



The Corporation of the County of Northumberland Northumberland Paramedics – Revised May 2018 –

Service Commitment

Northumberland Paramedics provides Primary and Advanced Care Emergency Medical Services throughout the County of Northumberland 24 hours a day, seven days a week on every day of the year.

The provision of ambulance services is in a manner that allows the closest available and most appropriate ambulance to be dispatched regardless of location or jurisdiction, and will work with other municipal, provincial and federal agencies, as required, to respond to requests for assistance in such instances. Our service will work cooperatively with other agencies to provide comprehensive emergency medical services that are accessible, integrated, seamless, accountable, and responsive.

Only Paramedics that hold current qualifications as set out by the *Ambulance Act* and related Provincial Legislation will be permitted to staff each ambulance. Each Ambulance, when available for responses to emergency calls, shall be staffed at all times by either; two qualified Primary Care Paramedics (PCP) or one Primary Care Paramedic (PCP) and/or one Advanced Care Paramedic (ACP). ACP coverage is distributed based on staff availability. Each Emergency Response Vehicle (ERV) shall be staffed with Management personnel who will be qualified, at a minimum, as a PCP. This aspect of this policy shall be monitored and enforced by the Northumberland Paramedics Management Team.

The Deputy Chief of Operations will oversee the establishment of a shift pattern and schedule. With the assistance of the Deputy Chief, Quality Improvement and Professional Standards and Shift Superintendents, the Deputy Chief of Operations will establish procedures to monitor the effectiveness of any pattern implemented. The Deputy Chief of Operations will ensure that adequate numbers of staff are available to staff each Ambulance and ERV as is determined to be necessary to provide the appropriate level of care and response time criteria within the catchment area. Additionally, a contact roster of the full-time and part-time staff, as well as an availability schedule, shall be regularly updated to provide the means to backfill staff on short notice or in advance to cover vacations, sick leave, short-term or unexpected absences of personnel.



All emergency medical care provided by paramedics in the employ of Northumberland County will provided – at a minimum – in accordance with all applicable legislation and patient care standards, including (but not limited to) the *Basic Life Support Patient Care Standards*, *Advanced Life Support Patient Care Standards* as well as the *Ambulance Service Patient Care and Transportation Standards*. In all cases, paramedics will be held accountable to continually striving to improve their care ensuring the delivery of the highest quality of patient care possible.

Present (May 2018) staffing levels area as follows:

Full time ACP –16 Full Time PCP – 36

Part time ACP –2 Part Time PCP –50

Shift Pattern:

Utilizing 12 ambulances and 4 emergency response vehicles, coverage is scheduled as follows (all units are designated as PCP as a minimum and, dependent upon staff availability may be ACP):

Ambulance Base	Staffing Pattern		Day Hours	Night Hours
	# of Crews	Hours/Day & Days/Week		
Brighton - 04	1	24/7	07:30-19:30	19:30-07:30
Campbellford - 02	1	24/7	06:30-18:30	18:30-06:30
Cobourg - 07	1	24/7	07:30-19:30	19:30-07:30
	1	12/7	06:00 - 18:00	N/A
Colborne - 03	1	12/7	06:00-18:00	18:00-06:00
Port Hope - 06	1	24/7	06:30-18:30	18:30-06:30
Roseneath -05	1	24/7	08:00 - 20:00	20:00 - 08:00

Emergency response vehicles are staffed by management staff only (all management staff are qualified, at a minimum, as a PCP) and respond only as needed. An operational support vehicle is also available for deployment as needed.

CURRENT FLEET

OASIS Number	Vehicle Type
4133	Type III - Bariatric
4134	Type III - Bariatric
4135	Type III - Bariatric
4136	Type III - Bariatric
4137	Type III - Bariatric
4140	Type III - Bariatric
4142	Type III - Bariatric
4143	Type III - Bariatric
4173	Type III - Bariatric
4514	Type III - Bariatric
4515	Type III - Bariatric
4516	Type III - Bariatric
4317	Emergency Response Vehicle
4319	Emergency Response Vehicle
4375	Emergency Response Vehicle
4390	Emergency Response Vehicle
4804	Operational Support
4317	Emergency Response Vehicle
4804	Operational Support Unit



Northumberland Paramedics will endeavour to respond to Code 4 (Emergency) requests for ambulance service with a reaction time of 2 minutes or less.

In accordance with the Legislated Response Time Commitment on CTAS

6 minute to defibrillator for arrival in SCA	45%
8 minute to paramedic arrival for CTAS 1	55%
CTAS 2	10 min/ 65%
CTAS 3	10 min/65%
CTAS 4	10 min/65%
CTAS 5	10 min/65%

The Chief shall be responsible for the regular review of ARIS Dispatch Data Access Service (ADDAS) and Lindsay CACC reports that are made available not only to ensure the standard is met, but also to take those steps necessary to improve upon response times, to the extent that it is possible.

Communication of Service Commitment:

The Northumberland Paramedics Service Commitment is a public document and will be posted on the Northumberland County web page, in the Northumberland Paramedics section, and will be updated from time to time. The document will be available in hard copy, upon request.

This document, together with the Ambulance Service deployment plan, will be communicated to the MOHLTC EHSB Field office that oversees legislative compliance for Northumberland County. Additionally, copies of this document as well as the deployment plan will be sent to the Lindsay Central Ambulance Communications Centre including any amendments, which may occur from time to time.