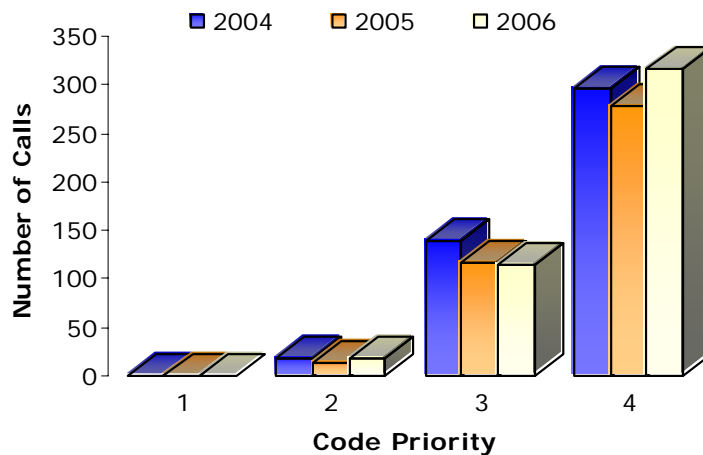


REQUEST FOR SERVICE:

This section reports on the primary function of Emergency Medical Services, which is to provide ambulance transportation for sick and injured residents. The first table indicates the number of calls "Year to Date" by priority.

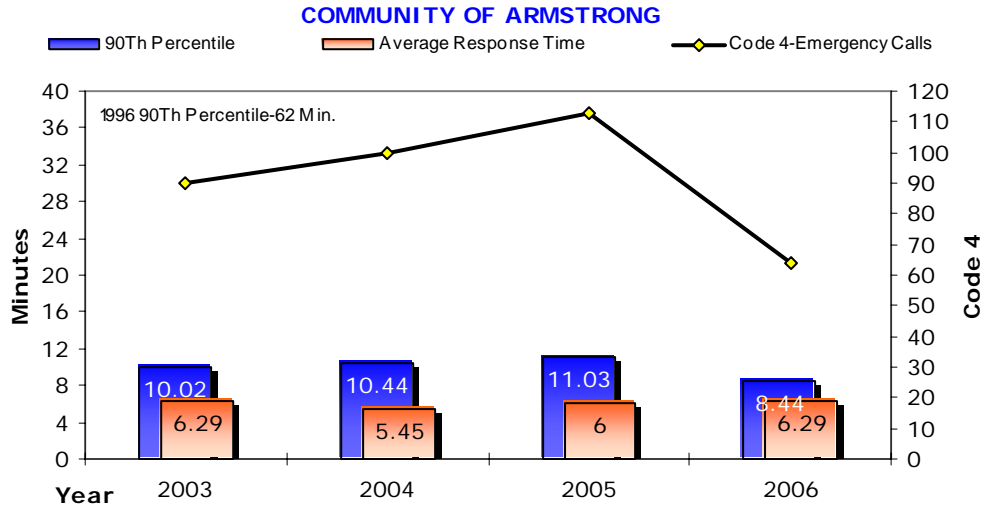
- CODE 1** A call that can be deferred without impact to the patient, i.e. going home from the hospital for a visit.
- CODE 2** A call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostic tests at 09:00.
- CODE 3** A call that is urgent because the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.
- CODE 4** A call for life and death emergency or unknown situation.
- CODE 8** A call where the ambulance is asked to stand by at a specific location, i.e. a fire call.

CODE	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
1	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	3	2	2	3	2	0	3	2	0	17
3	8	2	6	11	16	14	13	11	5	6	14	8	114
4	18	10	33	21	29	30	45	36	28	22	19	26	317
8	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	26	13	39	35	47	46	61	49	33	31	35	34	449



90TH PERCENTILE AND AVERAGE RESPONSE TIMES:

The Ministry of Health and Long Term Care has legislated that response times must be equal to or better than prior to 1997 when the Local Services Realignment initiative was announced. Although MOH-LTC requires only an across the district measurement, we monitor response times in each geographic community. 90th percentile means that 90 percent of the Code 4 calls were responded to in less than the posted time.



SERVICE LEVEL:

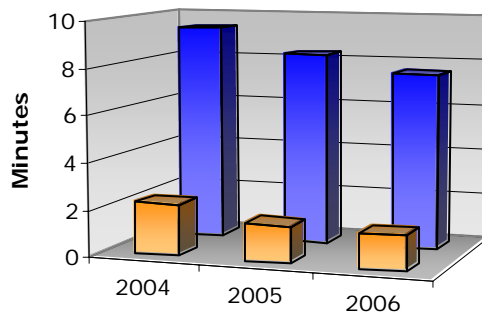
Basic Life Support, Advanced Life Support

1996 DISTRICT 90TH PERCENTILE:

12:41 minutes

90TH PERCENTILE REACTION TIMES FROM NOTIFICATION TO DEPARTURE FROM STATION:

Superior North EMS monitors how quickly staff responds to emergencies while on duty and, if applicable, while on-call away from the station. Target time for on-site is 90 seconds and for on-call it is 8 minutes.



	2004	2005	2006
On Site	2.22	1.57	1.48
On Call	9.4	8.31	7.59

STAFFING REPORT:

Approved staffing complement: 4 full-time 1 part-time

STAFFING PATTERN:

On site hours: 12
 Off-site hours: 12

DOWNSTAFFING:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	0	0	0	0	0	0	0	0	0	0	0	0
Fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	0
Total - First Response	0	0	0	0	0	0	0	0	0	0	0	0

FLEET REPORT:

Total kilometers traveled: Unit 6252 – 17,649
 Unit 6253 – 30,026

Unit #6253 was put into service in December 2005 and replaces unit #6048.



