

On arrival at any sending facility, Paramedics will assess the condition of each patient and determine suitability for combined transport, based upon legislation and best practice. Paramedics have both authority and accountability regarding a multiple patient transfer. Paramedics who determine that any patient is not suitable for transport with a second patient must immediately communicate the decision by

portable radio and must complete an Incident Report following the call.

Patients who may not be considered suitable for transport with another patient include:

- Patients prioritized as emergent and confirmed as such by the Paramedics.
- Patients whose presentation may be a source of embarrassment to either patient.
- Patients whose diagnosis includes an actual or suspected communicable disease that can't be isolated from other patients.

The following guiding principles apply to completion of multiple patient transfers:

- Paramedics shall ensure the safety of each patient and escort.
- Patients under Paramedic care shall never be left unattended.
- Patient movement between vehicle and facilities may require assistance from sending and destination personnel, or medical escorts.
- One Paramedic shall be in the patient area of the ambulance during transport. Medical escorts may be required to sit in the front of the ambulance.

SINGLE RESPONSE UNITS

FIRST RESPONSE CAPACITY (AMBULANCE)

Due to extenuating circumstances, the ability to fully staff an ambulance as set out in legislation may not always be possible. In such circumstances, Paramedics may be directed by the CACC to provide first response coverage until additional resources can be mobilized. This strategy is captured in Manitoulin-Sudbury DSB Policy.

Communities with limited Paramedic resources may require that a transport ambulance response be another community, however, the CACC is required to dispatch a closer available resource to assist patients. If only one Paramedic is available for such a response, the CACC ACO will dispatch the single responder in the form of a first response unit.

Where any patient being cared for by a first response Paramedic, in an ambulance, and where the patient has been designated CTAS 1, a Firefighter or Police Officer is authorized to operate the Manitoulin-Sudbury DSB ambulance in accordance with policy. In all other instances, the Paramedic first responder shall deliver patient care in accordance with their certification until Paramedics with a transport ambulance arrive.

Where a Police Officer or Fire Fighter has acted to drive a DSB Paramedic Services vehicle, CACC shall note the occurrence and the Paramedics involved shall complete and submit an Incident Report.

PARAMEDIC RESPONSE UNIT

Manitoulin-Sudbury DSB, Paramedic Services utilizes Paramedic Response Units (PRUs) within specific geographic locations. The role of PRUs are to ensure emergency coverage and to improve response times. Each PRU is staffed with one Primary Care Paramedic. Where a PRU is located in the same station as a transport ambulance when a call is received, CACC shall respond the ambulance.

WIKWEMIKONG-MANITOULIN

A PRU will be deployed from the Wikwemikong Station in accordance with the staffing pattern. This PRU is intended to improve response capacity within the community and help to ensuring balanced emergency coverage. Additionally, the PRU may be used to ensure balanced coverage in other communities as detailed in the [Manitoulin/LaCloche Emergency Coverage Statement](#).

The PRU shall act as an initial response vehicle in the event it is the closest to any call and shall be backed up with a transporting resource.

- Should Wikwemikong community have no immediate transport ambulance coverage, the Wikwemikong PRU will remain in the Wikwemikong Station.
- Should the community of Little Current have no immediate coverage as the transport Paramedics have departed that community, and the Wikwemikong PRU is not deployed for coverage in Wikwemikong, the Wikwemikong PRU shall be deployed to Little Current.
- Should the community of Mindemoya have no immediate coverage as the transport Paramedics have departed that community, and the Wikwemikong PRU is not deployed for coverage in either Wikwemikong, or Little Current, the Wikwemikong PRU shall be deployed to Mindemoya.
- Should Gore Bay community have no immediate coverage, and no coverage expected for more than two hours, the Wikwemikong PRU shall be deployed to Gore Bay.

PARAMEDIC SUPERINTENDENT RESPONSE

The CACC ACO may request that a Manitoulin-Sudbury DSB Paramedic Superintendent respond to any Priority 4 call within Manitoulin-Sudbury DSB catchment area, regardless of distance, when deemed beneficial to provide patient care, when there is a known delay of ambulance unit response, or the Paramedic Superintendent PRU is mobile and would be closest unit to the scene.

All Manitoulin-Sudbury DSB Paramedic Superintendents shall be minimally certified as a Primary Care Paramedic by Health Science North Centre for Prehospital Medicine.

Manitoulin-Sudbury DSB, Paramedic Superintendents are not part of the service deployment; however, Paramedic Superintendents will notify dispatch of their movements by radio or telephone.

When the Noëlville Paramedics are transporting a patient to either Health Science North or West Nipissing Hospital, and the CACC ACO is deploying of the Hagar Paramedics to Noëlville for emergency coverage, the CACC ACO will confirm if a Paramedic Superintendent in the Noelville response area is available for coverage. If the Paramedic Superintendent is available and in the Noelville response area, the zone will no longer be considered vacant and the Paramedic Superintendent will provide coverage from their location.

When both the Espanola and Massey Paramedics are unavailable for response, the CACC ACO is considering the deployment of the Little Current Paramedics to Espanola, the CACC ACO will confirm if a Paramedic Superintendent in the LaCloche area is available for coverage. If the Paramedic Superintendent is available, the zone will no longer be considered vacant and the Paramedic Superintendent will provide coverage from their location.

When both the Little Current and Wikwemikong Paramedics are on calls and the PRU is not available, and the CACC ACO is deploying the Mindemoya Paramedics

to standby in Manitowaning, the CACC ACO will confirm if a Paramedic Superintendent in the Manitoulin East area is available for coverage. If the Paramedic Superintendent is available, the zone will no longer be considered vacant and the Paramedic Superintendent will provide coverage from their location.

ROAMING STRATEGY

Manitoulin-Sudbury DSB, Paramedic Services allows for Paramedics to be mobile (roam) within a geographical area in order to allow the promotion of public awareness and community support.

While Paramedics are allowed to purchase meals when roaming, personal business is not acceptable when on duty. Such unacceptable activity includes but is not limited to personal shopping or banking. If unsure, Paramedics should contact the Paramedic Superintendent to confirm details.

In all instances of roaming, Paramedics will ensure that:

- CACC is advised in advance by telephone and radio communication capacity is maintained. To ensure radio communication capacity, portable radio checks will be performed by Paramedics when leaving the vehicle and every twenty (20) minutes while away from the vehicle.
- Paramedics must be immediately response ready.
- Time to mobile time (chute time) can not be negatively impacted.

Paramedics may be directed at any time to complete vehicle movement when deemed operationally necessary. Paramedics must remain within the station boundary unless authorized by the Paramedic Superintendent and CACC.

TIMMINS CACC

| | |
|----------------|------------------------------|
| Gogama Station | within the Village of Gogama |
| Foley Station | within the Village of Foley |

SAULT STE. MARIE CACC

| | |
|------------------|-----------------------------|
| Chapleau Station | within the Town of Chapleau |
|------------------|-----------------------------|

SUDBURY CACC

| | |
|------------------------|--|
| Noëlville Station | within the Town of Noëlville proper |
| Hagar Station | within the communities of Hagar and Warren |
| Killarney Station | within the Town of Killarney proper |
| Little Current Station | within the Town of Little Current proper |
| Mindemoya Station | within the Town of Mindemoya proper |
| Gore Bay Station | within the Town of Gore Bay proper |
| Wiwemikong Station | within the village limits of Wiwemikong |
| Espanola Station | within the Town of Espanola proper |
| Massey Station | within the Town of Massey proper |

NOTE: “proper” is intended to mean the old municipal boundaries not that of the new amalgamated municipal boundaries. **Example** Noëlville is the old Town of Noëlville not intended as the new amalgamated Municipality of French River.

ALLIED AGENCY INCIDENT STANDBY

Manitoulin-Sudbury DSB, Paramedic Services response to incident standbys will pre-empt assignment to any Priority 1, 2 or 8 (BEC) call, and to any Priority 3 interfacility call. Should Paramedics be reassigned from an incident standby, the next closest resource will be sent to the incident.

CACC will notify the Paramedic Superintendent in all cases of incident standbys.

POLICE SERVICES

Paramedics will be assigned to Police Service requests for incident standbys in the following manner:

- CACC receipt of request from Police Communications Center.
- CACC ACO shall acquire all relevant information regarding Police request including:
 - Specific incident location
 - Rationale for request
 - Emergency Services staging area
 - Likely duration
 - Any other relevant information
- Paramedics will be assigned to the Priority 8 incident.

FIRE SERVICES

Paramedics will be assigned to Fire Service requests for incident standbys in the following manner:

- CACC receipt of request from Fire Communications Center
- CACC ACO shall acquire all relevant information regarding Police request including:
 - Specific incident location
 - Rationale for request
 - Emergency Services staging area
 - Likely duration
 - Any other relevant information
- Where there is confirmation that no injury or entrapment exists, Paramedics will be assigned Priority 8 to the incident. In all other cases, Paramedics will be assigned Priority 4 to the incident.

TIERED RESPONSE PROGRAM

Manitoulin-Sudbury DSB, Paramedic Services has entered into agreements with allied agencies authorizing the activation of Tiered Response. Each agency has assessed the needs of the communities they serve and have set their criteria for activation of Tiered Response. The table of tiered response activation is set out in [Appendix D](#) of this document.

