

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT
RAPPORT

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Your File/V/Réf.

DATE 21 January 1997

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET **TIERED RESPONSE UTILIZATION REVIEW COMMITTEE**

REPORT RECOMMENDATION

That the 9-1-1 Management Board appoint a representative to the Tiered Response Utilization Review Committee.

BACKGROUND

Following the implementation of the Tiered Response and the Defibrillation program, fire services in Ottawa-Carleton formed a Tiered Response Committee to identify issues of concern and to draft a Tiered Response Agreement. It was soon recognized that a multi-agency committee was required to effectively deal with this program and the issues that arise.

Accordingly, the fire departments proposed an outline of the proposed "Tiered Response Utilization Review Committee" for the Ottawa-Carleton region, developed in co-operation with the Base Hospital Program. The Committee's first meeting was held on 14 November 1996, the Minutes of which are attached for your reference.

DISCUSSION

The Committee will provide a forum to co-ordinate the day to day responses to routine and singular emergency situations with the police, fire and ambulance services. Its purpose is to plan, define and resolve issues related to the Tiered Response Agreement of the RMOC, in order to provide the public with the most immediate, well co-ordinated medical attention in the pre-hospital setting. It should be able to successfully deal with many issues of concern to the various agencies including:

- Activation Criteria
- Firefighters accompanying ambulance crews to the hospital
- Replacement of supplies
- Dispatch procedure

- Inter-agency review of complaints
- Changes to protocol
- Inter-agency training
- Crime scene protection
- OPP concerns with responses on highways 416/417
- Awareness and information sharing on new initiatives

The terms of reference are attached, as well as the proposed make-up of the committee from the various emergency agencies. The individual appointed by the Board will also represent the 9-1-1 Advisory Committee.

*Approved by
Rosemary Nelson*

cc: Lyle Massender, Chair, 9-1-1 Advisory Committee

**MINUTES OF MEETING
TIERED RESPONSE UTILIZATION REVIEW COMMITTEE
REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
NOVEMBER 14, 1996**

The meeting convened at 9:05 a.m.

The Chair of the Fire Services Tiered Response Committee, Deputy Chief, Dave Guilbault, will be leaving the Ottawa-Carleton Region and has been replaced by Captain Gerry Pingitore. Gerry opened the meeting, asking for member introductions:

Lyle Massender
Manager, Ottawa-Carleton Regional Ambulance
/911 Management Board Committee Representative

Paul Casagrande
Ottawa Fire Department

Gord Mills
Fire Chief, Cumberland Fire Department

Sid McLennan
Ottawa Fire Department

Terry Morrow
Cumberland Fire Department

Dave Couturier
Sgt. OPP

Norma Boyd
Program Manager, Base Hospital Program

Garfield Wyche
OCRPS

Justin Maloney
MD, Medical Director, Base Hospital Program

Blake Forsyth
Regional Manager
Emergency Health Services

Chris Powers
Fire Chief, Nepean Fire & Emergency Services

Gerry Pingitore
Captain, Nepean Fire &
Emergency Services

Peter Allain
Gloucester Fire Department

Heather Massender
Manager, Central Ambulance
Communication Centre

Richard Lavictoire
Central Ambulance Communication Centre

Joe Beckett
Fire Chief, Goulbourn Fire
Department

This was the first chance that an Advisory Committee consisting of all three agencies; fire, police, and ambulance, including representatives from Base Hospital, have had the opportunity to meet regarding a tiered response agreement.

The Committee terms of reference and membership were discussed. Gerry Pingitore asked for the approval of a document handout. After some discussion, the document was approved, with one member abstaining his vote. The following amendments were agreed to by the members:

- under "Duties and responsibilities of the committee", "Ministry of Health" changed to read "Ministry of Health, Emergency Health Services";
- Committee representatives consisting of nine, plus a Chair was changed to a total of twelve; eleven members and the Chair. Representatives from the Ottawa-Carleton fire departments was changed from two to three. Two representatives from the Central Ambulance Communication Centre will be present, instead of just one.

Under "non-voting members - guests" it was discussed whether the public be invited to attend Committee meetings. Discussion took place at this point. It was felt that this position remain vacant.

Chief Mills expressed concern that each fire department had different issues and that they should be voiced at this level. He was reminded that each fire department would be asked for issues at their Tiered Response Committee level and brought forward by their Committee members, i.e. response times.

Chief Powers stated that the outcome of this Committee should result in:

- better co-operation of agencies who work together all the time;
- the services being more efficient;
- inter-agency problems being resolved;
- improvement of service to the public.

Ottawa Fire Department representatives stated they will be taking the draft document back to their Chief for discussion. Sid McLennan of Ottawa questioned the purpose of the Committee. It was explained that this Committee would serve as a forum for service agencies to address issues that relate to the other service agencies. It is not meant to be a policy setting Committee, but rather a Committee to discuss or recommend policy. The roles and responsibilities of each agency are to be defined. If there are changes within an agency the other agencies are to be informed.

Gerry Pingitore asked about picking a Chair for the Committee. He felt that all parties should be represented and suggested waiting until the next meeting. Dr. Maloney nominated Gerry Pingitore as the new Chair and Norma Boyd seconded the motion. After discussion, a vote was taken - Gerry stood as Chair.

Discussion then proceeded on the Draft Tiered Response Agreement put together over a year ago by the fire service. This draft was based on guidelines from the Ministry of the Solicitor General. It was emphasized that this agreement is not cast in stone, although all the regional municipal fire departments have agreed to its implementation, with Gloucester Fire Department's approval still pending.