FACILITY REPORT:

January - A report from engineers received on the Armstrong building renovations. The costs of renovations supplied by the consultants (KGS Group) clearly indicate to bring the building to standard is estimated at \$301,600. The supervisor has had numerous conversations with the buildings owners (Armstrong Local Services Board) and still have received nothing other than verbal confirmation that they are requesting we pay in the neighbourhood of \$120,000 if we desire to purchase the structure and associated land. A quote obtained from a local contractor to perform some basic renovations and station clean-up was \$12,291 and this was faxed to the Director for approval.

February - Numerous heating malfunctions during this month resulted in the supervisor having to re-ignite pilot lights in furnaces. Informed of potential Heritage Funding for new station in Armstrong with no time lines indicated. The quote submitted in January was put on hold waiting further information.

March - Heating malfunctions continue as heating equipment is old and should be replaced.

April - Bay-3 garage door malfunctions and requires replacement of electric door opener motor. The man door into the base requires work to correct poor closing.

May - Initiated contact with JTM Mechanical concerning basic maintenance at the Armstrong Station. The standby generator will not start.

June - An outline of maintenance submitted to JTM for review and estimate. Working to set up a monthly maintenance program to begin in October of this year.

July - Nothing to report.

August - JTM Mechanical supplies a quote to repair the station standby generator and provides an outline of the monthly maintenance program.

September - Cal-Gas finally completes the propane piping work to bring propane supply lines to the station up to standard.

October - JTM Mechanical begins monthly maintenance checks on the heating systems. JTM finishes the repairs to the generator and reports it is up and running. The transfer switch from the main electrical to standby electrical is difficult to operate and may require replacement. This will be investigated further. JTM Mechanical advised that the heater in the crew room is not distributing heat. They will check this out during their next scheduled visit. Price quotes will be secured for minor repairs and refreshing of the station's crew quarters. The balance of the structure will remain status quo. Manager visits the station to review the proposed renovations.

November - The electrical panel transfer switch still not replaced as securing pricing and qualified person locally to perform the work is problematic. The existing switch does present a safety hazard as it renders the option of transferring to standby power extremely difficult. JTM Mechanical continues with monthly plant inspections.

December - Awaiting authority to enter into station upgrades. The possibility of a new station is still being explored by senior management. The heating unit in the crew quarters shut down and was repaired. There were problems obtaining parts due to the age of the furnace. This furnace is obsolete and requires repairs.

TRAINING:

January-June

Type: Driver Training
Date: May
No. attended: 5
Length: 8 hrs.
Location: Thunder Bay

July – December

Type: Personal Protective Equipment, Asthma, Congestive Heart Failure, Positive Pressure Ventilation, Safety Syringes
Date: November
No. attended: 1
Length: 11 hrs.
Location: Thunder Bay

Type: Pediatric Review
Date: November
No. attended: 1
Length: 2 hrs.
Location: Thunder Bay

INJURIES:

Lost time: 0
Medical aid: 0

Paramedics must complete two years of training and be certified by a physician to practise. There are two levels of paramedics in the District of Thunder Bay. Primary Care Paramedics (PCPs) administer drugs for breathing problems, cardiac problems, diabetic problems and for allergic reactions and provide defibrillation. Advanced Care Paramedics (ACPs) perform the same skills as PCPs but have a wider array of drugs to administer, and perform IV therapy, intubation, and advanced assessments. ACPs practise in Thunder Bay and Armstrong.

PUBLIC RELATIONS:

January-June

- * Mini moose medics handed out to patients.
- * General public inquiries handled.
- * Standby for community event – Fish Derby

July – December

- * Mini moose medics handed out to patients.
- * General public inquiries handled.
- * Armstrong Christmas parade.



CONTRACTED SERVICES:

Nature of event: 0
Number of hours: 0

INVESTIGATIONS:

Substantiated: 1
Unsubstantiated: 0

www.SuperiorNorthEMS.com

OTHER INFORMATION:

January-June

In April a minor accident resulted in an employee being issued city demerit points for backing an ambulance into the garage without guidance. The satellite telephone radio dome was damaged and required replacement.

As of June 2006, the Armstrong Station is still substandard accommodation. Crews are not utilizing the residence rented by Superior North EMS for them, and have not done so for a long time. The residence is located approximately 4 blocks from the ambulance station and does not have Internet access. Crews indicate they feel the residence isn't much of an improvement over the station and have elected to remain at the station.

July – December

In September Armstrong's old unit 6048 finally arrives in Africa to begin its new career.

In October the "fuel card lock system" in Armstrong was decommissioned by the owner and our paramedics are no longer able to refuel ambulances. Historically paramedics, post call, were able to refuel the ambulance at this location. Fuel was available 24/7 which was extremely beneficial as many calls resulted in long distance transfers. Paramedics now have to completely rely on fuel that is stored on site. Paramedics have been doing the majority of refueling at our own storage facility located on-site at the EMS station, and we have a Thunder Bay supplier maintaining fuel in the tank, to be used as required.

**ARMSTRONG AMBULANCE
RETURNS TO SERVICE
September 22nd 2006
AT THE BUNKPURUGU HEALTH CENTRE
NORTHEASTERN GHANA WEST AFRICA
The support of the Management and staff of the
Superior North EMS**



**The culmination
of a special
ceremony sees
the Health Centre
about to receive
the keys to their
new ambulance
in a remote
community like
Armstrong**



**The day finally arrives as
the keys are turned over
after a long delay getting the
Unit to it's new home**

Thanks to all