

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: G. Emergency Medical Services	Effective Date: <b>June 6, 2016</b>
Topic: 4. Operations Directives	Replaces: <b>Sept. 14, 2009</b>
Subject: 25. Reacting to Calls/Time Frame	
Policy No. G.4.25.	Page 1 of 1

### PURPOSE

EMAs/Paramedics will react to notification of a call within a specified time frame.

### APPLICATION

Paramedics, EMAs, Management

### PROCEDURE

- 1) The normal reaction time of an ambulance, being staffed with on site personnel, from receipt of vital information to proceed on an emergency call (**code 3, 4 & 8**) will be:  
**A maximum of one hundred and twenty (120) seconds from receipt of notification.**
- 2) The normal reaction time of an ambulance, being staffed with on site personnel, from receipt of call information to proceed on all calls other than emergency calls will be:  
**A maximum of three (3) minutes from receipt of notification.**
- 3) In the case of routine transfers the crew may receive call information several hours prior to reacting to the call (e.g. booked calls for multiple patient transfer). In these cases the on site crew must be mobile on the call within three (3) minutes of the time designated by dispatch, or that coordinated by the Management to facilitate the routine transfer.
- 4) When mobilizing a crew on a call back system, the normal reaction time of the on-call ambulance staff from receipt of vital information to proceed on an emergency call (code 3, 4 & 8) will be:  
**A maximum of ten (10) minutes from receipt of call.**

### REFERENCE