

# The Scoop



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2010

## New look new feel. . .

Changes to our image are well underway. By now all paramedics should have the new patches on their parkas, and dress uniforms and management attire should be sporting the new slip-ons. Along with these are new job titles for management. These new titles are more descriptive of positions held and are consistent with the Emergency Medical Services Chiefs of Canada (EMSCC) and the Association of Municipal Emergency Medical Services of Ontario (AMEMSO).

Old	New
Director	Chief
Manager	Deputy Chief
Supervisor	Superintendent

Our EMS vehicles will also be changing. The current blue and orange colours are being changed to blue and teal. This new colour combination was chosen to represent the area lakes and the flora of the area as well as provide more visibility. It will take about 5-7 years for the entire fleet to be in the new scheme.

## From the Chief. . .

2009 was a challenging year for Superior North EMS.

Through 2009, our Thunder Bay paramedics faced increasing pressure due to increasing 911 call volumes, while District paramedics coped with

long-distance and off-hours patient transportation challenges. These challenges represent perhaps our most pressing concern - that is, how to manage increased and diverse demand on our system when resources are limited? The solutions,

easily identified, include reducing the 911 call demand in the City and rationalizing patient transportation demands throughout. Much easier identified than solved however, as the issues are multi-jurisdictional and involve people who need



New Superior North EMS Patch



Superior North EMS ambulance sporting the new colour and design scheme.

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## Thanks for your patience. . .



2009 was a year to remember. There were no dull moments and I apologize for not getting an issue of The Scoop out last year. Some of the events listed in this newsletter may seem a bit dated but they are still important and newsworthy. Thanks for your patience. Enjoy this issue and please keep those submissions coming.

## Chief's say cont'd. . .

care. Our efforts, however, are focused on these vexing problems.

2009 saw many significant events that impacted on SNEMS that are noteworthy. Paramedics will be using new equipment so that patients may be better served. This includes new airways, CPAP, and for District paramedics NIBP and iMedic have been added to the complement. We are inching closer to realizing a new Thunder Bay North EMS Station / District HQ and Thunder Bay South EMS Station, while bureaucratic issues confound progress towards the fully-funded new EMS Station in Armstrong. New identifiers were approved for SNEMS and our paramedics, including patches, shoulder slip-ons, and new vehicle colouring schemes. Not only do these identifiers align us with allied emergency services, improved conspicuity brings additional health and safety benefits for our people. And, Superior North EMS paramedics became integral to public health's response to pH1N1. It may be argued that preparation and response at all levels of government benefitted us through the pandemic with better than anticipated outcomes (so far), and locally our paramedics contributed to the response.

This year, Superior North EMS will undergo a strategic planning process through which we hope to address many of the challenges facing us and the people we serve. To be examined are items such as: planning for 911 trends (increasing call volumes in Thunder Bay), and to

assess whether EMS resources are adequate to meet current and future needs, in accordance with performance standards established by the Ministry of Health and Long Term Care and the needs of municipalities and citizens; organizational structure / design to ensure high levels of effectiveness and efficiency; station locations and staffing schedules / patterns; enhancing paramedic involvement in municipal emergency management and the provision of health care throughout the District; updating the mission and values statement; creating a new "core values" statement; and examining Superior North EMS' provision of non-emergent medical transportation services. In short, virtually all aspects of our organization will be examined.

Strategic planning will be an inclusive process for stakeholders such as EMS and City leadership; allied agencies (police, fire, hospitals); municipal and provincial political leadership, citizens, and of course - paramedics. There will be opportunities for representative paramedics to participate in strategic planning, and for all paramedics to inform the process. I expect that we will begin in the fall of 2010, so watch for news on how to be part of this. I look forward to a productive and beneficial outcome.

Personally, one of the most gratifying events of 2009 was our recognition evening. After hearing one veteran Thunder Bay paramedic tell me that after more than 25 years, he had *never been thanked once* for

the work he's done, I was especially pleased to see such a terrific turnout, from young and old alike (don't take that the wrong way now!). It was my pleasure to have the opportunity to thank and recognize veteran paramedics not only that night, but for all those that could not attend. It was especially heartening to see some of the old vets come back, and to see relatively new paramedics attend and to participate in the planning. Our joint committee will now consider the many comments and suggestions from this first night, and work towards 2010's event - hope to see even more people there!

So, the challenges were many in 2009 and this will continue for 2010. This will be an exciting year, what with the new stations and HQ getting ever closer, enhanced equipment for paramedics, and fresh opportunities through collaboration and strategic planning. We'll keep working towards improved service for people, and I thank all of you for your continued efforts during sometimes very difficult circumstances.

**Norm**



## Meet the newbies. . .

### Robert Wright Superintendent (Acting) Nipigon Cluster

I am a father of five; three girls and two boys and a grandfather of two girls and one boy. I married my childhood sweetheart, Diane.

I graduated Centennial College in Scarborough in June 1982. I then worked land ambulance in Southern Ontario for approximately 27 years and taught part time the paramedic program at the College level from 2001 to 2008. I became an Advanced Cardiac Life Support In-

structor in October 2004 through McMaster University Hospital after taking the Advanced Care Paramedic (ACP) program at Michener Institute in Toronto in 2000. From 1995 to 1999 I was a manager / paramedic of two ambulance services in southern Ontario. I also served as a medic on Bandage One (799) out of Buttonville Airport, Toronto.

I enjoy canoeing, camping, hiking, and sketching portraits. Since moving to Thunder Bay in June 2009, I find that I am able to continue these interests in earnest taking advantage of what this area has to

offer. I am now the Acting Superintendent of the Nipigon Cluster. I might add that I am fortunate to work with the best paramedics.



### Emily Hull Research Coordinator



Hello,

My name is Emily Hull and I have recently been hired as a research assistant. Born in London Ontario, I

moved to Windsor where I completed an Honours Bachelor Degree in Psychology. I then moved to Thunder Bay and attended Lakehead University and in December, I graduated with a Master's of Business Administration.

