

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: G. Emergency Medical Services	Effective Date: July 1, 2004
Topic: 2. Communications Directives	Replaces: New
Subject: 4. Dispatch Direction	
Policy No. G.2.4.	Page 1 of 1

**PURPOSE**

To ensure ambulance crews follow the direction of the Central Ambulance Communication Centre(s) (CACCs).

**APPLICATION**

Paramedics, EMAs, Field Managers

**PROCEDURE**

- 1) All EMAs and Paramedics shall take direction from and continually maintain contact with CACC. No employee shall refuse or disregard the directions of a Communication Officer in regard to any request for ambulance service. The availability, location, presence and movement of an ambulance or emergency response unit will be reported promptly by each applicable employee.
- 2) The ambulance crew shall transport patients to a facility or destination as directed by a Communication Officer.
- 3) If a direction is not given, the patient will be taken to the nearest facility where the medical attention apparently required for the care of the patient is available.
- 4) Management staff shall ensure communication equipment is sent for maintenance/repair when requested by CACC subject to staffing/vehicle availability.

**REFERENCE**

Regulation 257/00  
Land Ambulance Certification Standard Part III H, I, J