



Rainy River District Social Services Administration Board

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RAINY RIVER DISTRICT EMERGENCY MEDICAL SERVICES SERVICE COMMITMENT

The Rainy River District Social Services Administration Board (RRDSSAB) is committed to:

- Maintaining a level of service that meets or exceeds the requirements of the *Ontario Ambulance Act*, associated *Regulations* and *Standards*;
- Quality, efficient and compassionate patient care that meets or exceeds the *Basic & Advanced Life Support Standards*;
- Continuing to meet the legislated 1996 90th percentile response time for the Rainy River District, and continuing to monitor and evaluate response times relative to each station and the District;
- Ensuring the average on-site reaction time for emergent, urgent and standby responses are less than two minutes;
- Ensuring that emergent & urgent requests for service are addressed in the least amount of time, with the most appropriate level of care within approved funding limits;
- Working with Thunder Bay & Kenora Central Ambulance Communication Centre (CACC), to deliver service relative to established local deployment strategies, policy and directives, which best meet the needs of the District;
- Ensuring that policy, planning and funding is adequate to meet Service commitments and the ongoing needs of the public; and
- Communicating expectations of the service to the employees and establishing monitoring processes which ensure compliance in accordance with the Ministry of Health and Long Term Care and RRDSSAB requirements.

Managing the delivery of services in our communities & making effective available use of resources

Rainy River District Emergency Medical Services (RRDEMS) provides Primary Care Paramedic Services across the Rainy River District with Land Ambulance Stations located in the communities of Atikokan, Fort Frances, Emo and Rainy River. The RRDEMS works in conjunction with the Ministry of Health and Long Term Care Northwest Field Office, Regional Training Coordinators, CACC Centres and the Thunder Bay Regional Health Sciences Centre Base Hospital Program to address training needs and quality assurance, and to ensure that service provision is completed within best accepted industry practice and standards.

The RRDEMS provides 24-hour coverage at each of the four bases, while maintaining four (4) front-line ambulances twenty-four hours per day, seven days per week, (24/7) at each base, Monday to Sunday. An additional front-line ambulance is staffed eight (8) hours per day, Monday to Friday at the Fort Frances base, and three mechanical spares are located across the District. The RRDEMS also maintains an Emergency Support Unit (ESU) located in Fort Frances which is available for deployment to any location within the District. Paramedics are scheduled on a fixed twelve (12) hour shift rotation pattern. The RRDEMS employs 53 Paramedics fully certified as Primary Care Paramedics.

"original signed by Donna Dittaro"

"original signed by Dan McCormick"

Donna Dittaro
Chief Administrative Officer

D. K. McCormick
Health Services Manager

Effective: September 28, 2007