The research project Norm, Dr. Affleck, and I are embarking on seeks to identify the extent to which primary care paramedics (PCP) and advanced care paramedics (ACP) ambulance call reports (ACR) differ from a similar evaluation made by Dr. Affleck; the impact ACPs and PCPs have on length of hospital stay; the impact PCPs and ACPs have on the outcome of patients at

discharge from the hospital; and finally, the psychosocial impacts PCPs and ACPs have on patient outcomes. This research is concerned with patients residing in Armstrong and the analysis of subsequent findings will allow us to make conclusions about rural settings in general, an area lacking research of this nature.

I have had the pleasure of meeting many of you through my participation in last year's golf tournament and through a research project we conducted on EMS for my Masters project. I look forward to meeting the rest of you.

## Exemplary Service Medal

The 2009 Exemplary Service Medal recipients are pictured with Major General Richard Rohmer, Canada's most decorated person, and Norm Gale, Chief of EMS.

These paramedics were recognized for their outstanding contribution to paramedicine and service to their communities. They were awarded their medals at a special ceremony on September 24, 2009.

**(l-r)** Jeff Monas, Don Stokes, Major General Richard Rohmer, Gord MacCabe, Wayne Gates, Norm Gale



## Saying goodbye

On October 20, 2009, at the home of Upsala Nurse Kim Prochnicki and her husband Jeff, a retirement party was hosted in honour of Kim Minnear.

Kim started her career with the Upsala Ambulance Service as a volunteer in 1994. She attended the Confederation College long distance paramedic course graduating in 2004. Kim successfully challenged the Provincial examination the same year and was awarded her AEMCA certificate.

Kim unselfishly dedicated her service to the residents of the Upsala area for 15 years, and having reached a corner stone in her life felt it was time to hang up her stethoscope in August of 2009.

Kim was an asset to Superior North EMS and will be missed by all who had the privilege of working with her and will remain friends with many of her ex coworkers.

Attending the event were:

Kim Minnear and her husband

Wayne  
Kim Prochnicki (RN) and her husband Jeff  
Lori Ann Albert (Upsala paramedic)  
Barb Nelson (Upsala paramedic) and her husband Scott  
Randy & Madelyn Boomhower (Conmee paramedics)  
Glenn Lockely (Past Upsala Ambulance Coordinator) and his wife Linda  
Erica Crowley (RN) Upsala  
Janet Hipner (Ignace paramedic)  
Jody Hamilton (Upsala paramedic)  
Joe Benvenuto (Upsala paramedic)  
Ted Neill (Superintendent, Superior North EMS Rural West)

Regrets:

Don Stokes (Deputy Chief, EMS Operations Western Region)  
Wayne Gate (Deputy Chief, Professional Standards, Superior North EMS)  
Tuula Maunula (Professional Standards Support Person, Superior North EMS)

**Submitted by:**  
**Barb Nelson**  
**Leadhand—Upsala**  
**Superior North EMS**

*Retirement is the time of your life  
For you to be  
All that you planned to be.  
To live life for the moment  
To live happy, wild, and free.*

**Dave Erhard**



## United Way spaghetti dinner



When presented with the opportunity to donate a basket to the United Way's Annual Spaghetti Dinner, I sent out a few e-mails to see if any paramedics were interested in donating. I didn't expect too many replies but was pleasantly surprised at the response.

***In total this United Way event raised over \$13,000***

Chris Koropeski suggested donating a basket that related to emergency

preparedness and that's exactly what we did. Through merchandise and monetary donations of approximately \$250.00, our basket included a fire extinguisher, smoke alarm, carbon monoxide detector, flashlight, marine safety kit, and a first aid kit, just to name a few. In fact, our basket grew so much we needed to house it all in a laundry basket. My thanks go out to all the staff who donated to this worthwhile event. I am proud to work with such generous people.

**Dawn Brizard**  
**Administrative Assistant—**  
**Nipigon**

## Support the troops

On February 7, 2009 the Lake Superior Scottish Regiment Association held their "Support the Troops" fundraiser. Once again Superior North EMS staff came through. Donations from across the organization were received to fill our "Gone Camping" basket. The winner of our basket happened to be the father of a reservist and his son had just returned home from overseas serving our country. How deserving is that! Many thanks are also ex-

tended to the many businesses that also made donations to assist us in our cause. A total of \$2,500 was raised through this one event. The funds are used to purchase care packages for the soldiers deployed overseas, for the provision of support to the families of the deployed soldiers, and for the establishment of a scholarship fund for serving member of the unit to allow them to further their education.



## Ten mile road race

On Monday May 18, 2009 the 76th firefighter's 10 mile road race was held. Historically, this is Thunder Bay's oldest road race. It started in 1910 when the sponsors decided to hold a race that would promote "a healthy and clean sport at the head of the lakes." Today this race is a 10 mile route that stretches from Fort William to Port Arthur. It is a challenging distance, but a very achievable and rewarding one.

In 2009 almost 900 runners crossed the finish line, making this the largest number of participants the race has ever had. Of the participants the following were employees from Superior North EMS: Kevin Paradis, Andre Kenephol, Robert Moquin, Don Gosselin and me, Michelle Arnold (Thunder Bay), Ernie Kadikoff (Red Rock), and David Bott (Marathon). Thunder Bay CACC dispatcher Kaisa Comeau was also a participant. Good effort everyone!

This year, the 77th running of the 10 mile road race is being held on Monday May 24, 2010. Hopefully we will see even more SNEMS employees at this race. It's a great local race and a fun day with lots of support from the crowds. The countdown to the 2010 race day is 16 weeks, lots of time to prepare. Hope to see you there!

**Michelle Arnold**  
Paramedic—Thunder Bay

## Deputy Chief, Western Region

### New Year's Resolutions

Most of us make New Year's resolutions for personal reasons. Maybe we should make resolutions for professional reasons as well.

Imagine the family of a critically unstable patient. They call 911 for help. In walks an unshaven male paramedic in a faded, frayed uniform shirt that is not tucked in, wrinkled pants, and scuffed boots. Their concern over their family member's care is quickly alleviated when the partner walks in and is wearing a neat shirt that is tucked in, clean, unwrinkled pants, and polished boots. Now from the outside, the family is unable to tell which paramedic has the better skills and experience when it comes to patient care as the public equates neatness and cleanliness with high quality patient care. The same principle applies to our vehicles and equipment. The cleanliness of the vehicles and how they are driven is judged by the public

and inscribed in their minds forever.

