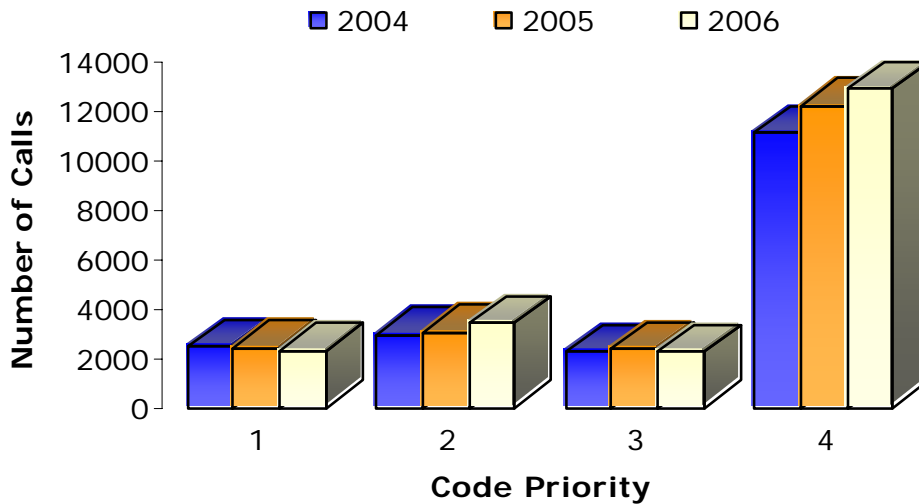


REQUEST FOR SERVICE:

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 diagnostics 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.

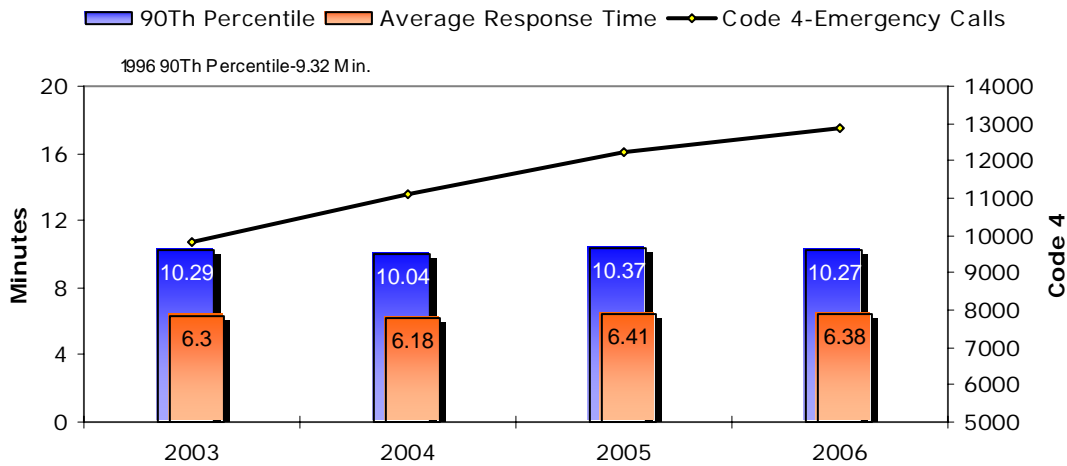
CODE	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
1	245	176	196	199	219	197	175	166	203	197	212	155	2340
2	289	223	229	277	313	263	264	319	272	343	310	325	3427
3	216	167	192	202	178	208	207	178	184	167	190	203	2292
4	981	916	1078	1106	1134	1085	1184	1162	1111	1085	1030	1013	12885
8	7	5	15	11	35	17	31	107	161	170	152	160	871
Total	1738	1487	1710	1795	1879	1770	1861	1932	1931	1962	1894	1856	21815



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.

