

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

The West Parry Sound Health Centre Communications 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:

1. Code 4 calls received from emergency ambulance service will be committed within 45 seconds 90% of the time.
2. T0 to T2 (call answered to crew notified) will be two (2) minutes or less on code 4 calls.
3. 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 CACCs & ACSs and the current ACS Performance Agreement.
4. Provide call taking, assignment and dispatch operation for Parry Sound and Burk's Falls Ambulance in accordance with the ACS Performance Agreement and in accordance with the Manual of Practice for Ambulance Communications Officers of Central Ambulance Communications Centres and Ambulance Communications Service. This Service will ensure balanced emergency coverage is maintained.
5. Ensure qualified communications officers are employed as per the ACS Performance Agreement.
6. Participate with all ambulance system stakeholders in the development of agreements required for the determination of appropriate patient destinations and transfers.
7. Provide and maintain radio and other equipment for communications with ambulance services and their employees as per the ACS Performance Agreement.

The ambulance service shall:

1. Provide land ambulance service as directed by the communications service.
2. 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.
3. Document and report any problems with communication equipment.

Bruce Armstrong

Bruce Armstrong, ACS Manager
West Parry Sound Health Centre
Ambulance Communications Service
Date: May 17/07 Reviewed: Sept. 14/17

Thomas S. Hunter

Tom Hunter, EMS Manager
West Parry Sound Health Centre
Emergency Medical Service
Date: May 17/07 Reviewed: Sept. 14/17