

<b>TITLE:</b> SERVICE COMMITMENT	<b>SECTION:</b> LAND AMBULANCE
<b>DATE:</b> September 5, 2001	<b>POLICY NO.:</b> KDSB-LAS-V-10
<b>APPROVED BY:</b> Resolution No. 2001-102	<b>REVISED:</b> Res. No. 2003-39 – May 8, 2003 March 31, 2007

**POLICY STATEMENT**

The Kenora District Services Board will endeavour to maintain a Response Time Performance Standard in compliance with the requirements of the Ambulance Act.

**Level of Service**

Northwest EMS represents all land ambulance services in the District of Kenora and is operated by the Kenora District Services Board with administrative offices located in Dryden, Ontario.

There are bases located in the communities of Dryden, Ear Falls, Ignace, Kenora, Pickle Lake, Red Lake, Sioux Lookout, and Sioux Narrows-Nestor Falls.

Twenty BLS equipped land ambulance vehicles are strategically located throughout the District with one Emergency Support Unit centrally located in Dryden. These vehicles are staffed by a combination of full-time, part-time and volunteer staff that meet the requirements for employment in accordance with the Ambulance Act.

A minimum of one vehicle is staffed at each location, twenty-four hours per day, either by on-site or standby personnel based on call volume and availability of staff.

Control and direction of staffed vehicles is the responsibility of the Central Ambulance Communications Centre located in the City of Kenora and operated by the Lake of the Woods District Hospital.

**Reaction Time**

**Vehicle(s) and Staff On-Site:**

Reaction Time (Time 2 to Time 3)

Codes 3 and 4 calls - maximum two (2) minutes  
Other calls - as per Deployment Plan

**Vehicle(s) on-site and Staff off-site (paid on-call):**

Code 3 and 4 calls - maximum fifteen (15) minutes

*The commitment for reaction times when staff are off-site represents a goal. When staff or volunteers are off-site there are many factors beyond anyone's control that might affect their ability to respond. We routinely monitor response times and in all cases attempt to achieve the stated objective. However, the commitment is conditional upon impact of unanticipated factors.*

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**Vehicle(s) and Staff off-site**

Circumstances may arise where vehicles and staff are deployed at another scene and not immediately available for assignment to another call. The ambulance and crew will respond as quickly as possible based on the direction provided by the Communications Centre.

**Response Time**

In accordance with the requirements of the Ambulance Act, Land Ambulance Certification Standard, the Kenora District Services Board will allocate available resources to respond to priority four emergency calls within 31:59 minutes, ninety percent of the time. This time represents the period from time of notification to arrival at the scene of the call (T2 – T4).

Utilizing the ARIS [Ambulance Response Information System] Dispatch Data Access Service (ADDAS) database, the response time performance standard will be monitored on a monthly basis for compliance and trends indicating the need for analysis of resource utilization.