

**Manitoulin-Sudbury District Services Board  
POLICY & PROCEDURES MANUAL**

Section: G. Emergency Medical Services	Effective Date: May 30, 2010
Topic: 7. Administrative Directives	Replaces: July 1, 2004
Subject: 3. Duty Officer System	
Policy No. G.7.3.	Page 1 of 1

**PURPOSE**

To ensure the ambulance service operation (including CACC) has a system, which provides 24-hour a day access to a person in authority.

**APPLICATION**

All Management Staff

**PROCEDURE**

- 1) The Manitoulin-Sudbury DSB EMS Duty Officer assignment shall be divided between the Managers/Designates in a manner so as to have a Duty Officer available twenty-four (24) hours a day, seven (7) days a week.
- 2) The Manitoulin-Sudbury DSB Duty Officer will ensure that:
  - a) That CACC is aware of how to contact the Duty Officer for Manitoulin-Sudbury DSB EMS by cell phone, home phone number and/or pager number;
  - b) All staff and CACC personnel are familiar with the procedures for notifying the Duty Officer;
  - c) The Duty Officer will make themselves available for advice, etc. at all times while Duty Officer (i.e. by phone, etc.);
  - d) The Duty Officer will make themselves available to respond whenever required;
  - e) The Duty Officer will be familiar with service procedures, policies, disaster plans, etc. and are able to carry out these procedures when necessary.
- 3) The Duty Officer shall notify the Chief of EMS /designate, Manitoulin-Sudbury DSB EMS when:
  - a) An employee is injured while on duty;
  - b) An employee can no longer work his/her shift and there are no employees available to cover the shift;
  - c) A vehicle is involved in an accident;
  - d) A disaster or a possibility of a disaster exists.
  - e) Whenever there are concerns that could have negative affect on the operations of Manitoulin-Sudbury DSB EMS.
- 4) If the Chief of EMS/designate is not available, the Duty Officer will update the CAO, Manitoulin-Sudbury DSB.

**REFERENCE**