REGION OF OTTAWA-CARLETON | REPORT
RÉGION D'OTTAWA-CARLETON | RAPPORT

Our File/N/Réf. 03 02-99-0009
Your File/V/Réf.

DATE 21 January 1999

TO/DEST. 9-1-1 Management Board

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

SUBJECT/OBJET **RECOMMENDATIONS RESULTING FROM A FATAL ACCIDENT**

REPORT RECOMMENDATION

For discussion.

BACKGROUND

On 6 November 1998, a fatal motor vehicle accident occurred off Greenbank Road at the Jock River (Half Moon Bay) which prompted a request for a Coroner's Inquest by the Nepean Fire Chief. Following a meeting with the Coroner on 16 December 1998, the Nepean Fire and Emergency Services made a series of recommendations that could be implemented to improve call handling and response to life-threatening emergencies. Two of those recommendations have been submitted for consideration by the Board:

1. Training of 9-1-1 call takers/9-1-1 Manual

   All staff in the 9-1-1 Bureau as well as in the dispatch offices of the various agencies (police, fire, ambulance) must be trained and aware of the policies and procedures respecting "Primary Agency" as outlined in the 9-1-1 Manual.

2. PERS

   The 9-1-1 Management Board and the Advisory Committee should make every effort to have Bell Canada install the Public Emergency Reporting System (PERS) in Ottawa-Carleton and require that all ANI/ALI data can be downstreamed from the Primary agency to all Tiered Response agencies.

The Nepean Fire Chief's letters of 18 November 1998 and 14 January 1999 are appended.

The Board's recommendations will be forwarded to the 9-1-1 Advisory Committee for consideration.

Approved by
Rosemary Nelson

app.

NEPEAN

FIRE AND EMERGENCY SERVICES
C. J. Powers
Fire Chief/Commissioner

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File Number: Call No. 3449

November 18, 1998

BY FAX

Dr. Benoit Bechard
Regional Coroner
Ministry of the Solicitor General and Correctional Services
51 Heakes Lane
Kingston, Ontario K7M 9B1

Dear Dr. Bechard:

Re: Fatal Accident Nov. 6, 1998, Mr. Douglas Turner

I am writing to you to suggest that a Coroners Inquest should be held with respect to the motor vehicle accident that resulted in the death of Mr. Turner on November 6, 1998. The reasons for this request are outlined in the following details of this accident as they are known at present.

At approximately 21:32 hours on November 6, 1998 a 9-1-1 call was made reporting a motor vehicle accident on Greenbank Rd. at the Jock River (Half Moon Bay) with the vehicle in the river.

Ottawa-Carleton Regional Police (OCRPS) down streamed this call to a OCRPS dispatcher. Central Ambulance Communications Center (CACC) was notified at 21:35 by the police dispatcher. Regional Police reported arrival on scene at 21:42 some 10 minutes after the call. At 21:44 police on scene requested fire department assistance.

This department was not notified by CACC of this accident, but was called by a reporter for the Ottawa Sun newspaper inquiring as to the severity of the accident at 21:42 hours. Our dispatcher confirmed the call with CACC and dispatched our crews and equipment at 21:44 from the Barrhaven Station No. 3 and they arrived on scene at 21:49, a response time of five (5) minutes.

Failure to notify this department resulted in a response time of twice what would have occurred if the Tiered Response Agreement had been activated as intended. Our crews and equipment at Fire Station No. 3 were the closest emergency service; the only ones trained and equipped for water rescue, and were notified only by a chance call from a reporter.

Under the Tiered Response Agreement, Nepean Fire and Emergency Services are to be notified of *Code 4 Motor Vehicle Accidents* and *Any Circumstances Requiring Rescue* as well as for other life threatening medical situations.

While we do not know the cause of death in this case, we do know that there was a failure of the dispatch system to provide prompt response of the closest emergency service and that this delay could have contributed to the death of the victim.