MANITOULIN-SUDBURY DSB MCI RESPONSE

LEVEL ONE RESPONSE: MCI REPORT OF 4 – 9 PATIENTS

- Dispatch Ambulances (Minimum Mandatory Response 3 units)
- Immediate notification of Paramedic Superintendent (possibility of an on-site response)
- Notify other CACCs and re-deploy resources
- Alert area hospitals
- Notify OCC & coordinate an appropriate landing site
- Consider up-staffing approval via Paramedic Superintendent
- Hold all nonurgent transfers

LEVEL TWO RESPONSE: MCI REPORT OF 10 – 20 PATIENTS

- Dispatch Ambulances (Minimum Mandatory Response 4 units)
- Immediate notification of Paramedic Superintendent for immediate on-scene response
- Immediate notification of Chief and Deputy Chief (done through Paramedic Superintendent)
- Dispatch ESU from another UTM
- Notify other CACCs and re-deploy resources
- Plan mutual aid with Paramedic Superintendent
- Alert area hospitals
- Notify OCC & coordinate an appropriate landing site
- Consider up-staffing approval via Paramedic Superintendent
- Hold all nonurgent transfers

LEVEL THREE RESPONSE: MCI REPORT OF 20+ PATIENTS

- Dispatch Ambulances (Minimum Mandatory Response 6 units)
- Immediate notification of Paramedic Superintendent for immediate on-scene response
- Immediate notification of Chief and Deputy Chief (done through Paramedic Superintendent)
- Request Emergency Support Unit (ESU) response from either CGS or Cochrane District
- Plan mutual aid with Paramedic Superintendent
- Alert area hospitals
- Cancel all nonurgent transfers
- Add additional resources as required by Paramedic Services Incident Command
- Up-staff using “fan-out” via Chief and Deputy Chief
- Notify OCC and coordinate an appropriate landing site

DEPLOYMENT COVERAGE

MINIMUM AVAILABILITY STATEMENT

Manitoulin-Sudbury DSB, Paramedic Services has identified the following available ambulances by service region as their acceptable minimum available ambulances at all times.

An available ambulance is defined in CACC Manual of Practice as “a staffed ambulance immediately available for assignment or reassignment by a dispatcher”.

In the event that the available number of ambulances falls below the minimum available count for any specific region, the CACC ACO shall:

- Delay all nonurgent calls until the number of available units has been restored to above the minimum count.
- Delay assignment of Priority 3 interfacility calls for up to six (6) hours where the purpose is to maintain or reinstate emergency coverage.
- Receive approval for delays from the Paramedic Superintendent.
- Engagement of the sending facilities to advise of delay status.
- Direct any vehicle awaiting repatriation back to their area for emergency coverage.

SUDBURY NORTH (TIMMINS & SAULT STE. MARIE CACC)

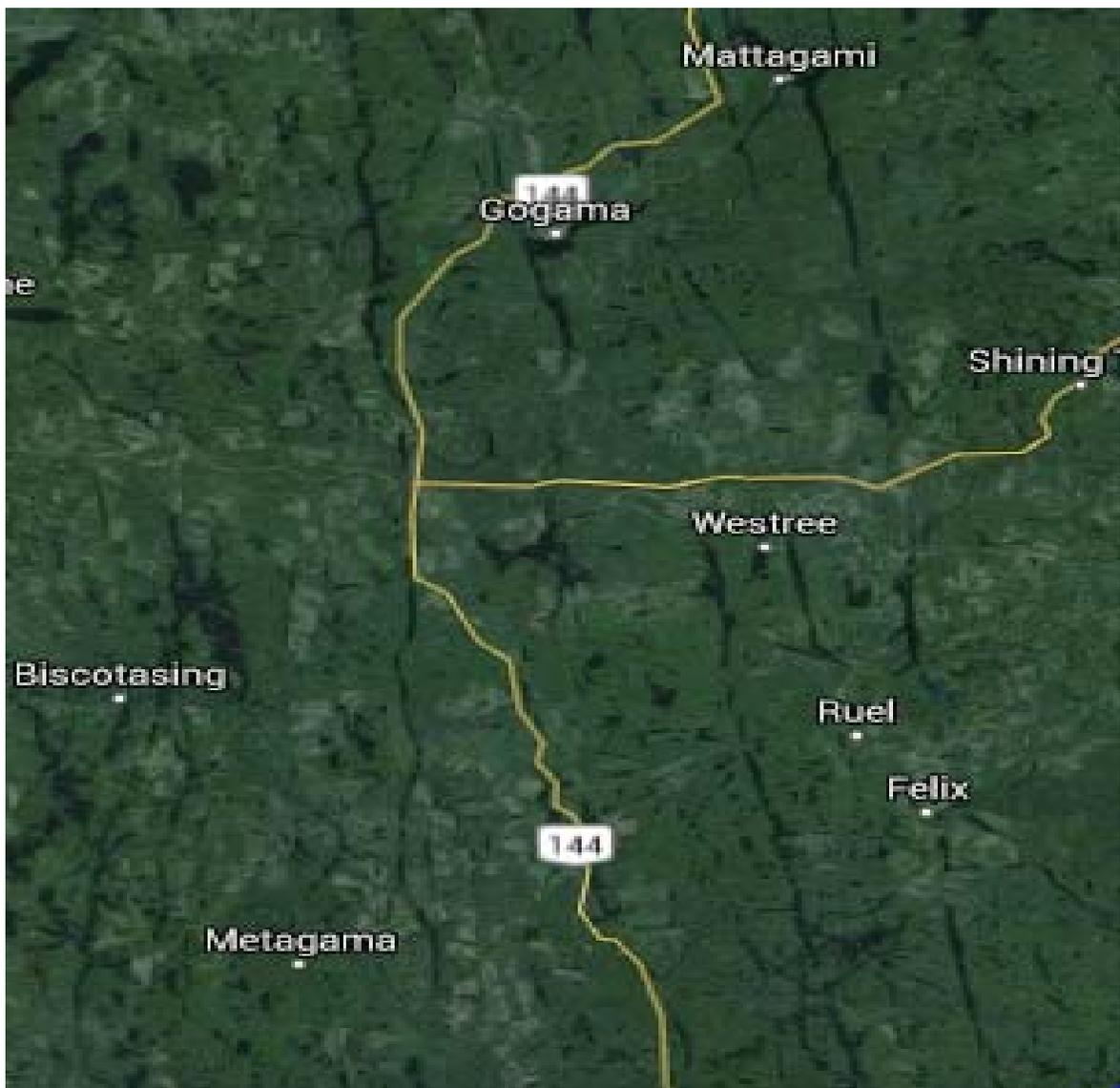
STAFFING PATTERNS - Gogama (Stn 13), Foleyet (Stn 14), Chapleau (Stn 15)

Manitoulin-Sudbury DSB, Paramedic Services will notify CACC of known or anticipated changes in staffing levels. Once CACC has been notified, it is expected that the CACC ACO will modify the nonurgent transfer schedule to reflect any altered staffing level. The staffing patterns are set out in the [Appendix H](#) of this document.

STATION NORMAL RESPONSE BOUNDARIES

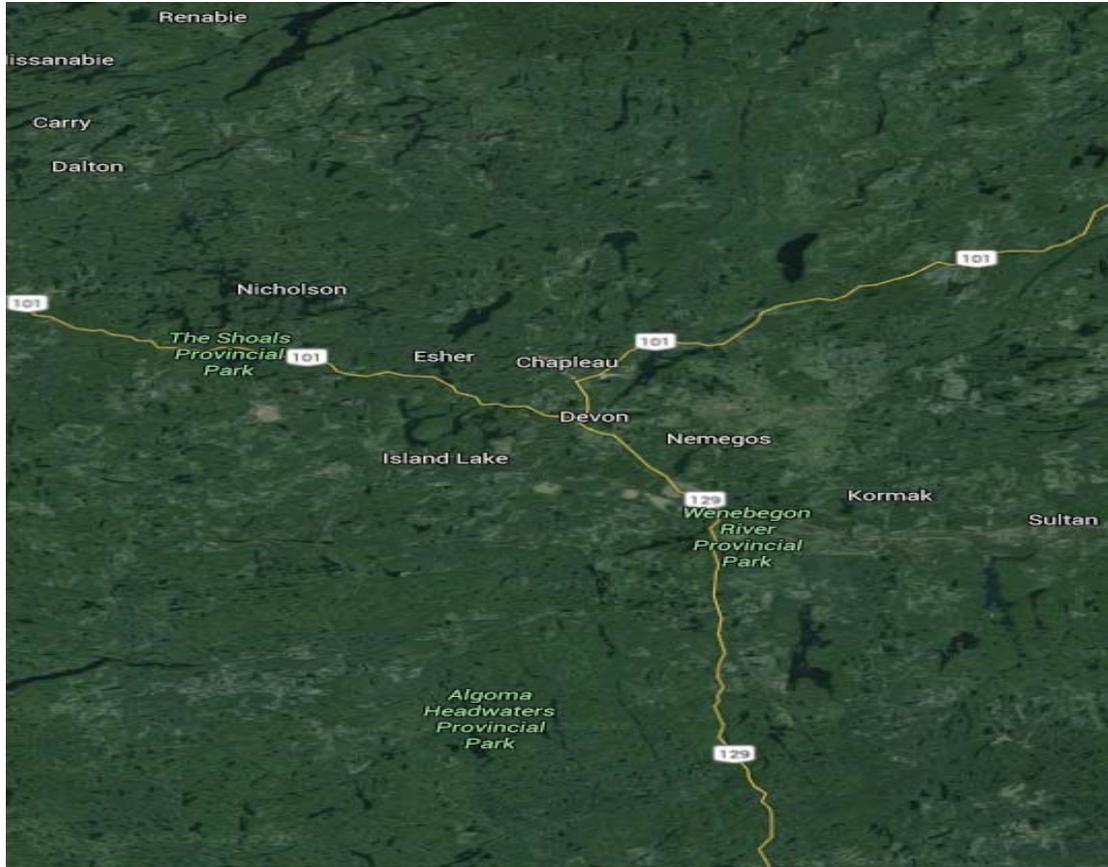
Gogama (Stn 13)

- Hwy 144 North to Kenogamissi Lake Road (includes Mattagami First Nation)
- Hwy 144 South to Marquette Lake
- Hwy 560 to Shining Tree (Includes Westree & Gogama Forest Products)
- Sultan Road West to the intersection of the secondary road south to the town of Ramsey
- South on West Branch Road to Metagama Road (Border with Espanola).



