

Manitoulin-Sudbury District Services Board

Emergency Medical Services

Emergency First Response Team
Guidelines

Emergency First Response Team Guidelines

General

In the Province of Ontario, a system of pre-hospital emergency medical care has been established which utilizes Primary Care, Advanced Care, and Critical Care Paramedics. Currently Manitoulin-Sudbury EMS/SMU provides Primary Care Paramedic service.

The Central Ambulance Communications Centre (CACC) is responsible for dispatching of ambulances and emergency first response teams.

Historically emergency first response teams have been established in small communities and in locations where it is not practical to establish a formal ambulance station due to low call volumes. Where the existence of an emergency first response team can provide a source of trained volunteers capable of responding to a medical emergency, the CACC will activate the team following the dispatching of the closest available ambulance to the scene.

Emergency first response team members are usually the first trained help to arrive on the scene. Trained in assessing and treating the emergency patient, the first response team is the first link in the overall treatment of sometimes critically ill or injured individuals.

The emergency first response team is assigned to the closest ambulance base for the replenishment of supplies needed by the team. The emergency first response team will have a host municipality or local services board which will provide the required space to house the teams equipment and vehicle (if applicable). In addition the host will provide space for training when required.

Organizing an Emergency First Response Team

The initiative for starting an emergency first response team can originate from a variety of sources such as Municipal Councils, Local Services Boards, First Nations Band Councils, concerned citizens, local fire departments, or the Ministry of Health.

- The organizer must submit a letter to Manitoulin-Sudbury DSB asking for approval to start an emergency first response team.
- If Manitoulin-Sudbury DSB approves the request, the organizer will establish a base of community commitment and support (10 – 15 members).

- When 10 – 15 interested individuals have been identified and have committed to attend the necessary training, the organizer will submit a letter to Manitoulin-Sudbury EMS Director listing the names of the interested individuals and request an information meeting.
- The organizer will make arrangements for the information meeting including securing the location and advertising within the community for participants to attend. The EMS Director, EMS QA Manager, and EMS Field Manager will attend and present the requirements of establishing an emergency first response team, required training and equipment, the estimated annual call volume, and any other pertinent information required.
- The organizer, following the information meeting and with confirmation of the group, will seek support from the local council and submit a resolution supporting this initiative to the Manitoulin-Sudbury DSB
- The community will be responsible for the selection of a group leader who will be the contact person for organizing and maintaining lines of communication between supporting agencies.
- The group leader and the EMS QA Manager will confirm training dates, times, and locations.
- On completion of training, the EMS QA Manager will notify the DSB Finance Director or designate to add the new emergency first response team members to the DSB WSIB and Accident and Liability coverage.

Equipment Scale of Issue

Equipment issued to the EFRT will be in accordance with the approved EFRT equipment list as set out by Manitoulin-Sudbury DSB.

Any equipment loss or damage will be reported to Manitoulin-Sudbury EMS Operations Manager for replacement. This will be done by completing the “lost equipment report” and e-mailing a copy to the EMS Operations Manager.

Monthly Reporting

It is the responsibility of the EFRT Team Coordinator to provide Manitoulin-Sudbury EMS at the end of each month the following:

- a) Monthly vehicle operating data (mileages, hours, etc)
- b) Monthly vehicle log (fuel log and receipts)
- c) Patient call reports / Incident reports
- d) Lost equipment reports
- e) Changes to team personnel

Training

Emergency First Response Team training will consist of the following:

1. Standard First Aid (16 hours) recertification every 3 years
2. Basic Cardiopulmonary Resuscitation (CPR) (8 hours) recertification annually
3. Emergency First Response (40 hours) recertification every 3 years
4. Automated External Defibrillation (8 hours) recertification annually

Additional training may be requested by the team coordinator subject to funding and instructor availability. All training must be approved by Manitoulin-Sudbury DSB.

Dispatch Procedures

Where practical and resources exist, the CACC will arrange for a small amount of pagers for the team. The team will be expected to organize itself so that a team member can be available to carry the pager and respond accordingly.

Where pagers are not readily available, the team may choose to utilize a paging service (such as Northern Communications) or provide CACC with a contact number to initiate a call for service.