Another portion of being a professional is acting like a professional. This is accomplished by being polite and respectful with all patients, members of allied agencies, and fellow paramedics. EMS is a serious business but we should not take ourselves too seriously. The use of humour is one way we try to lighten up. Laughter is a sign that employees are having fun which is good for our organization, but it should not be at the expense of others in allied agencies or in our organization. Humour should not jeopardize the performance or safety of others either.

If you make any of the above resolutions, you have made a decision that reflects well on your patients, profession, and you.

**Don Stokes**  
Deputy Chief  
Western Region

## Donation to Confederation College

On February 4, 2009, Superior North Emergency Medical Services is donated its used surplus ambulance equipment and supplies to the Confederation College Paramedic Program. This was done to aid in the development of paramedic student skills. Superior North EMS is always considering ways to best make use of surplus equipment and



what better way than to assist in the training of up and coming paramedics. Items donated were stretchers, stair chairs, and assorted supply items. These items will be used at Confederation College's Thunder Bay campus and outreach campuses across the district. Previously donated was a used ambulance.

## Deputy Chief, Eastern Region

Scoop 2009/2010 Winter

People say in passing "time flies by" but to place 2009 in perspective one could suggest it was strapped to a rocket. It seems to have elapsed exceptionally fast; as only yesterday Norm's Flyers were struggling to gain a 2009 play off position and now, here we are in 2010 and their grappling for that same playoff spot.

Championing the successes in the 2009 achievements is truly astonishing; one could ask how did we manage to do that? Let's sit back and reflect on how employees of Superior North EMS contributed in 2009:

- The Support the Troops campaign aided in raising support for local families that have sent their son or daughter overseas to fight for our freedom.
- EMS's United Way Spaghetti Supper Raffle Basket, which for the 3<sup>rd</sup> year in a row showed our support and dedication in that fundraising event.
- Mother, Jugs and Speed Golf Tournament (my personal fav) that supported and will continue to raise money for the Josh Klukie Memorial Award.
- How about Party with the Paramedics? 2009 was our biggest year ever with PWP IV and its fundraising for the TBRHSC Trauma Fund.

- The Paramedic Evening of Recognition that took place in November in Thunder Bay; a great event that proved to be another success for 2009.
- Our continued support of the employee United Way Campaign and recognizing the great work by CJ Miller in placing contributions of EMS employees to the forefront.

This does not include a number of other activities like parades, school visits, food drives etc. etc. All the more reason to reflect back and say "Yes, 2009 was a great year!"

*Let's sit back and reflect on how employees of Superior North EMS contributed in 2009*

In 2008 I challenged everyone to spend some time making a difference in their community; step up and make a difference. I must say I am very pleased at the response. Paramedic's approaching community groups and schools to see how they can help out, performing visits or being there for sporting events etc. Community leaders are noticing as well. I'm starting to hear more and more comments like "it's so nice to see EMS here", "the students really enjoyed the presentation from the paramedics" and "the FLU clinic has never run this smooth. Thank you".

Technological upgrades and staying with the current trends in EMS was another 2009 accomplishment for Superior North EMS. The i-Medic and Automatic Vehicle Locator (AVL) rollouts across the region were no small tasks and cooperation between the paramedics and management was key to the successful training campaign and implementation. MRx upgrades were underway giving the district paramedics additional tools at hand improving the quality of care provided. The image changes for Superior North EMS were an interesting topic around the area coffee shops. Our improved visibility and separation from the old Ministry of Health colours generated some great discussion and of course various opinions. Personally I welcome the change as a fresh look that reflects the colours and natural beauty of Northern Ontario.

If I was a clairvoyant forecasting into the 2010 year, seeing what's in store for us would be easy. I am sure it will unfold much the same as years before, a long cold winter that will test us all followed by a much too short summer which leads into fall. Seriously, there is more great work to be preformed and other accomplishments to be had in the up coming year. Two "new era" models of Crestline Ambulances have been ordered that some may recognize these from the Toronto Metro units now in use. Once placed into service a study will be conducted on how effective they are in the rural setting. Emergency

## Deputy Chief, Eastern Region, cont'd

Support Unit (ESU) vans will be replaced with a trailer/pick-up truck combination allowing for the ESU supplies to remain centralized, while the superintendents and paramedics enjoy the versatility of a Paramedic Response Unit in the Geraldton and Marathon areas. Also, very exciting training initiatives are being set once again focusing on the improvement to the patient care we deliver.

I don't want to paint too rosy of a picture for 2010. The District of Thunder Bay will continue to endure a downward spin in the economy and combined with a steadily declining population base a tough road ahead is in store for us all. Once again I'll ask that we all do what we can to help the less fortunate, continue to step up in your community and you will make a difference.

We had a good time in 2009, let's do it again in 2010!

**Ernie Kadikoff**  
**Deputy Chief**  
**Eastern Region**

## Thank you

***The following e-mail was sent to Norm Gale, Chief of EMS. Norm forwarded this e-mail to all staff when he received it last May (2009). We felt it was worth reprinting in this newsletter.***

To All EMS Chiefs (A Thank You)

Hello,

My name is Travis Beaudon. I am 15 years old and one day hoping to become a Tactical Care Paramedic. I have done lots of volunteering within St. John Ambulance and various medical facilities to prepare for my future and hopefully one day work for the County of Hastings-Quinte, Middlesex-London (Thames) or anywhere I can start off a good career. The reason why I am writing to you is because EMS week is coming up to recognize all of our hard working Paramedics, from call taking dispatcher at the CACC to Technical Equipment People to make sure the ambulance is fully stocked, safe and ready to go for the next call. Just because it is EMS week doesn't mean you should only be recognized during that week, you should be recognized all the time because life saving doesn't just happen in one week, it's 24 hours a day, 7 days a week, 365 days a year as I'm sure you already know. I would like to personally thank you for all your hard work and dedication you provide to the city to keep us citizens safe while you risk everyday hazards that include running heavy traffic at intersections, dealing with violent people or simply on the side of the highway with fast moving cars. Your work goes noticed by a lot of people and they depend on your service the most out of any service available in society today. I would like to ask you to pass my regards to all the paramedics working in your service and thank them for all their hard work and dedication.