Chapleau (Stn 15)

- Ramsey Road North to Missinabi Provincial Park
- Hwy 129 South to Flame Lake Road
- Hwy 101 East to Shawmere River
- Hwy 101 West to Hwy 651
- Hwy 667 to Sultan and East on Sultan Road to the intersection of the secondary road south to the town of Ramsey



PRIMARY HELIPORTS FOR ORNGE (TIMMINS CACC)

| Heliport Identifier | Heliport Name | Type | Night Status |
|---------------------|-------------------|------------------|--------------|
| R022 | Biscotasing | Company Approved | NVG |
| R033 | Cartier | Company Approved | NVG |
| R062 | Felix | Company Approved | NVG |
| R069 | Gogama – MNR | Company Approved | NVG |
| R077 | Halfway Lake Park | Company Approved | NVG |
| R192 | Shining Tree | Company Approved | NVG |
| R201 | Watershed | Company Approved | NVG |
| R204 | Westree | Company Approved | NVG |

PRIMARY HELIPORTS FOR ORNGE (SAULT STE. MARIE CACC)

| Heliport Identifier | Heliport Name | Type | Night Status |
|---------------------|------------------|---------------------|--------------|
| R022 | Biscotasing | Company Approved | NVG |
| CYLD | Chapleau Airport | TC Certified | Night |

Status of a landing site defines when an air ambulance helicopter is permitted to use that site. In all cases, day time landings are permitted. While some sites are permitted to have night landings, others are permitted to have night landings only where the flight crew is furnished with and certified to perform landing with the aid of night vision goggles (NVG).

EMERGENCY COVERAGE STATEMENT

The nature of Sudbury North's geography does not allow for use of standard emergency coverage strategies. As such Priority 8 balanced coverage standbys will only be assigned to the Foleyet Paramedics when the Chapleau Paramedics have been assigned a call that will result in loss of emergency coverage for more than two (2) hours. The Foleyet Paramedics will be moved to standby at the Chapleau Station. In all other instances, balanced emergency coverage standbys will require approval from the Paramedic Superintendent.

MINIMUM AVAILABLE AMBULANCE TABLE

Minimum Available Ambulances **2**

Sault Ste. Marie & Timmins CACC are responsible for the movement of all vehicles within Manitoulin-Sudbury DSB North area. CACC ACOs shall continuously evaluate resource needs.

The following deployment table details mitigation.

| 3 Units Available | Action required/Redeployment |
|--------------------------------|--|
| Above Minimum Car Count | <ul style="list-style-type: none"> • None |

| 2 Units Available | Action required/Redeployment |
|--------------------------|--|
| Minimum Car Count | <ul style="list-style-type: none"> • Clear all units from destination sites (including out of region medical facilities) <u>immediately</u> • Delay non-urgent and Priority 3 transfers |

| 1 Unit Available | Action required/Redeployment |
|--------------------------------|--|
| Below Minimum Car Count | <ul style="list-style-type: none"> • Clear all units from destination sites <u>immediately</u> • Delay non-urgent and Priority 3 interfacility long distance transfers • Notify Paramedic Superintendent • Consider notification of neighbouring services |

| 0 Units Available | Action required/Redeployment |
|--------------------------------|---|
| Below Minimum Car Count | <ul style="list-style-type: none"> • Notify neighbouring services • Notify Paramedic Superintendent who will consider a request for standby coverage where possible/feasible. |

SUDBURY EAST (SUDBURY CACC)

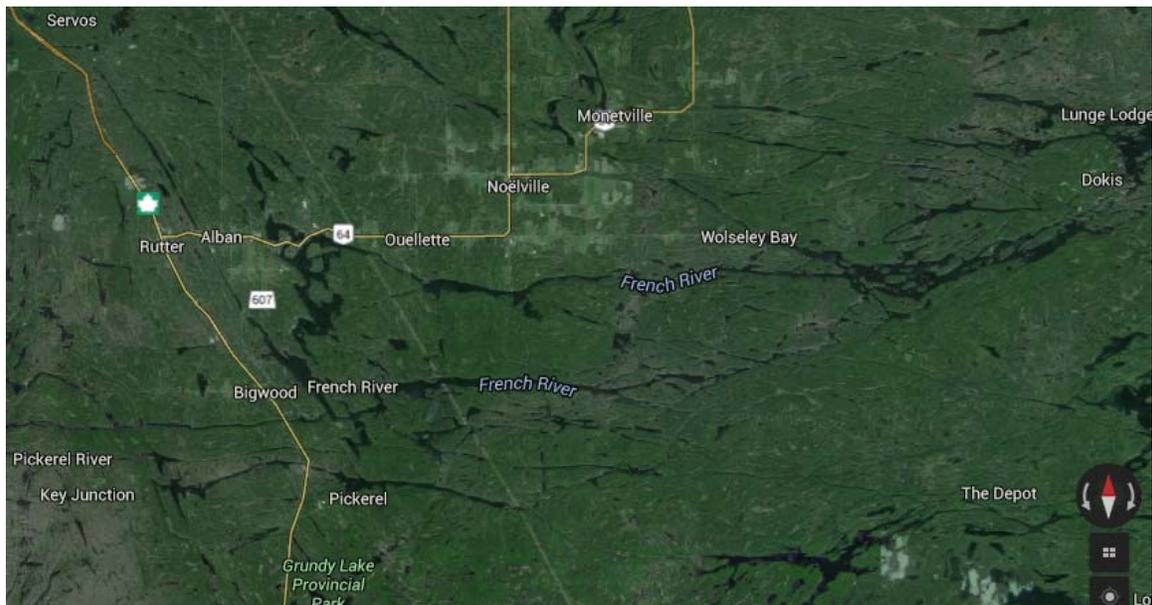
STAFFING PATTERNS - Noëlville (Stn 10), Hagar (Stn 11), Killarney (Stn 12)

Manitoulin-Sudbury DSB, Paramedic Services will notify CACC of known or anticipated changes in staffing levels. Once CACC has been notified, it is expected that the CACC ACO will modify the non-urgent transfer schedule to reflect any altered staffing level. The staffing patterns are set out in the [Appendix H](#) of this document.

STATION NORMAL RESPONSE BOUNDARIES

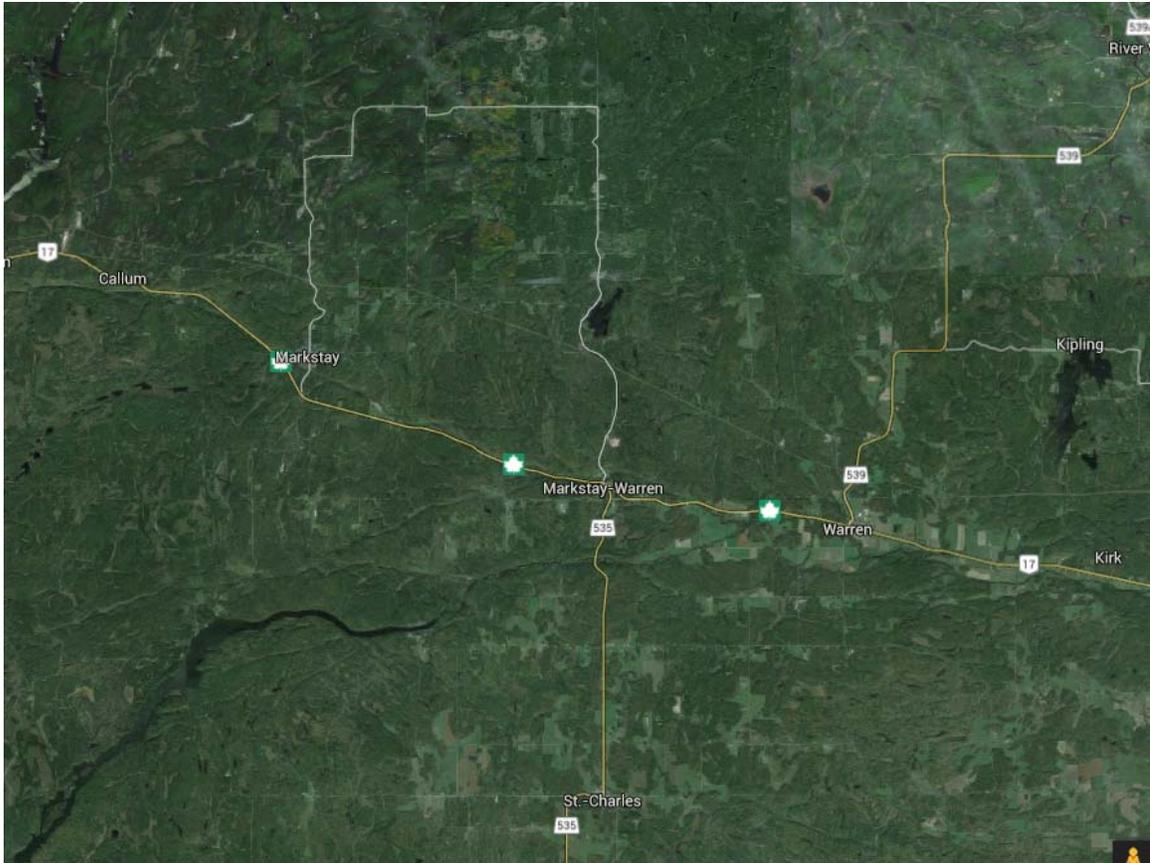
Noëlville (Stn 10)

- Hwy 535 North to West Arm
- Hwy 64 from Alban east to Notre Dame Du Lac
- Dokis First Nation
- Hwy 69 North to approx. Hwy 637 – South to Henvey Inlet
- Hwy 69 South to Still River after 2200 hours



Hagar (Stn 11)

- Hwy 17 East to Deer Lake Road
- Hwy 17 @ Stinson Hydro Road / Greater Sudbury border
- Hwy 535 South to West Arm



Killarney (Stn 12)

- Killarney proper
- Hwy 637 to Hwy 69



PRIMARY HELIPORTS FOR ORNGE (SUDBURY EAST)

| Heliport Identifier | Heliport Name | Type | Night Status |
|---------------------|---------------------|---------------------|----------------|
| R324 | French River/Alban | Company Approved | NVG |
| R029 | Britt | Company Approved | NVG |
| R053 | Dokis | Company Approved | NVG |
| R211 | Henvey Inlet | Company Approved | NVG |
| R088 | Key Harbour (River) | Company Approved | NVG |
| CPT2 | Killarney Airport | TC Certified | Night Approved |
| R112 | Markstay | Company Approved | NVG |
| R142 | Noëlville | Company Approved | NVG |
| R190 | St. Charles | Company Approved | Night Approved |
| R200 | Warren | Company Approved | Night Approved |

Status of a landing site defines when an air ambulance helicopter is permitted to use that site. In all cases, day time landings are permitted. While some sites are permitted to have night landings, others are permitted to have night landings only

where the flight crew is furnished with and certified to perform landing with the aid of night vision goggles (NVG).