We believe that in light of this information and other identified problems with ambulance dispatch delays, that residents of Nepean and Ottawa-Carleton need to know what happened in this incident and what recommendations can be made to improve the response to life threatening emergencies.

Yours truly,

C.J.Powers
Fire Chief/Commissioner

cc:
Gord Kemp, Chair, 9-1-1 Management Board
Joanne Yelle-Weatherall, Manager, Land Ambulance Service, RMOC
Gerry Pingitore, Chair, Tiered Response Utilization Committee
Mayor and Councillors, City of Nepean

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January 14, 1999

BY FAX

Dr. Benoit Bechard
Regional Coroner
Ministry of the Solicitor General and Correctional Services
51 Heakes Lane
Kingston, Ontario K7M 9B1

Dear Dr. Bechard:

Re: Fatal Accident Nov. 6, 1998, Mr. Douglas Turner

At the meeting held on December 16, 1998 at the Regional Municipality of Ottawa - Carleton to review the above noted incident you requested that each agency provide comments on this matter.

At that meeting, Nepean Fire and Emergency Services provided a copy of the tape transcript of the communications between our dispatcher and both Central Ambulance Communications Center (CACC) and Ottawa - Carleton Regional Police as well as communications with our vehicles.

We believe that based on the information and statements of those attending the December 16, 1998 meeting there are a number of recommendations that could be implemented to improve call handling and response to life threatening emergencies in this region.

- All staff in the 9-1-1 Bureau as well as in the dispatch offices of the various agencies (Police, Fire and Ambulance) must be trained and aware of the policies and procedures respecting "Primary Agency" as outlined in the 9-1-1 Manual. This will help ensure calls are downstreamed correctly. This recommendation should be reviewed by the 9-1-1 Advisory Committee and by the 9-1-1 Management Board for Ottawa - Carleton.

- All staff in dispatch offices (fire, police and ambulance) must be trained on and be aware of the "Activation Criteria for Tiered Response ".

- The Primary Agency who first receives the call must also notify other Tiered Response agencies if activation criteria are met.

- CACC should review the policies on how Fire and Police are notified and modify the policies that could cause delay in notification. e.g. should Call - Takers or Dispatchers be responsible for notifying fire and police.

- Notification of Tiered Response agencies should be subject to a maximum time requirement of 30 seconds after determination that the call is a Code 4. Time of call receipt (T-1) should be provided to the Fire Department by CACC as a check on this requirement.

- Responding units should confirm with their dispatch that other Tiered Response agencies have been notified on any call that could be life threatening. This should be standard procedure upon receipt of the call from their dispatch and not upon arrival at the scene.

- Training of firefighters, ambulance attendants, and police officers on the Tiered Response Program should be part of basic training for all staff in these agencies. This should include training on Roles and Responsibilities.

- Member agencies should ensure that representatives attend meetings of the "**Tiered Response Utilization Committee**" on a regular basis. Recommendations of this committee and minutes of the meetings need to be reviewed by staff members with authority to take action on these recommendations.

- 9-1-1 Advisory Committee and 9-1-1 Management Board should make every effort to have Bell Canada install the Public Emergency Reporting System (PERS) in Ottawa - Carleton and require that ANI/ALI data can be downstreamed from the Primary agency to all Tiered Response agencies.

Tiered Response can save lives if the agencies participating are notified promptly and patients receive prompt intervention. Unfortunately this is not happing now for a variety of reasons, many of which have been identified as the result of this fatal accident.

I encourage you, as Regional Coroner, to make all Tiered Response agencies aware of the need for the improvements required to have the Tired Response program work as intended.

Yours truly,

C.J.Powers
Fire Chief/Commissioner

cc:
Gord Kemp, Chair, 9-1-1 Management Board
Joanne Yelle-Weatherall, Manager, Land Ambulance Service, RMOC
Gerry Pingitore, Chair, Tiered Response Utilization Committee
Mayor and Councillors, City of Nepean