Future Paramedic,  
Travis Beaudon

**Ms. Val Chenier sent us this letter in January 2009 and with her permission we are able to share her kind words.**

"To the four Paramedics who came to 184 McComber Cres. At 9 a.m. Mon Jan 19/09

You were very profession, but more, you were very kind to a person who was squealing and wriggling and doing everything to thwart your best efforts.

Thank you very much."

## 2009 EMS week—Eastern Region

### Beardmore

EMS week was surprisingly busy, a beautiful day too. All materials were given out and there were no leftovers. There were lots of visitors and the post office was an excellent location.

Attendance was so good that extra ballots had to be printed off for the raffle prize. In addition an extra bonus prize was added to the raffle:

- one month, 24 hrs. unlimited blood pressure assessments by Beardmore's finest PCP, Ed Fisher.



### Nakina

The following commentary by Bob Rotz appeared in the Times Star on Wednesday, May 27, 2009

**AROUND TOWN**—'EMS Week' came to an end last Saturday, following programs/events during the week at some Greenstone schools. We understand there was a BBQ in Longlac Saturday and there was plenty of activity in Nakina at the Northern as Chris and Laurie hosted the EMS Teddy Bear Clinic. As the hosts worked wonders with needle and thread on 'wounded' teddys, dolls, furry animals, etc. the kids got a complete tour of the large ambulance (including Chris' siren), played games like "Simon Says", and tried to win prizes. Hard to tell who was having more fun. And while all that was going on, and the sun was finally coming out, Matt and Reg were BBQing up a storm for the many folks who stopped for lunch in support of the Nakina P.S Fund-raising Group. . .burgs, dogs, and pop supplied by the Northern.

### Geraldton

Students from St. Joseph's school visited the Geraldton station during EMS week. Superintendent Stephane Leblanc demonstrates a cardiac monitor while Kim Law, paramedic, takes a student's blood pressure.

**2010 EMS WEEK May 17-23, 2010**

## Habitat for Humanity playhouse fundraiser

In 2009 Habitat for Humanity came up with a unique way to raise money to fund the houses they build. They put out a call for people to build playhouses that could be raffled off. Superior North EMS, headed by Rob Corbeil, was one of the three groups that accepted the challenge.

The playhouses were unveiled on Family Day 2009 and raffled off in April. This event raised \$4,000. Pictured is the playhouse built for this worthy cause.



## Operation Black Bear

Operation Black Bear was planned over several meetings before my arrival to Superior North EMS in June. These meetings were carried out with Fran Scott as the Acting Superintendent of the Nipigon Cluster. Fran Scott did a great deal of the planning for this operation.

I will try and give a synopsis of Black Bear as best as I can, seeing that I was lucky enough to come in as Superintendent for the actual operation itself. On June 25, 2009 the scenario unfolded when some young kids broke into the local dump and commandeered a digger. They broke through an underground pipeline of gas and an ensuing explosion occurred. Through the combined talents of Melanie DePue,

Darquise Robinson, and Kristen Perozik, the casualty simulations of injuries (burns, fractures, etc.) were very realistic which aided in the scenario. There were approximately twelve patients with two obviously dead people. The two dead were the kids at the site of the explosion with one suffering from severe burns. Other injuries were complications from inhaling smoke from the ensuing fire drifting away from the actual site. Asthma exacerbation and chest pain rounded off the medical and cardiac patients. The "patients" were local high school students from Red Rock. They did an incredible job portraying the patients.

This whole operation was carried

out with joint co-operation from local Fire, Police, Ministry of Natural Resources, Union Gas, Emergency Medical Services and the local hospital in Nipigon. We were able to upstaff an ambulance for actual emergency coverage in the eventuality of a real call in our catchment area.

The whole Operation Black Bear on that day was carried out in approximately an hour and a half. I would also like to thank Thunder Bay CACC for their participation in this exercise.

**Rob Wright**  
**Superintendent (Acting)**  
**Nipigon Cluster**



## Welcome

Jason Desando (Thunder Bay paramedic) and his wife Heather welcomed a beautiful baby girl into the world on August 14, 2009. On arrival, Addison Elizabeth Desando tipped the scales at a whopping 5 lbs 12 oz. Jason informs that Addison has more than made up for her smaller birth weight since. She is an absolute beauty and is doing fantastic.

## Upsala Station tours 2009

### June 2009

In June 2009, at the end of the school year for the Upsala Christian School students Alex Hall, Tristan Basalyga, Madison Harris, Danielle Kiezebrink, and teacher Phyllis Gartshore got a close view of the inside of the Upsala Station and ambulance. Paramedics Terry Zaiser and Barbra Nelson had fun entertaining the students showing them our equipment and taking blood pressures. The students were able to test out the heart monitor and got to feel how a cervical collar felt on their necks. They had a tight schedule and couldn't stay to play too long but are excited to return again at the end of this school year.

### November 2009

On November 17, 2009 the Upsala Public School SK-Gr. 2 students along with teacher Charlene Breukelman (Science/Social Studies JK-Gr.8) came for a tour. Paramedics Victoria Lemay-Stirrup and Barbra Nelson had fun entertaining the students by performing a life like scenario explaining in detail to the students what they can expect and what they can do in any emergency situation. The students were so enthusiastic and wanted to help in every-way possible. It was a lot of fun and we look forward to future tours from both schools.



**Above:** Paramedic Victoria Lemay-Stirrup is acting as a bystander while Paramedic Barbra Nelson is instructing the students and our actors as to what takes place at the scene of an accident and what they can do to help. Child actor is Rita Alves and in the back Cindi Saunders, Educational Assistant with student Riley Sapay.

**Right:** Students were instructed as to why and how a patient is secured to a backboard. They were then shown how to work as a team to lift a patient on a backboard to a stretcher and secure them in preparation for transport.