EMERGENCY COVERAGE STATEMENT (SUDBURY EAST)

The nature of the geography and call volumes of the Sudbury East area are quite diverse. Significant call volumes exist in the Municipality of French River, relative to the other areas Sudbury East. Mitigation of this will be managed through Priority 8 balanced emergency coverage standbys.

NOELVILLE STATION (STN 10)

| Standby Coverage | Location | E.T. A |
|-------------------|---------------------------|------------|
| Hagar Station | Noëlville Station | 33 minutes |
| Long Lake Station | Long lake Road and Regent | 51 minutes |

Where Noëlville Paramedics transport to HSN, or WNH, or the response time to scene is greater than 10 minutes, the CACC ACO will deploy the Hagar Paramedics to Noëlville on a Priority 8, unless the Paramedic Superintendent within the Service Area is available to provide coverage.

HAGAR STATION (STN 11)

The Hagar Paramedic Services Station is strategically placed within the municipality of Markstay-Warren.

Should the CACC determine a need for balanced emergency coverage in this area, the Paramedic Superintendent should be consulted.

| Paramedic Services Location | To MARKSTAY | Paramedic Services Location | To WARREN |
|-------------------------------|----------------|---|----------------|
| Garson ES Station | 33.4 km 27 min | West Nipissing Hospital | 32.5 km 23 min |
| Minnow Lake ES Station | 34 km 29 min | West Arm standby | 32.7 km 28 min |
| West Arm standby | 36.3 km 32 min | Noëlville Paramedic Services Station | 45.7 km 38 min |
| New Sudbury ES Station | 35.9 km 32 min | | |
| Van Horne ES Station | 38 km 35 min | | |
| Long Lake ES Station | 43.5 km 35 min | | |

| | | | |
|---|----------------|--|--|
| Health Sciences North | 40.3 km 38 min | | |
| Noëlville Paramedic Services Station | 49.3 km 43 min | | |

KILLARNEY STATION (STN 12)

The Town of Killarney is located 67.5 km (57 min) off of Hwy 69 on Hwy 637. Due to the remote location of the Killarney station and the lower calls volumes within the community there will be no balanced coverage instated when Killarney receives a call. The Killarney Paramedics may be utilized for balanced emergency coverage where both the Noëlville and Hagar Paramedics are engaged in calls that will result in loss of coverage for more than 60 minutes. The standby location will be located at highway 69 and highway 64.

| Paramedic Services Location | To KILLARNEY |
|------------------------------------|----------------------|
| Long Lake Station | 104 km 1 hour 23 min |
| Noëlville Station | 107 km 1 hour 26 min |
| Health Sciences North | 106 km 1 hour 26 min |
| Hagar Station | 139 km 1 hour 45 min |
| Pointe au Baril | 149km 1 hour 47 min |

MINIMUM AVAILABLE AMBULANCES (SUDBURY EAST)

Minimum Available Ambulances **2**

Sudbury CACC is responsible for the movement of all vehicles within Manitoulin-Sudbury DSB, Paramedic Services East area. CACC ACOs shall continuously evaluate resource needs.

The following deployment table details mitigation.

| | |
|--------------------------------|--|
| 3 Units Available | Action required/Redeployment |
| Above Minimum Car Count | <ul style="list-style-type: none"> None |
| 2 Units Available | Action required/Redeployment |
| At Minimum Car Count | <ul style="list-style-type: none"> Clear all units from destination sites immediately |

| 1 Unit Available | Action required/Redeployment |
|--------------------------------|---|
| Below Minimum Car Count | <ul style="list-style-type: none"> • Redeploy Hagar first and then Killarney unit to ensure coverage in Noelville • Clear all units from destination sites immediately • Delay non-urgent and Priority 3 interfacility transfers • Notify Paramedic Services Paramedic Superintendent |

| 0 Units Available | Action required/Redeployment |
|--------------------------------|---|
| Below Minimum Car Count | <ul style="list-style-type: none"> • Clear all units from destination sites immediately • Delay non-urgent and Priority3 interfacility transfers • Notify Paramedic Services Paramedic Superintendent who will consider a request for standby coverage where possible. |

MANITOULIN & LACLOCHE (SUDBURY CACC)

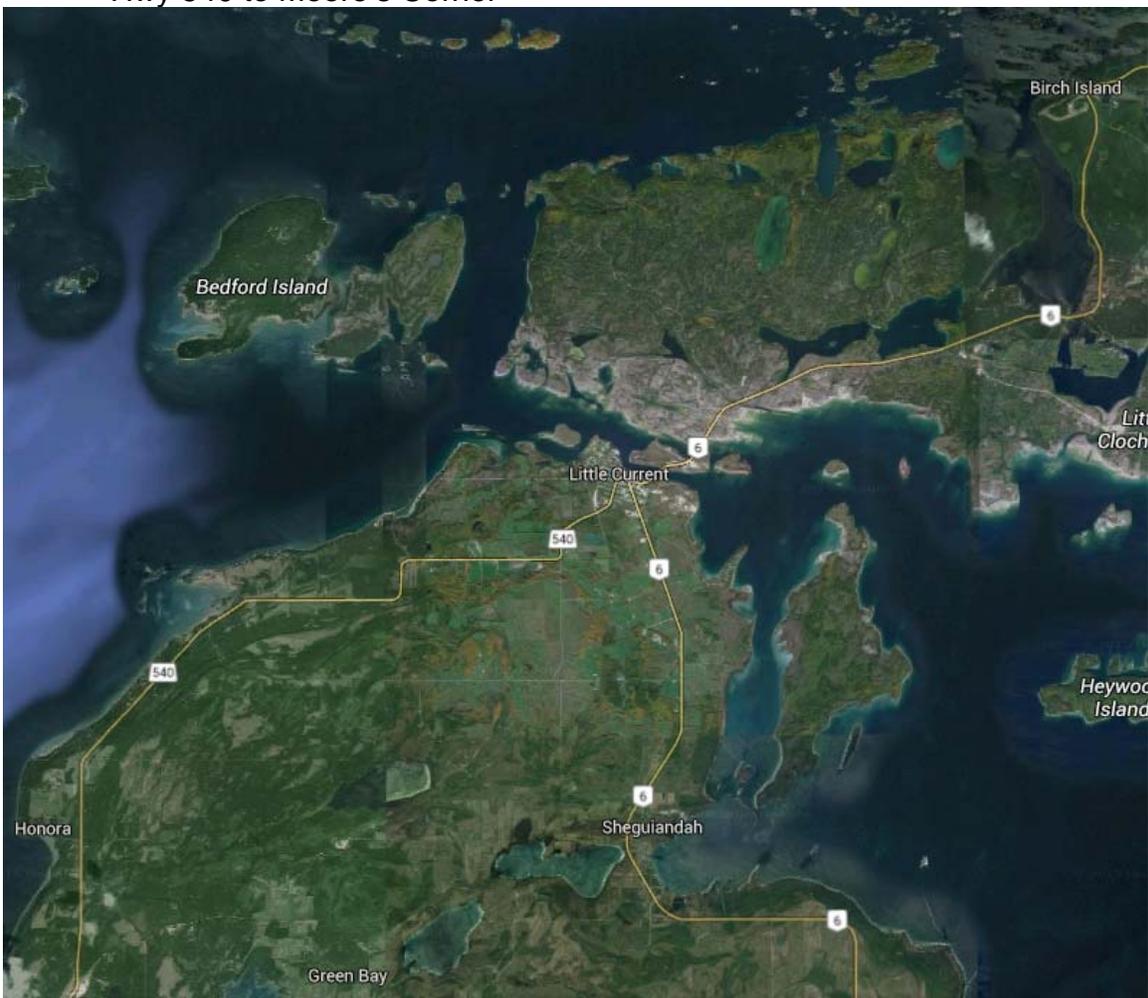
STAFFING PATTERNS - Little Current (Stn 00), Mindemoya (Stn 01), Gore Bay (Stn 02), Espanola (Stn 3), Massey (Stn 04), Wikwemikong (Stn 05)

Manitoulin-Sudbury DSB will notify CACC of known or anticipated changes in staffing levels. Once CACC has been notified, it is expected that the CACC ACO will modify the nonurgent transfer schedule to reflect any altered staffing level. The staffing patterns are set out in the [Appendix H](#) of this document.

