



BEAUSOLEIL FIRST NATION EMERGENCY MEDICAL SERVICES

SERVICE COMMITMENT

Beausoleil First Nation EMS is committed to providing the highest level of pre-hospital care to our community. Beausoleil EMS is further committed to providing our staff with the training, knowledge, equipment and guidance to ensure the very best in professional pre-hospital care on a continuous basis.

In keeping with the Ambulance Act of Ontario Regulation 257/00 (Part II, Section 3 (1), Section (a)), Beausoleil First Nation EMS is committed to providing Basic Life Support emergency response and quality patient care and hereby commits to the following critical elements. They are:

- 24 hours per day
 - Current level of service provided is Basic Life Support (BLS) as defined as a Primary Care Paramedic (PCP).
 - All Primary care Paramedics practice in accordance to the Basic Life Support Patient Care Standards, issued by the Ontario Ministry of Health & Long Term Care, Emergency Health Services Branch, Version 2.0, January 2007
 - Provide sufficient staffing of Primary Care Paramedics to staff one ambulance 24 hours per day
 - Emergency Call Back service provided is Basic Life Support (BLS) as defined as Emergency Medical Attendant/Emergency First Responder.
 - Certification of delegated acts by Sunnybrook – Osler Centre for Prehospital Care - Base Hospital Program
- On Site Staffed Ambulance Service Reaction time (T2 – T3) <2 minutes on Code 3 & 4 calls
- Each Emergency Response Vehicle responding to a request shall be staffed with at least one person qualified as an Emergency Medical Attendant (EMA) in accordance with the Ontario Ambulance Act and Regulations
- Beausoleil EMS is committed to identifying and investigating circumstances where the service commitment is not met
- Beausoleil First Nation EMS is committed to continue improving the Response Time Performance Plans (Ambulance Act, Ontario Regulation 257/00, Part VIII) through monitoring, capture of electronic data, analysis of same and working with our stakeholders to deliver the most comprehensive health care available to our community.
- Work cooperatively with our stakeholders and service delivery partners for the provision of patient care
- Work cooperatively within the Community and stakeholders on the design, support and implementation of the Public Access Defibrillator (PAD) program. Current Deployment entails:
 - Automated External Defibrillator on the BFN Transportation Ferry (December 2010)

It is the duty of each employee of Beausoleil First Nation EMS to:

- Provide health care to patients with diverse values, beliefs and behaviours, in a sensitive manner to meet patients' social, cultural, and linguistic needs
- Serve the ill, injured, general public and co-workers in a responsible and conscientious manner
- Respect the rights of patients and ensure patient confidentiality is maintained at all times
- Ensure the safety of patients and provide the most appropriate care
- Maintain a constant state of readiness to respond to medical emergencies

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- Conduct business operations in a professional manner avoiding any practices likely to be detrimental or disgraceful to the public, the service, co-workers and Beausoleil First Nation
- Uphold the standards established by the Ontario Ministry of Health & Long Term Care and Beausoleil First Nation EMS
- Agree to provide service in accordance with the Ontario Ambulance Act and Regulations
- Ensure Service Reaction Time of 2 minutes or less for emergent calls for service

BFN EMS Response Time Performance Plan

Sudden Cardiac Arrest (SCA)

The ambulance service will endeavour to have a responder equipped and ready to use an AED at the location of a patient determined to be in SCA within 6 minutes from the time ambulance dispatch conveys the call information to the paramedic 90 percent of the time.

CTAS 1

The ambulance service will endeavour to have a paramedic or emergency medical attendant as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 1 within 8 minutes from the time ambulance dispatch conveys the call information to the paramedic 90 percent of the time.

CTAS 2, 3, 4, 5

The ambulance service will endeavour to have a paramedic or emergency medical attendant as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 2, 3, 4, 5 within the amount of time specified in the table below. The percentage of time the target time will be achieved is also specified in the table below.

CTAS	Target time*	% of target**
2	8 minutes	75
3	15 minutes	75
4	30 minutes	85
5	30 minutes	90

*Target time: the amount of time (minutes) from paramedic notification (T2) until on scene (T4)

** % of target: percentage of time the target time will be achieved

Currently, there are:

Full time Primary Care Paramedics – Nine (9)

Part time Primary Care Paramedics – Two (2)

Manager – One (1)

Senior Operations Paramedic –Two (2)

Total paramedics employed – Eleven (11)



Doug Rawson, Manager

Dated this 25th day of January 2011

cc: EMS Station, Beausoleil First Nation Band Council, Sunnybrook Osler Centre for Prehospital Care, Simcoe County Paramedic Services, MOHTLC, Georgian CACC, Director - MOH<C EHSB, Community Newsletter, Chimnissing Website, BFN EMS Staff, BFN Staff