Students are from front right; Emma Thompson, Rita Alves, Miah Crowley; back left Cole Riding, Ashton Gonyou; patient to remain unnamed.



**Left:** Students assisted the paramedics by pushing the stretcher to the ambulance. The patient was then loaded in the back of the ambulance by Paramedics Nelson and Lemay-Stirrup. Students sitting in the ambulance for a job well done; back left Cole Riding, Rita Alves, Ashton Gonyou, Miah Crowley, Emma Thomson, and Vanessa Chapman (Early Child Educator Student). While in the back of the ambulance the students got the chance to see the various equipment and supplies. This way should they ever have to be inside an ambulance it will not be a scary place even if the sirens are blaring.



**Left:** Outside the students got to hear how different the sirens sounded when standing outside of the ambulance from when they were inside. They also got to have a peek as to what equipment was stored in all the different outside compartments and the instrument panel in the cab. Students from left Miah Crowley, Cole Riding, Rita Alves, Emma Thomson, Ashton Gonyou, and Paramedic Barbra Nelson.

## Health & Safety

### What Is A Safety Culture and Why Do We Need One?

Simply put, a safety culture is a set of shared values among all members of an organization, and is a way of looking at the workplace and making safety a priority. In an organization with an effective safety culture, all employees:

- Place a high priority on safety for themselves and others.
- Will act to preserve, enhance, and communicate safety concerns.

- Strive to learn and modify behavior based on lessons learned from safety errors and incidents.

***A safety culture is a set of shared values among all members of an organization. . .***

There are no Ontario Health & Safety laws that state an organization must have a safety culture; rather, a safety culture is an implied part of due diligence – taking

all reasonable precautions under the circumstances. A safety culture encourages workers to be proactive rather than reactive, and encourages participation in safety at all levels of the organization. Safety should be one of the first things we think of in every task we perform.

***Brent Cline  
Operations & Budget Analyst  
Headquarters***

## Rural Ontario Health & Safety Committee

**This is our first article in The Scoop and would like comments from the rural paramedics as to what you would like to see submitted in the future. The Rural Ontario Health & Safety (OH&S) Committee is asking that you approach your area representative with any suggestions, concerns, or issues you have. We are all striving to have a safe and happy work place.**

Just as a reminder minutes of recent meetings are posted on station bulletin boards for all to view with past minutes placed in archives.

As we are in the middle of the winter season, please remember the slippery and icy conditions we encounter; try to be sure of your footing and keep good posture and positioning while lifting. Anyone wishing to purchase traction devices for your boots is encouraged to do so (ie: Wintertrax found at Walmart for approximately \$20.00) and to submit your receipt for reimbursement.

When work gloves are needed at a scene, be sure to wear exam gloves underneath.

Level I and Level II training is ongoing;

let your superintendents know if you are interested.

Employee Assistance Program (EAP) boards were placed at all stations this year. Dawn Brizard is sitting on the Health & Wellness Committee and is eagerly working to try and bring different programs to the rural services that otherwise would not be available. Let's try to support her efforts in 2010 and make a difference.

Communicable Disease books were placed in each ambulance and will be placed on the iMedic's in the very near future.

From your Rural Occupational Health and Safety Committee; we hope that everyone had a fun and-

festive Christmas season and wish you and your families a safe and prosperous 2010.

*One man can be a crucial ingredient on a team, but one man cannot make a team.*

*Kareem Abdul-Jabbar*

*Coming together is a beginning, staying together is progress, and working together is success.*

*Henry Ford*

***Ted Neill & Barbra Nelson  
- on behalf of the Rural OH&S  
Committee***

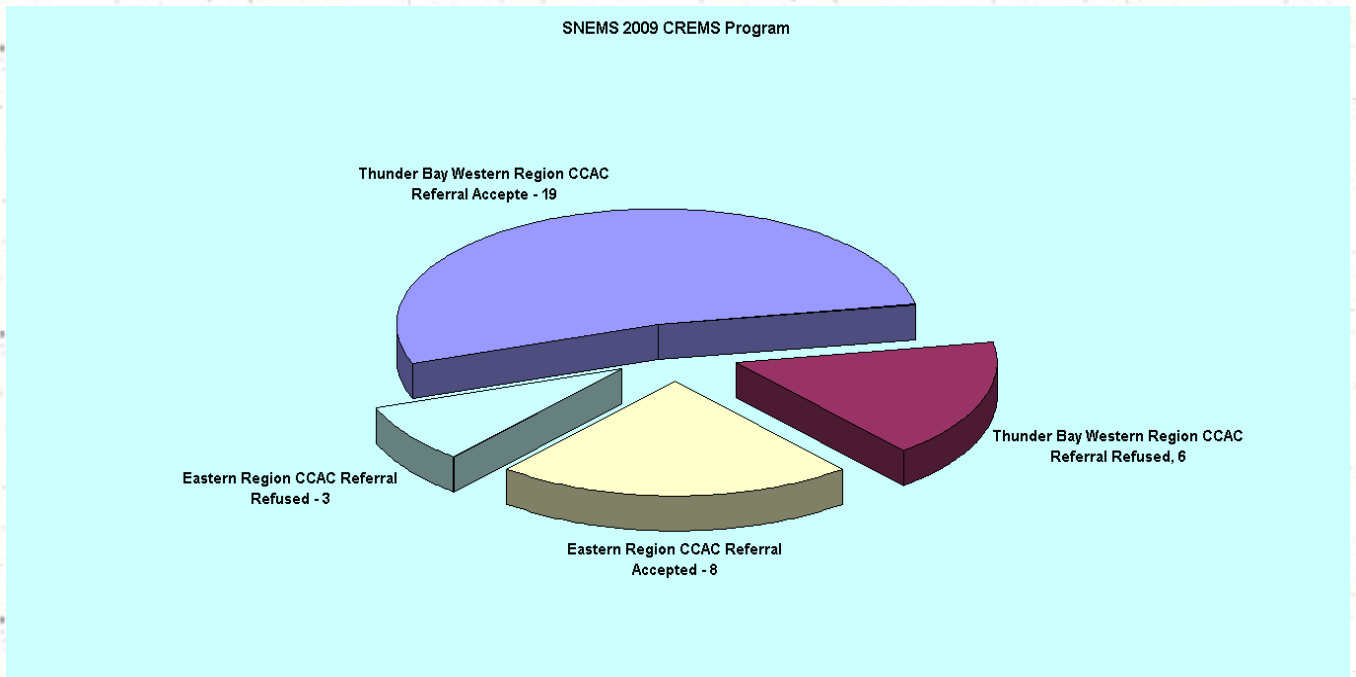
### **Obviously there was no health & safety culture at this butcher shop!**

A butcher came home from work the other day and told his wife he accidentally cut his finger off.  
She said oh my, the whole finger?  
He replied no, the one next to it!

