

SERVICE COMMITMENT

In a vast geographic area such as the one covered by Northwest EMS, the time that it takes for an ambulance to arrive at the scene will vary depending on how close you are to one of our ambulance bases.

We are committed to a reaction time (time of notification to time of departure from base) of less than two minutes for urgent and emergency calls when staff are on-site and less than fifteen minutes when on standby away from the base.

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 by the Communications Centre.

We aim to provide prompt and courteous service at all times and realize that during stressful times you may have concerns. If your concern relates to response times or dispatching please contact the Communications Centre Manager at (807) 468-8854. For patient care or transport concerns contact the Director of Emergency Medical Services at (807) 221-2202 ext 2230.

Non-Emergency Contact Information

Dryden:	Harold Rabb	223-8272
Ear Falls:	Ursula DeKeyser	222-3799
Ignace:	Janet Griffiths	934-6465
Kenora:	Brian Silvester	468-8079
Pickle Lake	Eric Dalzell	928-2081
Red Lake:	Ted Turgeon	727-3286
Sioux Lookout:	Andrew Tickner	737-4366
Sioux Narrows- Nestor Falls:	Jennifer Martin	226-5218

or

**Kenora District Services Board
Land Ambulance Service
211 Princess Street
Dryden ON P8N 3L5**

**807-223-2100
ext. 2230**



NORTHWEST EMS



**Professional Paramedics
Emergency Medical Services
24 Hours a Day**

Operated by the

**KENORA DISTRICT SERVICES
BOARD**

NORTHWEST EMS

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

Our bases are located in the following communities:

- ◆ Dryden
- ◆ Ear Falls
- ◆ Ignace
- ◆ Kenora
- ◆ Pickle Lake
- ◆ Red Lake
- ◆ Sioux Lookout
- ◆ Sioux Narrows-Nestor Falls

In addition to providing emergency medical services to these communities our qualified paramedics respond to calls for assistance to any accessible location in the District of Kenora.

There are twenty-one land ambulance vehicles staffed by a combination of full-time, part-time, and volunteer paramedics that provide care at the Basic Life Support level with additional Advanced Life Support training for defibrillation and the administration of approved medications.

A minimum of one vehicle is staffed at each location, twenty-four hours per day, either by on-site or on-call personnel based on call volume and availability of staff. Additional resources are allocated in situations of high call volume or a significant event involving the possibility of multiple casualties.

CALLING FOR ASSISTANCE

Most urban areas in the District of Kenora have access to 911 service. However, there are communities and unincorporated areas that have not been connected to the 911 system and you must check the local directory for the access number. The dispatch centre can be reached from anywhere in the District by dialling:

1-877-351-2345

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.

Be Prepared

At the Central Ambulance Communications Centre they will ask you several questions regarding your situation. The questions are important in assessing the call priority and urgency. Rest assured...a second dispatcher is already sending the ambulance, even as questions are being asked.

Questions you will be asked

- Do you require Police, Fire or Ambulance?
- Location of emergency?
- Phone number?
- Rural Emergency Location Code Number?
- What the emergency is and is anything being done to the patient at the present time?

Do not be surprised if the police or fire services are dispatched as well, especially for serious calls.

SPECIAL EVENTS

If your group is planning a special event that requires a dedicated ambulance in attendance please contact the local service in your area for details on how to arrange this for the dates required. There will be a charge for this service.