



West Parry Sound Health Centre

PARRY SOUND EMS

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SERVICE COMMITMENT LEVEL

Parry Sound District EMS is a Basic Life Support emergency medical service(EMS), that provides high quality patient care to the sick and injured of the geographical District of Parry Sound and neighboring Districts as required, while working within the operating guidelines set out by the Ontario Ambulance Act and its regulations and all other governing legislation.

Operating 7 stations spread out over the District, Parry Sound District EMS and will respond to code 4 (highest priority) calls within two minutes of being notified while on site and ten minutes or less when responding to calls during the on call hours at the stations. Parry Sound EMS staffs the following stations with one crew for 12 hours on site: Pointe Au Baril, Seguin. The Powassan, South River and Burks Falls stations are staffed 24 hours a day on site. The Argyle station is staffed 8/7 on-site 08:00-16:00 and 16/7 on call where crew responds to calls from home in 10 mins. or less. The station in Parry Sound staffs 2 vehicles on site during the day and 1 vehicle on site and 1 on call during the night. Whether on site or on call, we consistently meet our 90th percentile time frame established by the Ministry of Health & Long Term Care as well as published Response Time Standard Plan submitted to EHS annually and reviewed as to meeting targets. Parry Sound EMS is equipped to utilize 4 Paramedic Response Units that are staffed by 1 primary care paramedic.

The strength of our service is our people. Our paramedics are the most valuable resource of our service. Staffing is made up of 1 manager, 3 supervisors, 1 administrative assistant, 44 full time, 25 part time. The entire staff is committed to providing the highest quality of patient care. This is monitored closely by the Emergency Health Services Branch, Northeastern Ontario pre-hospital Care Program, the Town of Parry Sound as well as through the use of existing Q/A programs within the service.

We recognize that the provision of quality patient care is only possible through the strong relationships that exist with other agencies. Agencies such as the West Parry Sound Health Centre Emergency Department and Health Sciences North Prehospital Care Program staff, the North Bay Regional Health Centre Emergency Department, the Huntsville Algonquin Health Services Emergency Department, the Fire Services within the District, the Ontario Provincial Police, The Ministry of Health & Long Term Care, the West Parry Sound Health Centre, the Parry Sound District EMS Committee & the Town of Parry Sound.

Parry Sound EMS is committed to ensuring that this level of service is maintained at all times and look forward to changes and advancements in our industry that will further improve the level of service that we provide.

The Management and Staff of Parry Sound EMS

revised September 17, 2018

◆ COMPASSION ◆ ACCOUNTABILITY ◆ RIGHTS AND RESPONSIBILITIES ◆ EXCELLENCE