# Deputy Chief, Professional Standards

## 2009 IN REVIEW

Although the summer weather in 2009 was a little (well a lot) on the wet side, that didn't stop some of the programs we introduced in the spring from being very successful, the first being the introduction of Community Referral by Emergency Medical Services (CREMS). SNEMS was the first EMS service in Northern Ontario to implement this type of program and is what can be considered a first step into providing a paramedic based community service program. Based on the CREMS model that was developed by Toronto EMS, we did some fine tuning and took into account the challenges of the large geographical area we serve. The program has been very successful. In 2010, both Rainy River and Kenora area are looking at introducing CREMS to their services. Below are the CREMS stats from 2009.



**Geraldton Flu Clinic**



Another community program that paramedics participated in was the fall influenza clinics put on the by the Thunder Bay District Health Unit (TBDHU). A partnership was formed between the TBDHU and SNEMS allowing paramedics to work with the health nurses to provide vaccinations to members of the public. With the H1N1 pandemic many of the influenza clinics were overwhelmed by the large turnout of the public. Paramedic from both the city and rural services helped out allowing more people to get vaccinated quicker. In the City of Thunder Bay, we were able to run our own influenza clinic out of the Roland station for front line first responders. This included paramedics, dispatchers, police, fire, and correctional officers. Over 370 people were vaccinated at the Roland station.



**Nipigon/Red Rock Flu Clinic**



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**WHAT'S COMING FOR 2010**

In the spring of 2009 we started researching the pros and cons of a Continuous Positive Airway Pressure (CPAP) machine. CPAP was initially used by patients for the treatment of sleep apnea at home, but now is in widespread use across the health spectrum from hospitals to EMS for treatment of congestive heart failure (CHF) patients as well as chronic obstructive pulmonary disease (COPD) patients. Anyone who has had to attend to a severe CHF patient knows the challenges of trying to ventilate the patient who is literally drowning in their own fluids. With the introduction of CPAP, patients with these conditions will have a much more positive outcome. We may see potential savings to the health system as well. On average, a patient who ends up being put on a ventilator costs the health system about \$30,000. With CPAP, many of these patients will now not reach that critical point of having to be intubated and put on a

ventilator. In Thunder Bay, CPAP was used by ACP's 14 different times and the overall results were truly amazing. Some patients had O2 sats in the low 40 to 50 % range, but by the time they arrived at the hospital their stats were in the 90% range.

CPAP is one of our capital projects for 2010 and the purchase, training, and rollout will take place this spring.

Another device we will be providing training on this spring is the King LT airway. This airway is currently being used by ACP's as their backup airway to intubation. Feedback from the ACP's on this airway has also been very positive and we are looking forward to having all PCPs trained in its use this spring.

In addition to CPAP and the KingLT, we are also going to be introducing new glucometers and the Ashermanchest seal. Training for these will be done by a self-study CME package.

With spring just around the corner (I hope), this year the walleye opener will be the week before the long weekend. With that in mind, I hope everyone has a great summer and if you want to let me know the location of secret lake, please give me a call. Apparently there are about 100 secret lakes around here and I can't seem to find any of them.

**Wayne Gates**  
**Deputy Chief**  
**Professional Standards**



**Partners for Life**



**Donating plasma / blood saves lives!**  
**Eric Todd, Superintendent, Western Region, is asking staff at Superior North EMS to be "Partners for Life" and do just that "save lives". For detailed information about this program please visit the Canadian Blood Services website**  
[www.blood.ca/partnersforlife](http://www.blood.ca/partnersforlife)

If you're new to the program here is the ID you need to register:

**Your Partner ID is SUPE009048**

**Register online as Partners for Life members at:**

[www.blood.ca/partnersforlife](http://www.blood.ca/partnersforlife)

## Stuff an OPP cruiser

The Greenstone OPP in trying to raise food for the Greenstone Food Bank challenged all paramedics, fire fighters, nurses, police, Ministry of Natural Resource workers and the public to assist them at achieving their goal of "Stuffing a Cruiser" for the food bank. The Greenstone Food Bank assists people in need within Beardmore, Geraldton, Nakina, Longlac and local area communities. This event took place at the Geraldton station on December 12, 2009 from 10:00 to 12:00 and at the Longlac Firehall from 13:00 to 15:00 where the cruiser was parked for people to view it and stuff it. Shona Demary, OPP Constable extended her thanks to the staff at the Geraldton station and everyone who donated to Stuff a Cruiser. It was a great success!! As you can see the truck was filled not once but twice!

**Henri Veilleux**  
*Greenstone Cluster Paramedic*



## Smashed

Recently, I had the privilege of working with the drama students at St. Patrick's High School on their production of "SMASHED".

The play is about a student, Noah, who while driving home drunk, kills himself and a girl's mother. The opening scene has Noah getting up from his coffin and then being shown by two angels, Matrix and Victoria, the impact on his family, friends, and the family of his victim.

Now, if this seems rather intense for a high school play, it was. Not many school plays deal with subjects as drunk driving, being responsible for your actions, peer pressure, and even suicide. The amazing part was that two students cowrote the play which was picked from many by their Drama Teacher, Ryan McCullagh and staff from the Thunder Bay District Health Unit.

In order to add to the realism, and intensity, members of the community were asked to participate. Joe Salini of Blake's Funeral Chapel was involved by not only supplying the

coffin and props for the opening funeral, but by attending at the service and leading the coffin out of the auditorium. Mr. Salini also added to the play by having an actual hearse parked on the front steps of the high school.

