



Perth County EMS Service Commitment



Statement of Commitment

Perth County EMS is committed to providing the highest level of pre-hospital EMS to our community. Perth County EMS is further committed to providing our paramedics with the training, knowledge and guidance so they can provide the very best in professional Basic Life Support in EMS on a continuous basis.

Perth County EMS is committed to providing Basic Life Support emergency response and quality patient care:

- 24 hours per day.
- Maintaining a 90th percentile response of 16:08 minutes for all code four calls.
- Primary Care Paramedics will be certified according to the current Ambulance Act.
- On-site staffed ambulance response time of 2 minutes.
- Minimum coverage of four emergency response vehicles available at all times.
- Provide sufficient staffing comprised of full and part time Primary Care Paramedics to staff 6 ambulances, 24 hours per day; and one additional ambulance from Monday to Friday, 12 hours per day.
- Each Emergency Response Vehicle responding to a request shall be staffed with at least one person qualified as an EMA under the legislation.
- Each ambulance responding for a request for service is staffed with at least one Primary Care Paramedic and one EMA qualified as per the legislation.
- Have sufficient PCP qualified staff to meet the Deployment and Utilization Strategy.

It is the duty of each employee of Perth County EMS to:

- Serve the ill, injured, general public and co-workers in a responsible and conscientious manner.
- Ensure the safety of patients and provide the most appropriate care.
- Respect the rights of patients and ensure patient confidentiality is maintained at all times.
- Maintain a constant state of readiness to respond to medical emergencies.
- Conduct business operations in a professional manner avoiding any practices likely to be detrimental or disgraceful to the public, the service or co-workers.
- Uphold the standards established by this service.
- Agree to provide service in accordance with the Ambulance Act and the Regulations attached thereto.
- Ensure on-site staffed ambulance response time of 2 minutes for emergency response.
- Ensure a minimum of four emergency response vehicles available at all times.

Perth County EMS shall identify and investigate instances when the service standard is not met.

Linda Rockwood
Director, Perth County EMS

Bill Arthur
CAO, County of Perth