CITY OF THUNDER BAY



SERVICE LEVEL:

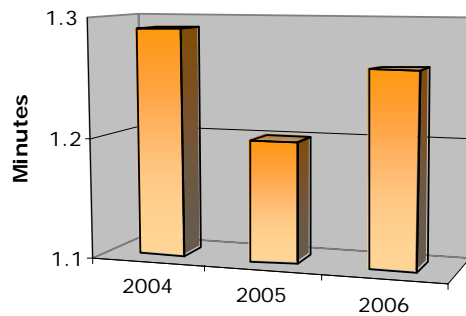
Basic Life Support, Advanced Life Support

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	1.29	1.2	1.26

STAFFING REPORT:

Approved staffing complement: 42 full-time, 20 part-time

STAFFING PATTERN:

On site hours: 4 - 24 hr. vehicles
 3 – 8 hr. vehicles
 1 – 8 hr evening vehicle
 1 – Paramedic Response Unit

DOWNSTAFFING:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	133.71	122.81	96.58	110.73	207	83.13	51.32	105.61	105.7	132.32	126.97	177.44
Total - First Response	4.09	4	23.21	5.39	19.89	9.52	1.59	13.98	3.2	7.42	9.71	6.01
Fully Downstaffed	14.91	1.51	12.62	29.22	111.11	4.68	35.38	24.88	18.5	20.83	41.08	36.7
Fully Downstaffed – PRU	114.72	117.30	60.75	76.12	76	68.93	14.35	66.75	84	104.07	76.18	134.73

FLEET REPORT:

Total kilometers traveled: 358,404
 Four new Crestline Ambulances

FACILITY REPORT:

January – June

Nothing to report.

July – December

Nothing to report.

TRAINING:

January - June

Type: Wilderness Response
 Date: March
 No. attended: 4
 Length: 16 hrs.
 Location: Manitouwadge



Type: MRx Training
 Date: May
 No. attended: 2
 Length: 8 hrs.
 Location: Geraldton

Type: Driver Training
 Date: May
 No. attended: 58
 Length: 8 hrs.
 Location: Thunder Bay

Type: Advent Helmet
 Date: June
 No. attended: 4
 Length: .5 hr.
 Location: Thunder Bay

Type: I-Medic
 Date: June
 No. attended: 4
 Length: 3 hrs.
 Location: Thunder Bay

Type: Service Instructor
 Date: June
 No. attended: 6
 Length: 16 hr.
 Location: Thunder Bay

Type: Mandatory Training
 Date: June
 No. attended: 4
 Length: 6 hr.
 Location: Thunder Bay

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July - December

Type: Personal Protective Equipment, Asthma, Congestive Heart Failure, Positive Pressure Ventilation, Safety Syringes
Date: November
No. attended: 25
Length: 11 hrs.
Location: Thunder Bay

INJURIES:

Lost time: 4
Medical aid: 5

PUBLIC RELATIONS:

*** EMS Week – May 14 – 21, 2006**

A weeklong display was held at Intercity Mall. In total paramedics performed 300 blood pressure checks. It is estimated that 3,000 people visited the booth and asked staff questions. And the Ambulance, an interactive tool used for school presentations and display booths, made numerous appearances.

The most popular question was, "How did you get the ambulance in the mall?" closely followed by "Is that a good blood pressure reading?"

- * Joint agency training, bullying in the workplace, Transcanada pipeline, clandestine drug lab
- * Due North 2006 conference
- * Health & Safety day
- * Meeting with Plasma Centre
- * Bike rodeo

July – December

- * Career Day (National Defence)
- * MADD seminar, Confederation College



EMS WEEK ACTIVITIES

CONTRACTED SERVICES:

Nature of event: 0
 Number of hours: 0

INVESTIGATIONS:

Substantiated: 4
 Partially Substantiated: 5
 Unsubstantiated: 5
 Inconclusive: 1

OTHER INFORMATION:

January – June

Nothing to report.

July - December

Nothing to report.

The Scoop. . .



Volume 5 Issue 1



SUPERIOR NORTH EMS MISSIONS & VISIONS STATEMENTS

MISSION STATEMENT

"At Superior North EMS we are dedicated to providing quality treatment both pre-hospital and out of hospital treatment with prompt and safe transport. We are a responsible and accountable team that values our employees and the community and we are committed to promoting injury prevention."

VISION STATEMENT

"Superior North EMS will be a professional, modern, and innovative organization. The scope of our mandate in providing emergency medical services will be both comprehensive and progressive. We will value and recognize our employees and encourage a supportive network within our working environment. We will promote effective communication internal and external to the organization."

Start by doing what's necessary, then what's possible, and suddenly you are doing the impossible.
Francis of Assisi

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Find out more from our newsletter – located at www.SuperiorNorthEMS.com