



### **SERVICE COMMITMENT**

Oneida Nation's Emergency Medical Services (EMS) delivers Primary Care Paramedic medical care and ambulance services to all residents and visitors of Oneida of the Thames, Chippewa of the Thames, Munsee-Delaware, Elgin and Middlesex County for life-threatening medical emergencies and transportation of sick or injured patients.

Our highly trained paramedics respond to approximately 1000 calls annually for a wide range of medical and trauma related emergencies. The 7 full-time and 9 part-time Oneida Nation paramedics form an integral part of the First Nations community's emergency preparedness team and are certified providers of pre-hospital care. Oneida EMS has one front line ambulance and one back up ambulance provided by the Ministry of Health.

Oneida Nation Emergency Medical Services is dedicated to continually improving not only their reaction and response times within the three First Nation communities, but also the patient care that is rendered to the residents and visitors of Oneida Nation, Chippewa Nation, Munsee-Delaware Nation, Middlesex County and Elgin County.

Oneida Nation Paramedics are highly skilled, compassionate professionals, trained to provide emergency medical treatment and transport sick and injured people. All of our paramedics are graduates of a post-secondary ambulance and emergency care diploma program and have their provincial A-EMCA (Advanced Emergency Medical Care Assistant) certification.

Every Paramedic annually participates in continuing medical education (CME) training to ensure that residents served by Oneida E.M.S continue to receive the highest quality of pre-hospital emergency medical care and treatment. Oneida Paramedic performs Cardiac Monitoring, 12 Lead ECG Interpretation, Semi-automatic Defibrillation, Advanced Supraglottic Airways, I.V Initiation and the qualifications to deliver medications orally, through inhalation, by injection and by intravenous.

The service is currently operating a 20-hour ambulance service. Oneida E.M.S is staffed from 0700-0300 hours. Oneida EMS current 90<sup>th</sup> percentile as per the 1996 Response Standard is 14 minutes. The service's reaction time for emergency responses is under 2 minutes.

Robert Wolfe, Operations Manager

April 30, 2010