
 Rainy River District Social Services Administration Board	<b>SECTION:</b> Land Ambulance
	<b>POLICY TITLE:</b> Duty Officer System
<b>ORIGINAL DATE:</b> July, 2006	<b>POLICY AREA:</b> Administration
<b>REVISION DATE:</b> August, 2016	<b>POLICY NO:</b> LA – 1.7
<b>NEXT REVIEW DATE:</b> September, 2019	<b>APPROVED BY:</b> 

## Policy

The Rainy River District Social Services Administration Board (RRDSSAB) ensures that the Land Ambulance and the Central Ambulance Communications Centre (CACC) maintain a system which provides twenty-four (24) hour per day access to a “person in authority”.

## Procedure

1. The Duty Officer assignment is divided between the Deputy Chiefs in a manner which ensures a Duty Officer is available twenty-four (24) hours per day, seven (7) days per week. The Deputy Chief is deemed to be “on-duty” when acting as the Duty Officer.
2. The Duty Officer ensures that:
  - a) the CACC office is fully aware of the identification of the designated Duty Officer, with the Duty Officer’s name and contact information displayed in a visible manner at CACC;
  - b) the paging system being used is functional and operational, and the Communication Officer is fully aware of its operation;
  - c) all staff and CACC personnel are familiar with the procedures for notifying the Duty Officer;
  - d) he/she is available at all times for advice, etc, while acting as Duty Officer, including by telephone;
  - e) he/she is available to respond anywhere within the defined coverage area at any time, while Duty Officer;

- f) he/she carries all necessary equipment, such as helmet, vest, manual, etc, while Duty Officer; and
  - g) he/she is familiar with service procedures, policies, *Deployment Plan*, etc, and is able to carry out these procedures, when necessary.
3. The Duty Officer is notified when:
- a) an employee is injured and hospitalized while on duty;
  - b) a vehicle is involved in an accident;
  - c) three or more ambulances are responding to one call;
  - d) a disaster or a possibility of a disaster exists;
  - e) balanced emergency coverage is or may be affected;
  - f) an employee has called in sick and the Duty Officer is required to call in substitute staff; and
  - g) an employee can no longer work his/her shift and the Duty Officer must call in substitute staff.
4. The Duty Officer is contacted by the CACC Communication Officer to ensure that all contacts are recorded and times kept.
5. The Duty Officer keeps the CACC Communication Officer(s) informed of how he/she can be contacted, that is, by telephone, pager, mobile radio, etc.