Now comes the EMS part. We were asked, as was Thunder Bay Police to participate in the "accident" scene. This involved the two victims being wheeled out on the floor level in front of the stage, and to the back-drop of only a flashing light bar and dramatic music, being assessed, collared, O2 applied, BVM used and then "pronounced". A blanket was then pulled over their heads. (Sorry, I don't think the official blunt trauma protocol was followed.) Then the stretchers were wheeled out a side door.

During this, the police were investigating and most importantly, trying to control the daughter of one of the victims, who was very hysterical over the death of her mother. This was done as Noah and his Angels looked down from the stage above.

The play had five shows, three were for fellow St. Pat students, along with students from other elementary and high schools, and two were almost sold out shows for the public. My guess is that approximately 2,200 people (students and public) had a chance to see this production.

At the end of each show, the cast, teachers, police and paramedics went to the front to field any questions the audience had.

After having a chance to talk with some of the students, police and others involved, I noticed one common theme - all the time and effort put into this production was well worth it if the message not to drink and drive saves one person.

The cast and teachers were very thankful to me, Don Stokes, Mark Gosse, and Rob Wright for the use of the equipment and participation in this very worthwhile project.

**Rob Corbeil**  
*Thunder Bay Paramedic*

## Mother, Jugs & Speed

The 7<sup>th</sup> Annual Superior North EMS golf tournament "Mother, Jugs & Speed" was a huge success and an awesome time was had by all who attended. Seventy-four participants made up of paramedics, police officers, fire fighters and supporters braved the torrential winds and slightly below normal temperatures to golf, have tons of fun, and also raise money. Once again this tournament raised funds for the Josh Klukie Memorial Award. This year \$2,402.69 was raised for this great cause.

Many thanks are extended to Dragon Hills Golf Course. After 18 holes of golf, the group had a delicious steak dinner. Many prizes

were given out after the meal and we would like to once again thank our many sponsors and supporters for their contribution to this event.

### BACKGROUND

Private Josh Klukie was a Canadian soldier from Thunder Bay who in 2006 was killed in action in Afghani-

stan. Josh graduated from the paramedic program at Confederation College and was well known to Thunder Bay paramedics. In order to keep Josh's spirit alive, Devin Doran, a Thunder Bay paramedic, started a memorial fund in Josh's memory.

The annual bursary will be given to one second year paramedic student at Confederation College who best exemplified what Josh stood for in life. Once this fund reaches \$5,000, the Ontario government will match it. To keep this fund alive and make it grow all donations will be added to this principle. Each year as the fund gets bigger it will be reflected in the award.

*In total EMS golfers have now donated \$2,815.69 towards the Josh Klukie Memorial Award*



(l-r) Ernie Kadikoff, Devin Doran presenting Don Benedict with a cheque for \$2,402.69

Jon Bright was selected as the student to receive the 2009 Josh Klukie Memorial Award. Jon is the first recipient of this award.

Jon was earned \$100.00 from this award. The amount of \$100 may not seem like much, but it represents the year's interest on the principal amount collected. This way, it ensures a perpetual fund is always maintained that will grow and the bursary amounts given will only get larger.

Jon Bright is a graduating second year student that best exemplified what Josh stood for in life. Jon Bright is athletic, intelligent, has a great personality and was born and raised in Northern Ontario. The decision to give Jon Bright this award was a joint one between Devin Doran, heading this bursary fund and Don Benedict, Coordinator/Professor, Paramedic Program.

Jon Bright was also the recipient of a few other awards at Confederation College including one for obtaining the highest mark in the Health Sciences division (Board of Governor's Award), another one for the highest mark in the College Paramedic program (President's Award) and finally the biggest award of all, "The Governor General's Award of Excellence" for obtaining the highest mark in all Confederation College programs. As far as our paramedic program goes at the college, no paramedic student has ever obtained this level of achievement in academics. . .ever!



(l-r) Devin Doran, Jon Bright, Don Benedict

## Marathon Station celebrates with OPP

On June 20, 2009 the Marathon Station joined in the festivities to help the OPP celebrate their 100th birthday. Moose Medic and Andy the Ambulance were in attendance. The paramedics, with a little help from the summer pool hires, conducted ambulance tours, participated in a scavenger hunt, and organized a fun and successful canoe race. A great time was had by all at this birthday party!!!

**David Bott**  
**Superintendent**  
**Northshore Cluster**



## Party with the Paramedics IV



The 2009 Party with the Paramedics (PWP IV) fundraising event was a huge success. Last July two fantastic outdoor concerts were held featuring "April Wine" and "Trooper" as headliners along with local bands "Steve Clark and the Hoolies", "Doobsie's Band", and "Mariday Park". The weather was great and the crowds came.

The committee is ecstatic to announce that \$7,000 was raised and donated to the trauma services fund at the Thunder Bay Regional Health

Sciences Centre. The cheque presentation was made on October 2, 2009. This brings the total amount contributed to trauma services by Superior North EMS paramedics and friends to a little more than \$50,000.

The success of this event can be attributed to the partnerships we have made, from sponsors and vendors to the party goers. We thank you all.

**PWP IV Committee**

## Principles of ethics in EMS

### PRINCIPLES OF ETHICS IN EMS

In today's fast paced work environment the pressure of doing more with less, evolving technology, and high expectations on delivery of service, many organizations seem to have left behind or forgotten about the most important foundation of any organization, ethics. Organizations need to revisit their ethic foundation to see if they are solid and sound and have kept pace with the expectation of today's society. Although there are many as-

pects involving ethics and the principles surrounding them, this paper will review some of those principles and how those ethical standards can be implemented into emergency services.

### Definition of Ethics

1. A set of principles or a system of moral values.
2. Ethics (*used with a sing. verb*) the study of the general nature of morals and of the specific moral choices to be made by a person;

moral philosophy.

3. Ethics (*used with a sing. or pl. verb*) the rules or standards governing the conduct of a person or the members of a profession.

