



## **Saving Lives**

When Ontarians dial 911 due to a medical emergency, they expect to receive help as quickly as possible.

In Ontario, there is an established framework of emergency medical response designed to get people the care they need as quickly as possible from highly-trained professionals.

Whether it is a stand-alone Paramedic or a dual role Fire Fighter Emergency Medical Responder, Ontarians expect to receive the help they need as quickly as possible in their time of need.

## **Technology Is the Key**

Early adopter pilot sites have successfully shown that linking emergency dispatch computers, as done in the Simultaneous Notification early adopter sites, improves communication and dispatch times for first responders, as well as improved patient outcomes.

## **What is Simultaneous Notification?**

Currently, there are compatible Computer Aided Dispatch (CAD) systems that permit the real-time, bi-directional sharing of information between Provincial Central Ambulance Communication Centres (CACC) and Municipal Fire Dispatch Centres. These use Simultaneous Notification.

Early adopter sites in Barrie, Guelph, Kitchener/Cambridge, Mississauga, and Brampton have collected statistical and anecdotal data for over seven years, proving that response times to critical medical emergencies can be improved.

The automated links remove any human delays and automatically notify the second agency of life-threatening medical emergencies. The system can be customized to account for the level of medical emergency, the remoteness of a patient, or the rescue services needed.

Sharing of strategic information, including telephone number, location identification (ANI/ALI), and response information, can improve patient outcomes.

## **First on the Scene for the People of Ontario**

Firefighters provide emergency response services for over 14 million Ontarians.

The Fire Service is designed for rapid emergency response: strategically situated fire stations achieve the most effective and safe emergency responses. The average response time for Fire Service is half of the time taken by EMS. The chance of successful resuscitation is reduced by 7-10% for each minute of delay in intervention. By deploying firefighters as first responders, who are trained to administer CPR and defibrillation, the Ontario Fire Service can help their communities and the province of Ontario achieve higher survival rates. When it comes to the patient's survival, every minute counts!

Communities should not be deprived of simultaneous notification when a simple and relatively inexpensive technological improvement is all that is required to improve emergency medical response.

Barrie Fire & Emergency Services		Response in < 6 Minutes
Pre-Simultaneous Notification	2011	18%
	2012	21%
Post-Simultaneous Notification	2013	57%
	2014	71%

*The OPFFA has requested – and is waiting on – updated data from the Ministry of Health.*

## **The Solution**

Next Generation-9-1-1 (NG-911) is an accessible and barrier free way for the public to access the 9-1-1 system that is beyond voice services and will include Voice over Internet Protocol (VoIP) and text messaging. The public will be able to send texts, photos and videos to 911 communication centres which will be relayed to emergency responders.

Transitioning from the traditional 9-1-1 voice services to NG-911 is complex, will impact every emergency service in the Province of Ontario, and... will take time. The roll out plan for NG-911 has already suffered delays due to the COVID pandemic.

The government has recognized Ontario's need to improve its communications infrastructure and there is no time like the present to identify hardware and software solutions that improve services received by all Ontarians for the future.

**The OPFFA and affiliate Locals ask** that Ontario's elected leaders support the rollout of Simultaneous Notification and advocate for federal and provincial grants to offset the financial burden of updating hardware and software to facilitate the federally mandated NextGen911.