



Staff Report

Report Title: Letter of Concern – Medical Response

Prepared By: Chris Cleave, Fire Chief

Department: Fire & Emergency Services

Date: Sep. 19, 2022

Report Number: FIRE-2022-09-31

File Number: C11-LDFB

Attachments: September 7, 2022 Correspondence, Medical Tiered Response Policy

Recommendation:

That the Township of Huron-Kinloss Council hereby receives for information Report Number FIRE-2022-09-31 prepared by Chris Cleave, Fire Chief.

Background:

Currently the Township of Huron-Kinloss has a Medical Tiered Response policy in place which was adopted by Council in 2020. This policy established a select set of medical response criteria as recommended by Bruce County EMS to be the most serious and that meets the “obvious threat to life” threshold and the most beneficial to have Fire assistance respond to.

There is no legislation in place that mandates we respond to a medical assistance call. What we do have is a simple agreement in place to assist EMS with their most serious calls as defined by the selected criteria.

Discussion:

When a call is received by the Central Ambulance Communications Centre (CACC) for an EMS response, each call is categorized. Once categorized the call is then compared to the selected criteria to determine if the Fire Department should be dispatched.

The Dispatcher can only make this assessment based on the information that is being given to them by a caller. If the dispatcher determines that the call does not meet the Fire Department response criteria, then fire will not be dispatched. This decision solely lands on the dispatcher taking the call and assessing the nature of

the call itself. This activity and decision are out of the hands of Council, the Fire Board, and the Fire Department. There is zero liability to either municipality because of this.

When looking at the incident on August 20, 2022, as detailed in the Letter of Concern I extract the following facts:

A fall took place, the person suffered a head injury causing them to bleed, patient suffered a contusion on her face and was in and out of consciousness.

When comparing these facts to our current medical response criteria I have determined the following:

1. Falls are not included on our current medical response criteria
2. Bleeds of any sort (traumatic vs. non-traumatic) are not included on our current medical response criteria
3. Unconsciousness is included on our current medical response criteria.
4. Stroke is within our response criteria, but the stroke was not determined until the patient was admitted to hospital and was not part of the decision making by the CACC Dispatcher.

At this time, I can only speculate that the Fire Department was not dispatched to this call because the CACC Dispatcher possibly classified the call as a number 1 or 2 as noted above. Both of which do not meet our response criteria and therefore CACC would not tier Fire in this circumstance.

To determine the exact reason why fire was not tiered the Fire Chief has contacted the Huron County EMS Chief and requested information on the call classification to determine what exactly happened. The Huron EMS Chief has advised me that he will investigate, listen to the call tapes and report back to me his findings.

At the time of this report being written the Fire Chief has not had a response back from Huron County EMS. The Fire Chief will continue to investigate this incident and further reporting to Huron-Kinloss Council will occur once the Fire Chiefs inquiry is completed.

Attached to this report is a copy of the Township of Huron-Kinloss Tiered Medical Response Policy and the approved response criteria for the Fire Boards information.

The concern was also brought forward to the Lucknow and District Fire Board for information at the September 15, 2022 Lucknow and District Fire Board Meeting.

Financial Impacts:

None

Strategic Alignment / Link:

We are an accessible community that offers opportunities for everyone by having services and amenities nearby.

Respectfully Submitted By:

Chris Cleave, Fire Chief

Report Approved By:

Mary Rose Walden, Chief Administrative Officer