
 Rainy River District Social Services Administration Board	SECTION: Land Ambulance
	POLICY TITLE: Authority of Central Ambulance Communication Centre (CACC)
ORIGINAL DATE: July, 2006	POLICY AREA: Communication
REVISION DATE: August, 2016	POLICY NO: LA – 2.1
NEXT REVIEW DATE: September, 2019	APPROVED BY: 

Preamble

The Rainy River District Social Services Administration Board (RRDSSAB) ensures that *Dispatch Protocols* are developed in accordance with relevant legislation including:

- a) *Ontario Regulation 257/00, General, as amended; and*
- b) *Land Ambulance Service Certification Standard, as amended.*

Policy

The RRDSSAB ensures that Emergency Medical Assistants (EMAs) and Paramedics maintain contact with the Central Ambulance Communication Centre (CACC), and keep them informed of their availability, location, presence and movement at all times. EMAs and Paramedics cooperate with CACC Communication Officers, and carry out their directions and requests respectfully.

Procedure

1. Every employee of the RRDSSAB Paramedic Services will take direction from and continually maintain contact with the CACC.
2. No employee will refuse or disregard the directions of a Communication Officer, in regard to any request for Land Ambulance service.
3. Each applicable employee promptly contacts CACC and advises of the availability, location, presence, and movement of an ambulance or emergency response unit.
4. Employees advise the CACC Communication Officer of any removal from

service, or return to service, of an ambulance or emergency response vehicle. This includes all incidents or accidents which may cause a staffed vehicle to be unavailable to respond to a call.

5. The driver of an ambulance will transport patient(s) to a facility or destination, as directed by the Communication Officer.
6. In the event that the Communication Officer gives no direction, the driver of an ambulance transports the patient to the nearest Canadian medical facility which provides the type of care required by the patient(s).
7. The Deputy Chief(s) ensure that communication equipment is sent for maintenance and/or repair, when requested by CACC, subject to staffing and vehicle availability.