STATION NORMAL RESPONSE BOUNDARIES

Little Current (Stn 00)

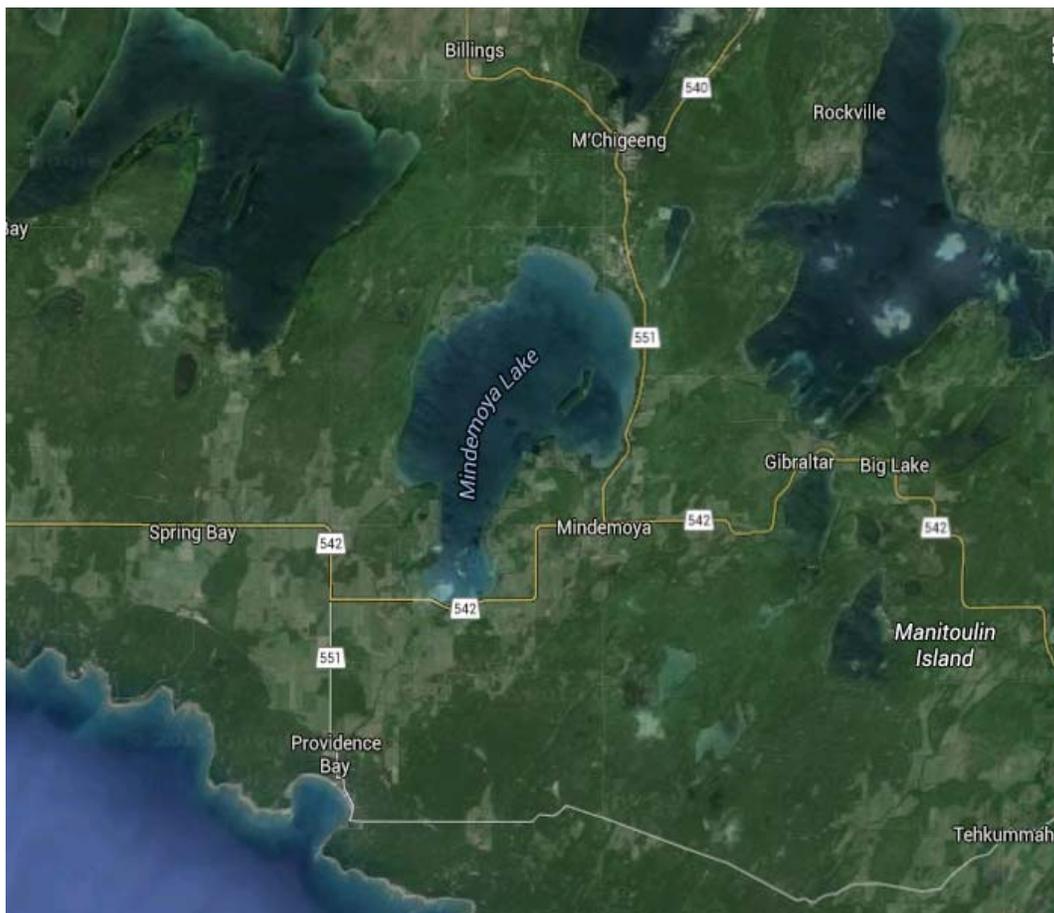
- Hwy 6 North to Whitefish Falls
- Hwy 6 South to Manitoulin East Airport
- Hwy 540 to Moore's Corner



Mindemoya (Stn 01)

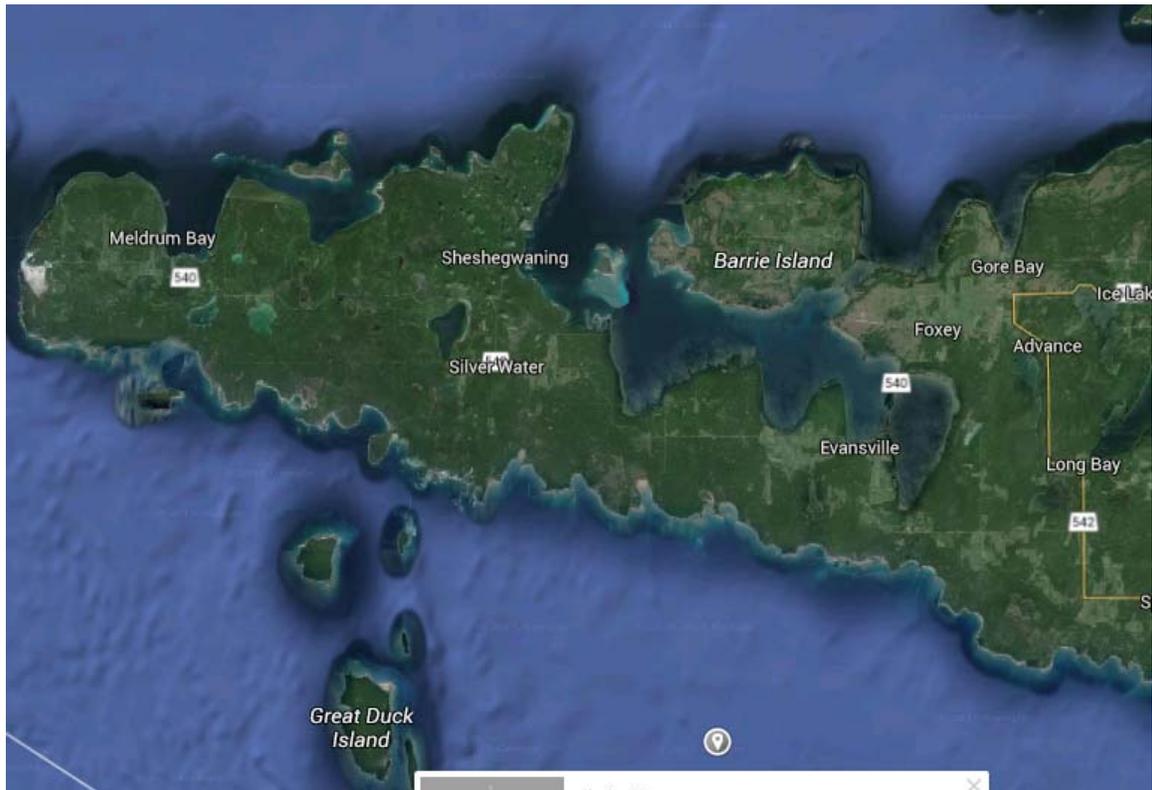
- Hwy 542 West to Hwy 542 & White Church Road
- Hwy 551 West to Providence Bay
- Government Road Providence Bay to Tehkummah
- Hwy 542 to Hwy 6 – North to Gauthier’s Road – South to South Bay Mouth
- Hwy 551 North to Hwy 540 at M’Chigeeng – East to Moore’s Corner – West to Billings stretch

*From the hours of 2000 to 0800, Gore Bay Station is “on-call”. As such, the Mindemoya response boarder on Hwy 542 West will extend to Hwy 542 and Perivale Road West, while the response boarder on Hwy 540 West will extend west to include the community of Kagawong. *



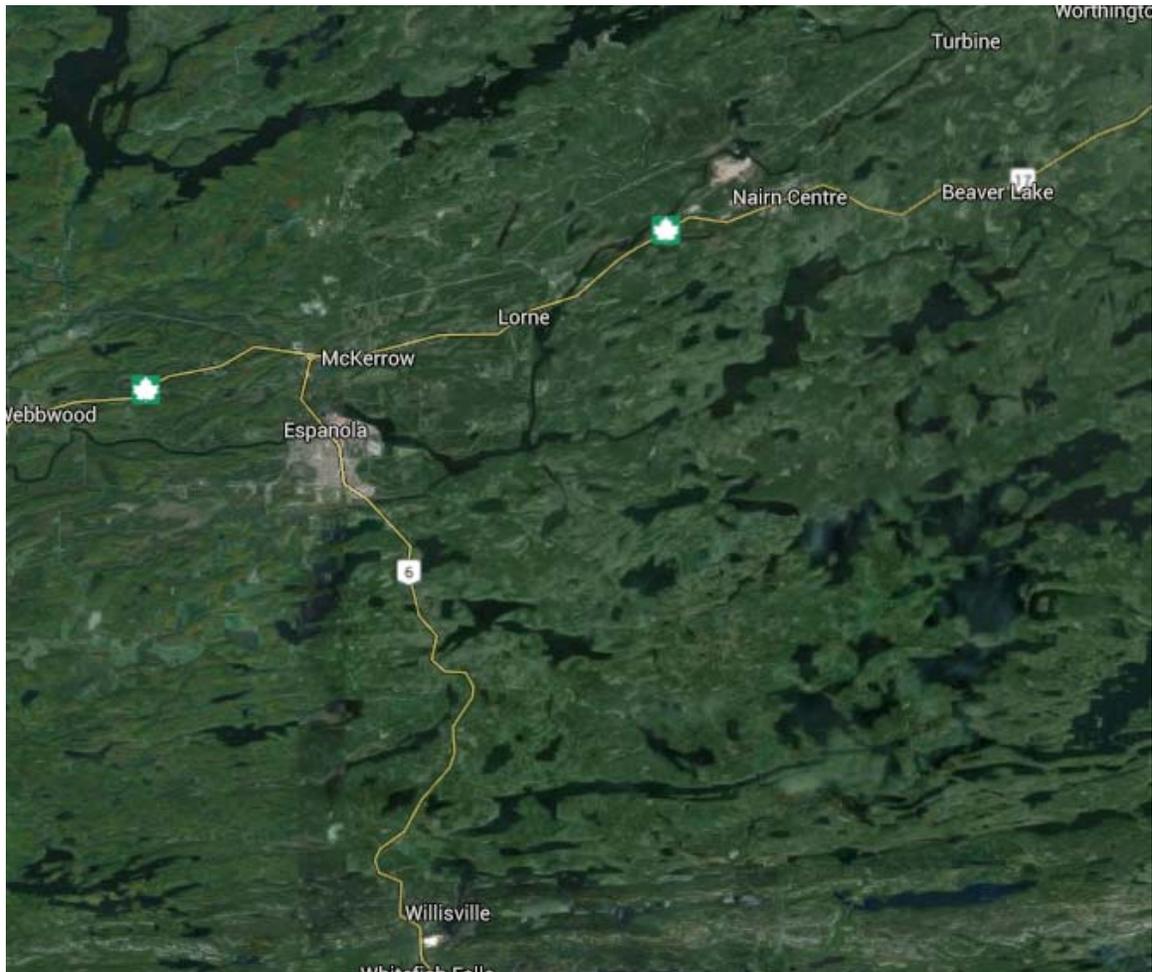
Gore Bay (Stn 02)

- Hwy 542 East to Hwy 542 and White Church Road
- Hwy 540 East to Billings stretch
- Hwy 540 West to Meldrum Bay (includes all branches off 540)
- Hwy 540A West to Barrie Island (includes all branches off 540A)
- Cockburn Island



