



SERVICE COMMITMENT LEVEL FOR NORTH BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE

The North Bay Central Ambulance Communications Centre (CACC), a department of the North Bay Regional Health Centre (NBRHC), provides emergency medical communications services twenty four hours a day, seven days a week for an area that includes the Districts of Nipissing, Parry Sound and Temiskaming, which encompasses ambulance services in the communities of North Bay, Mattawa, Temagami, West Nipissing, Powassan, South River, Port Loring, Timiskaming Shores, Englehart, and Kirkland Lake. Emergency First Response Teams (EFR) are also dispatched in the communities of East Ferris, Phelps, Bear Island, Field, Latchford, Restoule, Larder Lake and Thorne/Eldee. Paging services for Fire Departments in the communities of Restoule, Argyle, Bonfield, East Ferris, Callander, Chisholm, Sundridge, Calvin, Papineau Cameron, Temagami, Marten River, Tilden Lake, Nipissing, Phelps, Mattawa, Powassan, Nipissing First Nation and Matachewan are also coordinated through the North Bay CACC.

Under the direction of the CACC Manager, the North Bay CACC has a staff of one Operations Manager, one CACC Information Support Officer, one Liaison & Policy Officer, four (4) Team Leaders, nine (9) full time and nine (9) part time Ambulance Communications Officers as well as one (1) administration clerk. The CACC is staffed 12 hours per day from 7:00 am to 7:00 pm with three (3) Ambulance Communications Officers and one (1) Team Leader and from 7:00 pm to 7:00 am with two (2) Ambulance Communications Officers and one (1) Team Leader.

Through state of the art computer aided dispatching, radio and telephone equipment, code 4 emergency calls are answered and dispatched in less than two minutes, in accordance with the 90th percentile. Emergency calls are also answered and dispatched in accordance with the Response Time Standards; less than two minutes 80 percent of the time on CTAS 1 and Sudden Cardiac Arrest calls and less than two minutes 75 percent of the time on CTAS 2 calls. As well, Ambulance Communications Officers provide pre arrival instructions that include first aid as well as telephone CPR and choking protocols. Annually, in excess of 36,000 calls for assistance are received on 911 lines, dedicated emergency lines as well as administrative and hospital lines. The Ambulance Communications Officers coordinate the scheduling and movement of Ambulances for emergencies as well as local and long distance non-emergency patient transfers on the Provincial Fleet Net radio system. With the assistance of the Orange Communications Centre, emergency calls and non-emergency long distance patient transfers are coordinated with both rotary and fixed wing air ambulance resources. The centre has an in house Quality Assurance program (PCSQAP) which ensures that calls are constantly reviewed to maintain a high quality of service mandated by the Ministry of Health and Long Term Care.

The North Bay Central Ambulance Communications Centre has an excellent working relationship with the communications centres of the North Bay Police Service, North Bay Fire Department, Ontario Provincial Police, West Nipissing Police and Fire, Quebec Ambulance and with the tiered response Fire Departments of Harley, Magnetawan/Ahmic Harbour, Marten River, Armstrong, North Bay, Callander, Nipissing, Chisholm, South River, Sundridge, Papineau Cameron, Calvin, Bonfield, Restoule, Argyle, East Ferris, Kirkland Lake, Kenogami, Larder Lake, Cobalt, Earleton, Matachewan, West Nipissing as well as with the District of Nipissing Social Services Administration Board, Timiskaming Social Services Administration Board and the Town of Parry Sound.

The North Bay Central Ambulance Communications Centre is committed to ensuring a high level of communications services are provided to both the citizens of Ontario and the ambulance services at all times.

Regular staff training and upgrades to our communications and CAD equipment ensure the continued provision of excellent service.

Marc Picard, CACC Manager