Part I - Tiered Response Criteria

It was ascertained that the response code classifications used by the police force are the opposite of those used by the fire and ambulance services, therefore requiring clarification. Cancellation of other agencies is an issue. Cancellation should not occur until an "on-scene" evaluation has been determined. This can only be effective if each agency is aware of the other's responsibilities.

Heather Massender expressed concern over the many and varied response criteria now in effect at the CACC. It would be more practicable to have one agreement for all departments. It was questioned why fire departments were dispatched to medical institutions for Code 4 calls. It was stated by Dr. Maloney that most medical institutions do not have the equipment nor the training to cope with these calls, i.e. defibrillators.

Part II - Roles & Responsibilities of All Three Agencies Under the Tiered Response Agreement

It was believed that defining the roles of each agency would eliminate problems at the scene. Each agency will take this information back to their respective departments for review and discussion before the next meeting. The Tiered Response Committee will then discuss these roles as listed by the Fire Departments. Blake Forsyth thought that the roles and responsibilities section was to be in the form of appendices to the agreement, and not constitute an actual part of the agreement. He was to confirm this with the Ministry of the Solicitor General recommendations.

Part III - Equipment/Supply Replacement Agreement

Blake Forsyth was adamant that the August 1996 document from the Solicitor General's Office did not state that the ambulance service is to replace standardized equipment used by the fire service at the scene. Gerry Pingitore is to review his original documents and a discussion will follow at the next meeting.

Part IV Agreement Amending Formulae and Protocols for Agencies

This section was generally accepted by the members, although it was established that any amendments/approvals of the agreement and/or deletions of partners would have to be approved by their respective Council members.

Part V - Fire Service Responsibility

Discussion took place on Fire Department and Ambulance priorities.

Examples used: - Standby of ambulance service at fire scenes - their primary concern is to respond to medical calls, therefore they can be relieved from a standby situation if their services are required elsewhere;
- Standby of the fire department at a hostage taking.

A recent letter originated by Sgt. Lyon of the OPP, regarding responses on 400 Highways, is to be looked into further.

It was emphasized that each representative should be in agreement with their respective organization and able to represent the organization's view before coming to a Tiered Response meeting.

The last two items listed for this meeting's agenda will be discussed at a later date.

The meeting adjourned at 10:50 a.m. The next meeting is scheduled for December 12, 1996, Room 1A, 101 Centrepointe Drive.

TIERED RESPONSE UTILIZATION REVIEW COMMITTEE REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

Reason for Committee:

The Tiered Response Utilization Review Committee is established to provide a forum to co-ordinate the day to day responses to routine and singular emergency situations with the police, fire, and ambulance services.

Purpose for Committee:

The purpose of the committee is to plan, define issues, and resolve issues, related to the Tiered Response Agreement of the Regional Municipality of Ottawa-Carleton in order to provide the public with the most immediate, well co-ordinated medical attention in the pre-hospital setting.

Terms of Reference:

- To serve as a forum for discussion, and to receive input from field workers and administration, for all parties involved in the Tiered Response Agreement;
- To recommend changes, activities, guidelines, and training to the Tiered Response Agreement activities;
- To promote understanding of the roles and responsibilities of the police, fire and ambulance services.

Duties and responsibilities of the Committee:

- To provide a forum to rotate the chairperson and secretariat activities of the Committee every two years through a unanimous vote;
- To provide a quorum (5) through membership voting on issues brought forth by the committee members;
- To provide a year end statement of activities, changes, and resolutions arising from the Committee to the Municipalities and the Ministry of Health, Emergency Health Services.

Duties and responsibilities of members:

- Attend scheduled meetings or appoint a delegate;
- To be responsible for ensuring communication with the agencies/groups the member represents;
- To provide agenda items to the chairperson well in advance of the scheduled meetings;
- To be prepared to provide motions on issues discussed, and to provide reports on the agency/group or service which is being represented.

TIERED RESPONSE UTILIZATION REVIEW COMMITTEE REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

Committee Representatives: A total of eleven (11) plus a chair.

PLEASE NOTE: Meetings will be open to all providers, therefore notices of meeting schedules must be posted.

Three (3) representatives (1 Administration, 1 from Ottawa Fire Department, and 1 Firefighter/Line Officer) selected to represent the following fire departments:

Ottawa Fire Department
Nepean Fire and Emergency Services
Kanata Fire Department
Cumberland Fire Department
Gloucester Fire Department
Osgoode Township Fire Department
West Carleton Township Fire Department
Rideau Township Fire Department
Goulbourn Township Fire Department

Two (2) Representatives (1 Administration and 1 Paramedic) selected to represent the following ambulance services:

Ottawa Carleton Regional Ambulance Service
St. Lawrence and District Ambulance Service (Nepean, Barrhaven)
Rockland/ Orleans Ambulance Service
Kanata/Arnprior Ambulance Service
Carleton Place/ Richmond Ambulance Service

Two (2) Representatives (1 O.C.R.P.S. and 1 O.P.P.) selected to represent the following police departments:

Royal Canadian Mounted Police
Regional Police Department of Ottawa-Carleton
Ontario Provincial Police, Ottawa Detachment

Two (2) Representatives from the Central Ambulance Communication Center of Ottawa

One (1) Representative of the Base Hospital Program of Ottawa-Carleton

One (1) Representative of the 911 Advisory Committee and the 911 Management Board

Voting Members:

3 representatives from the fire departments of Ottawa-Carleton;
2 representatives from the ambulance services of Ottawa-Carleton;
2 representatives from the Central Ambulance Communication Center of Ottawa;
2 representatives of the police departments;
1 representative of the Base Hospital Program;
1 representative from the 911 Advisory Committee and the 911 Management Board;
The chairperson will be the tie breaker in a dead lock vote.

Non-voting Members:

Guests.