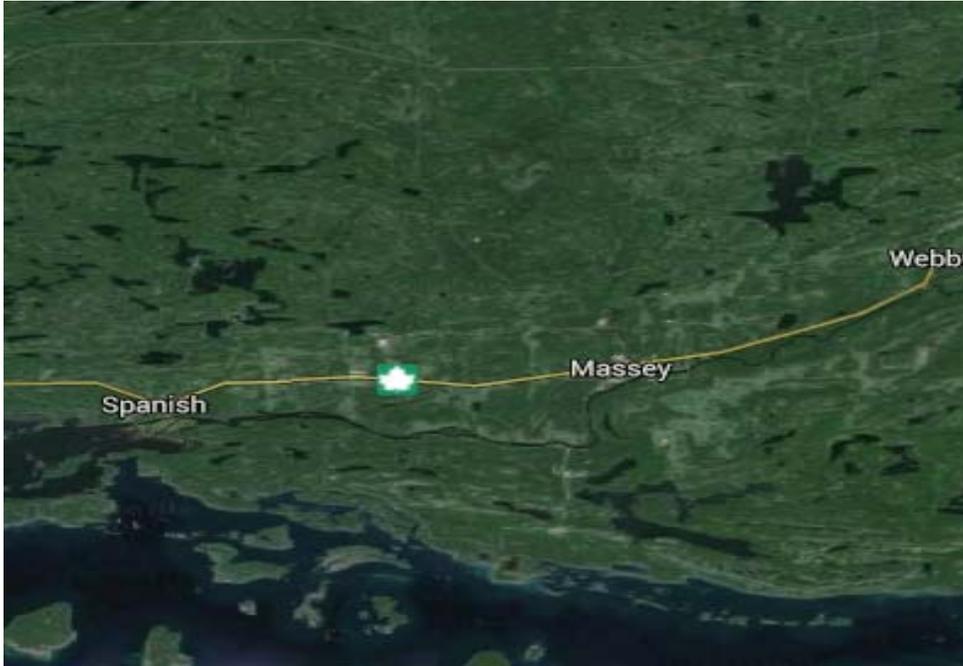
Espanola (Stn 03)

- Hwy 6 North to Hwy 17
- Hwy 6 South to Whitefish Falls
- Hwy 17 West to Agnew Lake Road, Webbwood
- North from Webbwood on West Branch Road to Metagama Road (border with Gogama).
- Hwy 17 East to Worthington Road



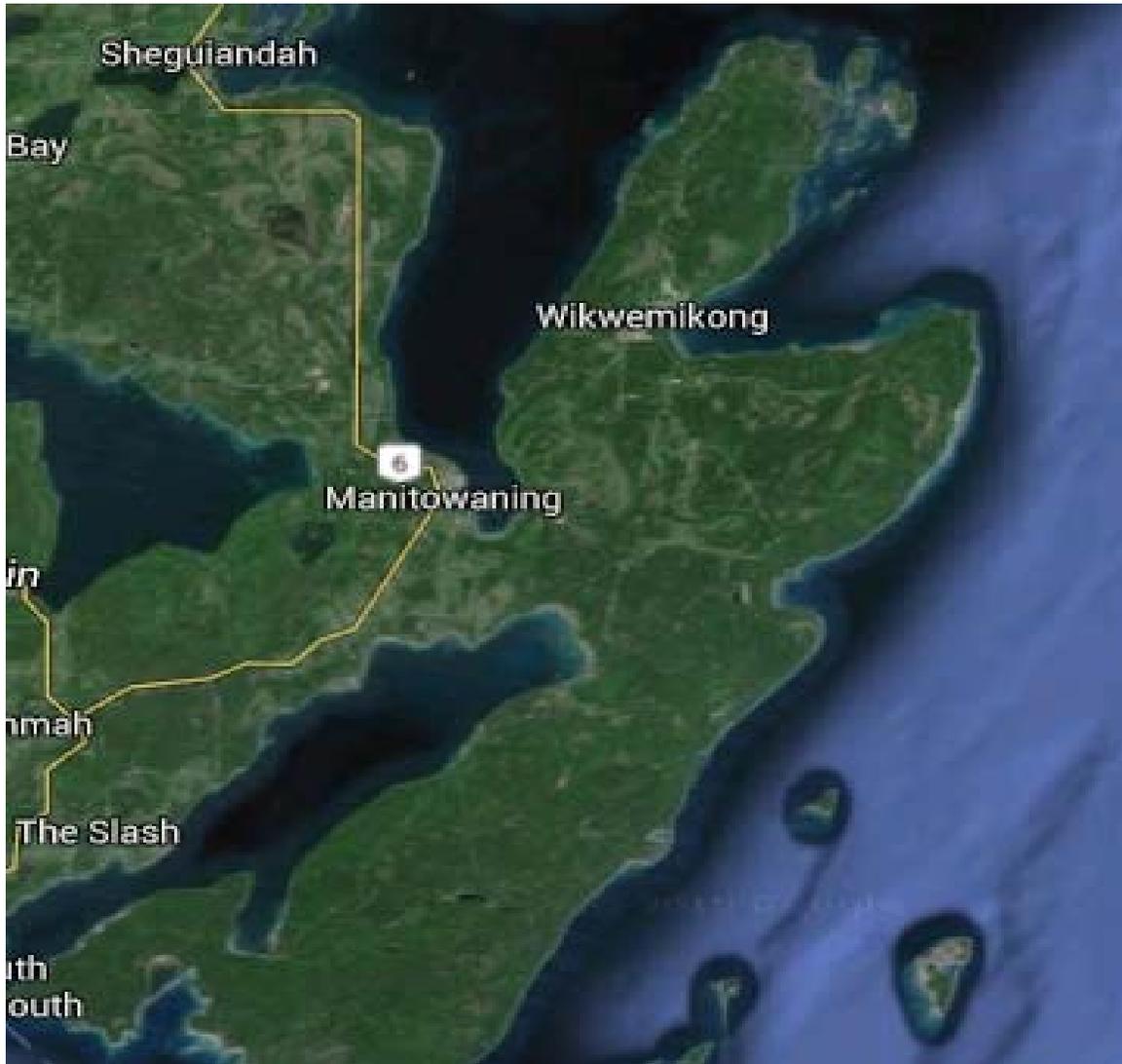
Massey (Stn 04)

- Hwy 17 West to Cutler (Village Road West entrance)
- Hwy 17 East to Webbwood
- Hwy 553 North and 810
- Includes community of Sagamok



Wikwemikong (Stn 05)

- All Wikwemikong Unceded Indian Reserve
- Hwy 6 North from Manitowaning to Manitoulin East Airport
- Hwy 6 South from Manitowaning to Gauthier's Road
- Bidwell



PRIMARY HELIPORTS FOR ORNGE (MANITOULIN & LACLOCHE)

| Heliport Identifier | Heliport Name | Type | Night Status |
|---------------------|-----------------------------|---------------------|----------------|
| R048 | Cockburn Island HP | Company Approved | NVG |
| R060 | Espanola Hospital | Company Approved | Night Approved |
| CYZE | Gore Bay Manitoulin Airport | TC Certified | Night Approved |
| CNT4 | Little Current MHC | TC Certified | Night Approved |
| CYEM | Manitoulin East Airport | TC Certified | Night Approved |
| R120 | Meldrum Bay | Company Approved | NVG |
| CNW4 | Mindemoya MHC | TC Certified | Night Approved |

Status of a landing site defines when an air ambulance helicopter is permitted to use that site. In all cases, day time landings are permitted. While some sites are permitted to have night landings, others are permitted to have night landings only where the flight crew is furnished with and certified to perform landing with the aid of night vision goggles (NVG).

EMERGENCY COVERAGE STATEMENTS (MANITOULIN & LACLOCHE)

The 6 stations making up the Manitoulin and LaCloche area represent a significant percentage of service call volume. The following tables will provide guidance to the CACC when considering balanced coverage for the communities in Manitoulin and LaCloche. Should the CACC ACO determine a potential need for balanced emergency coverage other than stated below they should consult with the Paramedic Superintendent.

The CACC ACOs will delay Priority 3 scene responses for up to fifteen (15) minutes in order to evaluate emergency coverage requirements, facilitate the start of a new shift including start of shift activities, to allow for shift status change from “on-call” to “on-site” or to assign the call to a non-fatigued resource.

The assignment of Priority 3 interfacility calls can be delayed up to six hours in order to evaluate emergency coverage requirements, facilitate the start of a new shift including start of shift activities, to allow for shift status change from “on-call” to “on-site” or to assign the call to a non-fatigued resource. Such a delay must be approved by the Paramedic Superintendent. Where approved, the CACC ACO will advise the sending facility of the response ETA.

THREE (3) ZONES

The six (6) Paramedic Services stations within the Manitoulin and LaCloche areas will be paired for coverage. This pairing be premised on geography and call volumes.

| Zone | Stations |
|-----------------|--------------------------------|
| Manitoulin West | Mindemoya and Gore Bay |
| Manitoulin East | Little Current and Wikwemikong |
| LaCloche | Espanola and Massey |

Emergency coverage will not be reinstated if call is being performed within a community and the receiving facility is within the same community.

When no Paramedic Service resource is available in the Manitoulin West Zone, and no PRU is immediately available for coverage, the CACC ACO will reinstate emergency coverage by deploying the Little Current transport ambulance to standby in M'Chigeeng.

When no Paramedic Service resource is available in the Manitoulin East Zone, and no PRU is immediately available for coverage, the CACC ACO will reinstate emergency coverage by deploying the Mindemoya transport ambulance to standby in Manitowaning.

When no Paramedic Service resources are available in the LaCloche Zone, and no PRU is immediately available for coverage, and no LaCloche based transport ambulance is expected to return to availability within 60 minutes, the CACC ACO will reinstate emergency coverage by redeploying the Little Current Ambulance to Espanola.

MINIMUM AVAILABLE AMBULANCE TABLE

Minimum Available Ambulances **5**

Sudbury CACC is responsible for the movement of all vehicles within Manitoulin-Sudbury DSB LaCloche and Manitoulin area. CACC ACOs shall continuously evaluate resource needs.

The following deployment table details mitigation.