The EFRT will be dispatched from the CACC following the deployment of an ambulance. As the EFRT are not able to provide patient transport, it is essential that an ambulance be dispatched prior to activation of the team.

In order for the team to be effective, an efficient means of contact and dispatching must be established. Any problems encountered as a result of poor communications equipment or equipment failure should be dealt with the CACC Manager. The Manitoulin-Sudbury EMS Field Manager should be copied on the issue.

Any complaint or concern from the team regarding CACC should be sent in writing to the proper Manitoulin-Sudbury EMS Field Manager for investigation and resolution.

The Emergency First Response Team will be activated only by the CACC. Should someone contact a team member directly for assistance, the team member will contact the CACC and request an ambulance prior to responding on the call.

EFRT Call Reports

Team members are required to complete a Call Report for all patients who are attended to by the team.

The call report is a confidential document and may be used in the event that team members are required to attend court as a witness for coroner's inquests or legal proceedings.

The call report is required to be completed and a copy provided to the responding ambulance crew while at the scene. The patient copy of this document will accompany the patient to the medical facility.

The document must be completed in a legible manner, providing pertinent information, such as the patient's history and treatment prior to ambulance arrival.

Copies of the call report are to be submitted to Manitoulin-Sudbury EMS at the end of each month.

In order to achieve patient confidentiality, call reports are to be kept in a secured area that is double locked with limited access. It is suggested that the reports be kept in a locked file cabinet in a locked office. If a locked office is not achievable then the building that houses the reports must be locked at all times when not occupied.

Deactivation / Disbanding of EFRT

Circumstances can arise where it is not possible to continue operation of an Emergency First Response Team. Where such circumstances arise the team leader is required to inform the Manitoulin-Sudbury EMS Manager of the team's intent to disband following the proper notification of termination article in the Emergency First Response Team Agreement.

Arrangements for the return of all equipment will be required following the disbanding of the team.

Manitoulin-Sudbury EMS may be required to temporarily deactivate the team for cases of safety and operations (i.e. SARS outbreak). If this is required the deactivation may be immediate and without warning.

Control and use of a Manitoulin-Sudbury DSB issued EFRT Vehicle

The Director of Manitoulin-Sudbury EMS, where the need for such a vehicle is fully justified and documented, may authorize emergency first response vehicles for issue to emergency first response teams. The issue of such vehicles will be exceptional and should no way be seen as a standard for all emergency first response teams.

- **Emergency First Response Vehicles are not to be used for the transportation of a patient**
- Team members who operate the vehicle must provide Manitoulin-Sudbury EMS with a current copy of their driver's license.
- The vehicle must be operated in keeping with the Highway Traffic Act of Ontario at all times.
- Emergency First Response Vehicles are not classed as ambulances under the Act, therefore the warning system (amber lights) are to be used only to provide safety to the members and patients when at the scene of an accident or incident.
- No person shall operate the vehicle after consuming alcohol, prescription drugs, non-prescription drugs or any other substance which may impair the person's ability to operate the vehicle safely.
- The vehicle will be maintained according to the Manitoulin-Sudbury EFRT vehicle maintenance guide.
- Invoices / receipts for refuelling are to be submitted to Manitoulin-Sudbury EMS at the end of each month.
- Vehicle cleaning and restocking of supplies will be done following each call for service.
- The vehicle is to be secured, fully stocked, and used under the direction of the CACC only

Withdrawal of EFRT Vehicle from Service

In the event of mechanical failure, the team leader will notify the CACC and the Manitoulin-Sudbury EMS Manager immediately taking the vehicle out of service.

Once the repairs have been made, it is the responsibility of the team leader to notify CACC and place the vehicle back in service.

In the event of misuse, abuse, neglect or failure to submit required reports, Manitoulin-Sudbury DSB may remove the vehicle without notice as directed by the Manitoulin-Sudbury EMS Director.

Workplace Safety and Insurance Board

Coverage for Emergency First Response Team members is supplied by the DSB.

In cases of injury, the Manitoulin-Sudbury Field Manager must be contacted immediately following any immediate first aid care required. The Manager will contact the DSB Human Resources Department who will follow up with the team member.

All reporting timeframes required for the DSB must be adhered to by the EFRT member and it is therefore vitally important that contact with the EMS Manager occur immediately.