

**Communication Agreement**  
**between**  
**West Parry Sound Health Centre Ambulance Communication Service**  
**and**  
**West Parry Sound Health Centre Emergency Medical Service**

The West Parry Sound Health Centre Communication Service is committed to providing a full, efficient, cost-effective ambulance dispatching service that is seamless, integrated, accountable, accessible and responsive.

The communication service shall:

- Code 4 calls received for emergency ambulance service will be committed with 45 seconds 90% of the time.
- T0 to T2 (call answered to crew notified) will be two (2) minutes or less on code 4 calls.
- Perform in accordance with the Ministry of Health and Long-Term Care, Emergency Health Services Branch Legislation, Standards and Certification, Regulations, Directives, the CACC/ACS Manual of Practice for ACO's of CACC & ACS and the current Communication Service Performance Agreement.
- Provide call taking, assignment and dispatch operation for Parry Sound and Burk's Falls Ambulance in accordance with the Communication Service Performance Agreement and in accordance with the Manual of Practice for Ambulance Communications Officers of Central Ambulance Communications Centres and Ambulance Communication Service. This Service will ensure Balanced Emergency Coverage is maintained in keeping with the PSDEMS deployment plan.
- Ensure qualified communications officers are employed as per the Agreement.
- Participate with all stakeholders in the development of agreements and protocols required for determination of appropriate patient destinations and transfers including maintenance of balanced emergency coverage.
- Provide and maintain radio and other equipment for communications with ambulance services and their employees as per the Communication Performance Agreement.

The ambulance service shall:

- Provide land ambulance service as directed by the communication service.
- Participate with all stakeholders in the development of agreements and protocols required for determination of appropriate patient destinations and transfers including maintenance of Balanced Emergency Coverage.
- Document and report any problems with communication equipment.

*Bruce Armstrong*

Bruce Armstrong, ACS Manager  
West Parry Sound Health Centre  
Ambulance Communication Service  
Date: May 17/07 Reviewed: June 2/20

*Frank May*

Frank May, EMS Manager  
West Parry Sound Health Centre  
Emergency Medical Service  
Date: May 17/07 Reviewed: June 2/20