*Note that a PRU is not considered to be part of the minimum ambulance count.

| 6 Ambulances Available | Action required/Redeployment |
|--------------------------------|--|
| Above Minimum Car Count | <ul style="list-style-type: none"> No Action Required |

| 5 Ambulances Available | Action required/Redeployment |
|-------------------------------|---|
| At Minimum Car Count | <ul style="list-style-type: none"> Redeploy the closest PRU to the Vacant Station Delay both nonurgent and Priority 3 interfacility transfers |

| | |
|--------------------------------|--|
| 4 Ambulances Available | Action required/Redeployment |
| Below Minimum Car Count | <ul style="list-style-type: none"> • Redeploy as per need based upon the previously noted zones. • Clear all units from destination sites • Delay non-urgent and Priority 3 interfacility transfers |

| | |
|--------------------------------|--|
| 3 Ambulances Available | Action required/Redeployment |
| Below Minimum Car Count | <ul style="list-style-type: none"> • Redeploy units to: <ul style="list-style-type: none"> • Town of Espanola • Town of Manitowaning • M'Chigeeng First Nation • Clear all units from destination sites • Delay non-urgent transfers • Delay Priority 3 interfacility transfers • Notify Paramedic Services Paramedic Superintendent |

| | |
|--------------------------------|---|
| 2 Ambulances Available | Action required/Redeployment |
| Below Minimum Car Count | <ul style="list-style-type: none"> • Redeploy units to: <ul style="list-style-type: none"> • Town of Espanola • Moore's corner • Clear all units from destination sites • Delay non-urgent transfers • Delay Priority 3 interfacility transfers • Notify Paramedic Superintendent |

| | |
|--------------------------------|--|
| 1 Ambulance Available | Action required/Redeployment |
| Below Minimum Car Count | <ul style="list-style-type: none"> • Redeploy unit to Little Current • Clear all units from destination sites • Delay non-urgent transfers • Delay Priority 3 interfacility transfers • Notify Paramedic Services Paramedic Superintendent |

| | |
|--------------------------------|---|
| 0 Ambulances Available | Action required/Redeployment |
| Below Minimum Car Count | <ul style="list-style-type: none"> • Clear all units from destination sites • Delay non-urgent transfers • Delay Priority 3 interfacility transfers • Notify Paramedic Services Paramedic Superintendent • Request standby coverage from neighbouring services where possible. |

APPENDIX A
PARAMEDIC SERVICES MANAGER CONTACT DETAILS

ADMINISTRATION

| Title | Name | Ext. | Primary Contact | EMAIL |
|---------------------------------------|---------------------|------|-----------------|--|
| Chief | Robert Smith | 600 | 705-665-1555 | robert.smith@msdsb.net |
| Deputy Chief | Tim Beadman | 617 | 705-690-4504 | tim.beadman@msdsb.net |
| Deputy Chief | Paul Myre | 601 | 705-690-7533 | paul.myre@msdsb.net |
| Administrative Assistant | Kaitlyn Dowdall | 618 | 705-918-6505 | kaitlyn.dowdall@msdsb.net |
| Administrative Assistant | Paulette Poulin | 610 | 705-222-0498 | paulette.poulin@msdsb.net |
| Paramedic Superintendent Platoon A | Dan Brunet | 608 | 1-800-838-8904 | dan.brunet@msdsb.net |
| Paramedic Superintendent Platoon B | Jennifer Tasse | 608 | 1-800-838-8904 | jennifer.tasse@msdsb.net |
| Paramedic Superintendent Platoon C | Travis Dewar | 608 | 1-800-838-8904 | travis.dewar@msdsb.net |
| Paramedic Superintendent Platoon D | Dennis Quenneville | 608 | 1-800-838-8904 | dennis.quenneville@msdsb.net |
| Relief Paramedic Superintendent | Michel Bigras | 608 | 1-800-838-8904 | michel.bigras@msdsb.net |
| Relief Paramedic Superintendent | Caitlin Bronicheski | 608 | 1-800-838-8904 | caitlin.bronicheski@msdsb.net |
| Relief Paramedic Superintendent | Sofia Carranza | 608 | 1-800-838-8904 | sofia.carranza@msdsb.net |
| Relief Paramedic Superintendent | Chris Gillis | 608 | 1-800-838-8904 | chris.gillis@msdsb.net |
| Relief Paramedic Superintendent | Linda Lebeau | 608 | 1-800-838-8904 | linda.lebeau@msdsb.net |
| Relief Paramedic Superintendent | Ron Mailloux | 608 | 1-800-838-8904 | ronald.mailloux@msdsb.net |

| | | | | |
|---------------------------------|---------------|-----|----------------|--|
| Relief Paramedic Superintendent | Darren Pren | 608 | 1-800-838-8904 | darren.pren@msdsb.net |
| Relief Paramedic Superintendent | Lyssa Seguin | 608 | 1-800-838-8904 | lyssa.seguin@msdsb.net |
| Relief Paramedic Superintendent | Darren Simond | 608 | 1-800-838-8904 | darren.simond@msdsb.net |
| Relief Paramedic Superintendent | Sarah Stagg | 608 | 1-800-838-8904 | sarah.stagg@msdsb.net |

APPENDIX B

PARAMEDIC SERVICES RESPONSE TIME STANDARD PERFORMANCE PLAN 2019

A new response time standard (RTS) was instituted in 2013 by the Ministry of Health and Long Term Care (MOHLTC). The new standard effectively is more responsive to the individual Direct Delivery Agents by giving the local levels of government the ability to determine service specific response criteria. It is also more patient outcome focused and presents a new approach to ambulance response in Ontario. Manitoulin-Sudbury DSB, Paramedic Services is committed to timely patient care to all of its citizens and will monitor the new response time standard on a regular basis in an attempt to improve ambulance response wherever possible.

2018

Ambulance Act Ontario Regulation 257/00 Part VIII Section 23.

- 2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times.*
- 3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale (“CTAS”) 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act.*
- 4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part.*
- 5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated.*

The following page contains a copy of the officially submitted Paramedic Services Response Time Standard Performance Plan for Manitoulin-Sudbury DSB, Paramedic Services for **2019**.

**Manitoulin-Sudbury DSB, Paramedic Services
Response Time Standard Performance Plan 2019**

| | | | | | |
|---|---|---------------|---------------------------------|-------------------------------|-----------------------|
| Service Number | 752 | Service Name | Manitoulin-Sudbury DSB | | |
| Mailing Address | 210 Mead Blvd. | | | | |
| Community | Espanola | Postal | P5E 1R9 | | |
| Business Phone | (705) 862-7850 | Extension | | Facsimile | (705) 862-7805 |
| Chief Administrative Officer | Fern Dominelli | Email | fern.dominelli@msdsb.net | | |
| Telephone | (705) 222-7777 | UTM Facsimile | (705) 862-7866 | | |
| Name & Title of Responsible Party Completing Submission | Robert Smith Chief of Paramedic Services | | Email | robert.smith@msdsb.net | |
| Telephone | (705) 862-7850 | Extension | 600 | Cell | (705) 665-1555 |

For the calendar year of **2019**, from January 1 to December 31,

i. Designated Delivery Agent (DDA) - Sudden Cardiac Arrest

30 percent of the time, within 6 minutes from the time ambulance dispatch conveys the call information to the paramedic, **Manitoulin-Sudbury DSB** will endeavor to have a responder equipped and ready to use an AED at the location of a patient determined to be in sudden cardiac arrest.

ii. Paramedic Services Designated Delivery Agent - CTAS 1

30 percent of the time, within 8 minutes from the time ambulance dispatch conveys the call information to the paramedic, **Manitoulin-Sudbury DSB** will endeavor to have a PARAMEDIC as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 1.

iii. Paramedic Services Designated Delivery Agent - CTAS 2, 3, 4, 5

Manitoulin-Sudbury DSB will endeavor to have a Paramedic as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 2, 3, 4, 5 within a period of time determined appropriate by the DDA and noted below in Table 1, or as resources permit (level of effort):

Table 1, CTAS 2, 3, 4, 5 Paramedic Services Delivery Agent Commitment

| CTAS | Target time from paramedic received until on scene | % Target |
|------|--|----------|
| 2 | 15 minutes | 65% |
| 3 | 20 minutes | 75% |
| 4 | 25 minutes | 85% |
| 5 | 25 minutes | 85% |

*Target time: the amount of time (minutes) from paramedic notification (T2) until on scene (T4)

** % of target: percentage of time the target time will be achieved

APPENDIX C MEAL PERIODS

| Stn # | Station | Shift Time | Meal Break Start Between |
|-------|----------------|-------------|--------------------------|
| 10 | Noëlville | 0800 – 2000 | 1230 – 1400 |
| 10 | Noëlville | 2000 – 0800 | 0030 – 0200 |
| 11 | Hagar | 0600 – 1800 | 1030 – 1200 |
| 11 | Hagar | 1800 – 0600 | 2230 – 0000 |
| 12 | Killarney | 0800 – 2000 | 1230 – 1400 |
| 13 | Gogama | 0800 – 2000 | 1230 – 1400 |
| 14 | Foleyet | 0800 – 2000 | 1230 – 1400 |
| 15 | Chapleau | 0800 – 2000 | 1230 – 1400 |
| 00 | Little Current | 0600 – 1800 | 1030 – 1200 |
| 00 | Little Current | 1800 – 0600 | 2230 – 0000 |
| 01 | Mindemoya | 0800 – 2000 | 1230 – 1400 |
| 01 | Mindemoya | 2000 – 0800 | 0030 – 0200 |
| 02 | Gore Bay | 0800 – 2000 | 1230 – 1400 |
| 03 | Espanola | 0800 - 2000 | 1230 - 1400 |
| 03 | Espanola | 2000 - 0800 | 0030 - 0200 |
| 04 | Massey | 0600 – 1800 | 1030 – 1200 |
| 04 | Massey | 1800 – 0600 | 2230 – 0000 |
| 05 | Wiwemikong | 0800 – 2000 | 1230 – 1400 |
| 05 | Wiwemikong PRU | 0800 – 2000 | 1230 – 1400 |
| 05 | Wiwemikong | 2000 – 0800 | 0030 – 0200 |

