

From: [Lynda Shykora](#)
To: [Laura Schumi](#)
Subject: FW: March 5 EAD agenda First Responders - Email message to include with Director Simpson EAD agenda topic
Date: Thursday, February 28, 2019 2:44:04 PM
Importance: High

The North Shuswap First Responders are not getting the volume of calls that it previously received. Year/year calls went from 40+ to 15 in recent months. There is a blockage they figure within the Dispatch process.

- Certain types of calls are not coming to FR, should be virtually every call. There is an automatic 'push' system that could be used but doesn't seem to be
- They definitely should be called when an ambulance will be > 10 minutes which is pretty much every call in the NS
- volunteer group, doesn't cost the province any money, why are they not being used?

Concerns

- the population is not well served when they're not called out
- volunteers lose interest when they're not used. If calls are down to a few per week the FR board feels that they will lose volunteers
- The training and knowledge will be lost in our community

I'm told there was a provincial policy change in March '18 which the dispatchers did not implement until Aug/Sept '18. Since then the volume has dropped by half or more.

Could you check with your FR groups to see if they've noticed the same thing. We would be better served as one voice in this matter if it is indeed a widespread issue.

Update:

190227: In talking to Blaine Wiggins, M.A. , Manager, First Responder Program & Indigenous Health at BC Emergency Health Services, he suggests that inviting himself and the person that actually makes the decisions, Neil Lilley MSc Senior Provincial Executive Director, Patient Care Communications & Planning at BCEHS to a meeting do discuss rural First Responder call out options. Possibly next EA meeting in May? Basically this is a money saving and resource saving measure for larger urban Fire Departments that doesn't really translate well to a rural setting.

The Auditor General has just released a report on BCEHS services

<http://www.bcauditor.com/pubs/2019/access-emergency-health-services>

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All in? Let's Go!!
