

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>		
Section: G. Emergency Medical Services		Effective Date: <b>June 6, 2016</b>
Topic: 0. Statements		Replaces: <b>June 3, 2013</b>
Subject: 2. Service Commitment		
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<b>MANITOULIN-SUDBURY EMS/SMU SERVICE COMMITMENT</b>
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Manitoulin-Sudbury DSB EMS/SMU provides pre-hospital care to the sick and injured at a primary care level. Our primary focus is to provide professional & medically proven health care to the communities that we serve.

Our commitment to the communities we service in providing land ambulance service is:

- 1) To utilize only staff qualified under the Ambulance Act and its regulations (Approximately 120 staff members working at a Basic Life Support Level).
- 2) To utilize only vehicles meeting the current "Ontario Provincial Ambulance and Emergency Response Standards". (23 ambulances covering our 12 locations and 4 ERV's).
- 3) To ensure that all on site staff respond to priority 3, 4 and 8 calls within **120** seconds.
- 4) To ensure that all on call staff respond to priority 3, 4 and 8 calls within 10 minutes.
- 5) To ensure that all other calls are done as soon as available resources allow for a response.
- 6) To continuously monitor, meet and try to improve upon the response times dictated within our Service Response Time Performance Plan.
- 7) To ensure that patient care being provided is in accordance with the standards set out in the current "Basic Life Support Patient Care Standards", and local Base Hospital requirements.
- 8) To supplement land ambulance resources with an Emergency First Response Team response in areas where teams are in force.

In committing the above we will staff our EMS Stations according to the following staffing pattern:

<b>Service #</b>	<b>Station</b>	<b>Shift Time</b>	<b>Shift Type</b>
752 – 00	Noëlville	0700 – <b>1700</b>	On-Site
		<b>1700 – 0300</b>	On-Site
		<b>0300 – 0700</b>	<i>On-Call</i>
752 – 01	Hagar	0700 – 1900	On-Site
		1900 – 0700	On-Site
752 – 02	Killarney	0800 – <b>1800</b>	On-Site
		<b>1800 – 0800</b>	<i>On-Call</i>
752 – 03	Gogama	0800 – <b>1800</b>	On-Site
		<b>1800 – 0800</b>	<i>On-Call</i>

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752 – 04	Foleyet	0800 – <b>1800</b>	On-Site
		<b>1800 – 0800</b>	<i>On-Call</i>
752 – 05	Chapleau	0700 – 1900	On-Site
		<b>1900 – 0700</b>	<i>On-Call</i>
782 – 00	Little Current	0700 – 1900	On-Site
		1900 – 0070	On-Site
782 – 01	Mindemoya	0800 – 1600 (M-F)	On-Site
		0700 – 1900	On-Site
		1900 – 0700	On-Site
782 – 02	Gore Bay	0700 – 1900	On-Site
		<b>1900 – 0700</b>	<i>On-Call</i>
782 – 04	Massey	<b>0700 – 1900 PRU (50%)</b>	<b>On-Site</b>
		<b>0700 – 1900</b>	On-Site
		<b>1900 – 0300</b>	On-Site
		<b>0300 – 0700</b>	On-Site
782 – 06	Wikwemikong	<b>0700 – 1900 PRU</b>	<b>On-Site</b>
		0700 – 1900	On-Site
		1900 – 0700	On-Site
782 – 07	Espanola	0700 – 1900	On-Site
		1900 – 0700	On-Site