APPENDIX D TIERED RESPONSE AGREEMENTS

| Site name & location | 1) Vital Signs Absent (VSA) | 2) Unconscious | 3) Seizure | 4) Motor Vehicle Collision with reported injuries | 5) Uncontrolled Bleeding | 6) Priority OIT 4 call where ambulance response > than ____min. | Any Medical Condition that may precipitate VSA (Chest pain, unconscious, seizures, deadly bleeding) |
|---|--------------------------------|-------------------|---------------|--|-----------------------------|--|---|
| Assiginack Volunteer Fire Department First Attack Vehicle | x | | | x | | | |
| Aundeck Omni Kaning First Nation Fire Department | x | | | | | | |
| Baldwin Fire Department-Fire Pumper | x | | | x | | 12 | X |
| Burpee-Mills (Evansville) | x | | | x | | | |
| Chapleau Volunteer Fire Department-Fire Truck | x | | | | | | |
| Estaire Wanup Fire Department | x | x | x | x | x | 20 | |
| Espanola Fire Department | | | | x | | 10 | |
| French River – (Alban & Noëlville) Fire Department | x | x | x | x | x | 20 | |
| Gogama Fire Department | x | | | x | | 15 | X |
| Nairn-Hyman Fire Department - Nairn Station | All Priority 4 Calls | | | | | | |
| Nairn-Hyman Fire Department - Sand Bay Station | All Priority 3 and 4 Calls | | | | | | |
| North Shore Search and Rescue | Rescues and special events | | | | | | |
| Ontario Provincial Police-Noëlville MARINE UNIT / SNOWMOBILE UNIT | AED Equipped | | | | | | |
| Ontario Provincial Police-Warren Detachment 3 AED's in Cruisers | AED Equipped | | | | | | |
| Ontario Provincial Police-Little Current MARINE UNIT / SNOWMOBILE UNIT | AED Equipped | | | | | | |
| TWP of Sables - Spanish Fire Department Webbwood, Shakespeare, Massey, Walford | x | | | x | | 20 | |
| Whitefish Falls/ Willisville Volunteer Fire Department | x | x | x | x | x | 30 | |
| Wikwemikong Police Department | AED Equipped | | | | | | |

APPENDIX E EMERGENCY FIRST RESPONSE TEAMS (EFRT'S)

Manitoulin-Sudbury DSB has three (3) Emergency First Response Teams which supplement emergency response within certain communities. The First Response Teams are to be requested to respond on all Priority 3 and 4 responses within their listed coverage area. The teams are NOT to be considered part of Manitoulin-Sudbury DSB, Paramedic Services Deployment Plan for the purposes of Balanced Emergency Coverage. The First Response Teams shall not transport patients.

CARTIER EMERGENCY FIRST RESPONSE (899-74)

| | |
|-------------------|--|
| Station Address: | 48 Lansdowne Street, Cartier, ON |
| EFRT Vehicle: | 5618 |
| EFRT Coordinator: | Sue Loranger |
| Contact Info: | (705) 561-0042 (705) 561-3316 (cell) (705) 965-2125 (fax) sueloranger@3web.net |
| Host Agency: | Local Service Board of Cartier |
| Host Contact: | Violet Rabishaw 120 Lansdowne Street, Cartier, ON |
| Coverage Area: | Hwy 144 from Cascaden Township to Marquette Lake at Marquette Township, including Hwy 7044 (Old Cartier Highway), Geneva Lake Road, Lake Onaping Road, and Halfway Provincial Park |
| SAED Capable: | YES |

COCKBURN ISLAND EMERGENCY FIRST RESPONSE (899-14)

| | |
|-------------------|--|
| Station Address: | Cockburn Island |
| EFRT Vehicle: | No Vehicle |
| EFRT Coordinator: | Brenda Jones |
| Contact Info: | (705) 842-2132 (705) 842-2702 (fax) brendajones@sympatico.ca |
| Host Agency: | The Township of Cockburn Island Walford, ON |
| Host Contact: | Austin Clipperton (705) 844-2289 (705) 844-1101 fax |
| Coverage Area: | Cockburn Island (Only accessible by boat or helicopter). All calls for service on Cockburn Island should have an Ornge Air Ambulance immediately requested. |
| SAED Capable: | YES |

TEHKUMMAH EMERGENCY FIRST RESPONSE (899-23)

Station Address: 228 Hwy 542A
Tehkummah, ON

EFRT Vehicle: 5606

EFRT Coordinator: Gary Brown

Contact Info: (705) 859-3474
(705) 859-3483 (cell)
(705) 859-3474
carltrad@amtelecom.net
gbrown@amtelecom.net

Host Agency: The Township of Tehkummah

Host Contact: Patsy Gilchrist
(705) 859-3293
(705) 859-2605 (fax)

Coverage Area: Township of Tehkummah

SAED Capable: YES

APPENDIX F

NORTHEASTERN ONTARIO STROKE STRATEGY

Manitoulin-Sudbury DSB, Paramedic Services has signed a Memorandum of Understanding for Medical Redirect and Repatriation of Northeastern Ontario Acute Stroke Patients. All Acute Stroke patients meeting the provincial protocol, including the travel distance limits will be transported directly to the designated Stroke Centre Hospital.

With the introduction of the Ontario Stroke Strategy, Regional, District and Tele stroke Centres have been established in many areas. For areas with Designated Stroke Centres, patients who present with one or more signs and symptoms of an acute stroke may be eligible for transport to a stroke centre as outlined in the MOHLTC EHS Acute Stroke Protocol. CACC ACO will authorize the transport once notified of the patient's need for redirect or transport under the Acute Stroke Protocol.

Transport guidelines:

Patients meeting the protocol in areas noted below are transported directly to:

1. Sudbury:
 - Hwy 144 from 560 and south
 - Hwy 560 east from Hwy 144 to 15KMs east of Shining Tree
 - Hwy 17 East of Hwy 108
 - Hwy 69 North of Woods Road
 - Hwy 522 West of Loring
 - Hwy 17 West of Verner
 - All of Manitoulin Island
2. North Bay:
 - Hwy 17 East of Verner
 - Hwy 522 East of Loring
3. Sault Ste. Marie:
 - Hwy 17 West of Hwy 108
4. Timmins:
 - Hwy 101 East of and including Foleyet and Chapleau
 - Hwy 144 once north of Hwy 560
5. Temiskaming:
 - Western Boundary: Gowganda on Hwy 560 or 15 km's east Shining Tree

In the event of a suspension of the Acute Stroke Protocol at one of the Stroke Centre Hospitals, Paramedics may consider being re-routed to another "alternate" Stroke Centre Hospital when the travel time limits permit.

APPENDIX G

HEALTH SCIENCES NORTH STEMI BYPASS PROTOCOL

The introduction of a ST Elevation Myocardial Infarction (STEMI) protocol within the Manitoulin-Sudbury DSB catchment area is intended to ensure that this life threatening event is managed through rapid confirmation and by ensuring patients are transported to the most appropriate facility in as timely a fashion as possible.

The process is set out in Manitoulin-Sudbury DSB Paramedic Services [Policy G.4.13](#) as amended from time to time.

APPENDIX H STAFFING PATTERNS

SUDBURY NORTH (TIMMINS & SAULT STE. MARIE CACC)

| Stations | Shift Time | Type of Staffing | # of Vehicles | Location |
|-------------------|-------------|------------------|---------------|-------------------------------------|
| Gogama (Stn 13) | 0800 - 2000 | On-Site | 1 | 6 Henry Street |
| | 2000 - 0800 | On-Call | 1 | |
| Foleyet (Stn 14) | 0800 - 2000 | On-Site | 1 | 191 Tamarack Street |
| | 2000 - 0800 | On-Call | 1 | |
| Chapleau (Stn 15) | 0800 - 2000 | On-Site | 1 | 7 Broomhead Road |
| | 2000 - 0800 | On-Call | 1 | |

SUDBURY EAST (SUDBURY CACC)

| Stations | Shift Time | Type of Staffing | # of Vehicles | Location |
|--------------------|-------------|------------------|---------------|--|
| Noëlville (Stn 10) | 0800 - 2000 | On-Site | 1 | 44 St. Christophe Street |
| | 2000 - 0800 | On-Site | 1 | |
| Hagar (Stn 11) | 0600 - 1800 | On-Site | 1 | 7206 Hwy 17 East |
| | 1800 - 0600 | On-Site | 1 | |
| Killarney (Stn 12) | 0800 - 2000 | On-Site | 1 | 36 Commissioner Street |
| | 2000 - 0800 | On-Call | 1 | |

MANITOULIN & LACLOCHE (SUDBURY CACC)

| Stations | Shift Time | Type of Staffing | # of Veh. | Location |
|-------------------------|-----------------|------------------|-----------|--------------------------------------|
| Little Current (Stn 00) | 0600 - 1800 | On-Site | 1 | 30 Wilson St. East |
| | 1800 - 0600 | On-Site | 1 | |
| Mindemoya (Stn 01) | 0800 - 2000 | On-Site | 1 | 2090 Hwy 551 |
| | 2000 - 0800 | On-Site | 1 | |
| Gore Bay (Stn 02) | 0800 - 2000 | On-Site | 1 | 3B McQuarrie Blvd |
| | 2000 - 0800 | On-Call | 1 | |
| Espanola (Stn 03) | 0800 - 2000 | On-Site | 1 | 293 Queensway Ave. |
| | 2000 - 0800 | On-Site | 1 | |
| Massey (Stn 04) | 0600 - 1800 | On-Site | 1 | 250 Cameron Street |
| | 1800 - 0600 | On-Site | 1 | |
| Wikwemikong (Stn 05) | 0800 - 2000 | On-Site | 1 | 2058 Wikwemikong Way |
| | 0800 - 2000 PRU | On-Site | 1 | |
| | 2000 - 0800 | On-Site | 1 | |