As shown above ethics is linked to both moral values and principles which in definition needs these to substantiate the existence ethics.

### The Four Ethical Principles

There are four ethical principles. The ethical principle of *Utilitarianism* is when decisions are based on

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achieving the greatest good for the majority. The second ethical principle is *Individual Rights* which speak to human and legal rights that people feel and believe they are entitled to. *Distributive Justice Principle* is the third ethical principle which is perceived as rights with respect to the allocation of benefits and goods in a society. The fourth ethical principle is the *Care Principle* which is based on the moral value of being partial toward those persons with whom we have a valuable relationship with. It is through these four ethical principles that organizations such as emergency services can develop and establish their ethical standards. In emergency medical services, the four ethical principles can be the key foundation in establishing a base for the organization. However, as in any organization, there must be strong ethical leadership to ensure these ethical principles are in place and followed by all. Let's look at how the ethical principles being *Utilitarianism* and *Distributive Justice* can be applied to emergency medical services (EMS).

As defined earlier, Utilitarianism is where decision making is made based on what is best for the majority. In EMS, this principle could be applied to a situation involving a multi casualty incident (MCI). In these situations, paramedics must decide which resources will be given to each patient. Needless to say, usually there are not enough resources for these situations which in turn lead to the dilemma of who gets what or who may live and who may die. The goal of EMS in an MCI situation is to care and save as many people as possible. Although there may be a person on scene, even a child who requires resuscitation and may have a chance to survive, efforts will be focus on the majority for which the most good can be done. Although every emergency worker, or even any caring person would do everything they could to help save someone, this is the true utilitarianism dilemma where we need to do what is critical for the majority. After any MCI situation every emergency worker will question if they did the right thing. As hard as it may be for emergency workers to accept they

know they cannot save everyone, but will always do their best to save who they can.

For the *Distributive Justice Principle*, this principle involves doing what is perceived as right with respect to the allocation of benefits and goods in a society. In this day and age of fiscal responsibility, there are many challenges for emergency services. Every major urban centre has areas where there are many different social classes of society. Having said that, emergency services are pro-

*There are four ethical principles:  
Utilitarianism, Individual Right, Distributive Justice Principle, Care Principle*

vided on the needs required in the community and not the standing in society. When there is expansion in urban centres, it is usually based on those who are more economically better off. However, just because they are economically better off does not mean they are entitled to have an emergency services infrastructure rapidly available as opposed to those who may be economically depressed. Emergency services resources are stationed, assigned, and distributed on the need in society and not the class of society. This is a key ethical value in that it establishes an unbiased system approach to the delivery of any of the Emergency Services. Regardless of who you are, when you call 911, you know someone will respond.

The key to establishing ethical standards in any organization, just not emergency services, is ethical leadership. As quoted by Warren Bennis, (1994) "Managers are people who do things right, while leaders are people who do the right thing." This quote, in itself, shows the importance of setting the bar for others to achieve. One who is in a position of authority cannot and should not expect to be held to a lower standard, but should instill the desire and need to meet not only their ethical standard but improve on that standard. Personnel

of emergency services, whether they be management, administration, or rank and file, need to keep in mind that society views all as one. When one emergency vehicle pulls up to a Tim Horton's to pick up coffee, the perception of the public is every emergency vehicle is there.

In a commercial organization, ethical standards can be based on what the "consumer" may expect but is not absolute. In emergency services, there is the inherit trust from the public that we will always do what is best for them which is the foundation of the organization's ethics. The public trust the ethics emergency services have established and believe we do them in their best interest. This public trust is how ethical principles and standards are established in emergency services and all members of these services need to embrace and ensure they believe and empower these ethical principles.

Service policies need to reflect the ethical values and principles of the organization. A policy establishing limits or restrictions on the types of establishments an on-duty vehicle can attend, will help establish creditable ethics which the public can relate to. The rank and file may not understand the need or reasoning for such a policy, but this is where leadership needs to step up to the plate. It is policies such as these that can cause conflict in the work place. Departmental policy should be reviewed on an annual basis to ensure it is current with not just operational requirements but ethical requirements as well.

**Wayne Gates**  
**Deputy Chief**  
**Professional Standards**

## References:

McShane, S. (2004)  
Canadian Organizational Behaviour  
Toronto McGraw Hill Ryerson

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### 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".**



## Proudly Serving the People of the District of Thunder Bay

### Closing thoughts

A man stood in a metro station in Washington DC and started to play the violin; it was a cold January morning. He played six Bach pieces for about 45 minutes. During that time, since it was rush hour, it was calculated that thousands of people went through the station, most of them on their way to work.

Three minutes went by and a middle aged man noticed there was music playing. He slowed his pace and stopped for a few seconds and then hurried up to meet his schedule. A minute later, the violinist received his first dollar tip: a woman threw the money in the till and without stopping continued to walk. A few minutes later, someone leaned against the wall to listen to him, but the man looked at his watch and started to walk again. Clearly he was late for work. The one who paid the most attention was a three year old boy. His mother tugged

him along, hurried, but the child stopped to look at the violinist. Finally, the mother pushed hard and the child continued to walk turning his head all the time. This action was repeated by several other children. All the parents, without exception, forced them to move on.

In the 45 minutes the musician played, only six people stopped and stayed for a while. About 20 gave him money but continued to walk their normal pace. He collected \$32 and when he finished playing and silence took over, no one noticed it. No one applauded, nor was there any recognition.

No one knew this but the violinist was Joshua Bell, one of the best musicians in the world. He played one of the most intricate pieces ever written, with a violin worth 3.5 million dollars. Two days before his playing in the subway, Joshua Bell

sold out at a theater in Boston and the seats averaged \$100 each.

This is a true story. Joshua Bell playing incognito in the metro station was organized by the Washington Post as part of a social experiment about perception, taste and priorities of people. The outlines were:

In a common place environment at an inappropriate hour:  
Do we perceive beauty?  
Do we stop to appreciate it?  
Do we recognize the talent in an unexpected context?

One of the possible conclusions from this experience could be:

*If we do not have a moment to stop and listen to one of the best musicians in the world playing the best music ever written, how many other things are we missing?*