



**Kawartha Lakes  
Paramedic Service**

4 Victoria Avenue North  
Lindsay, ON K9V 4E5  
Tel: 705-878-1284



October 6, 2020

Stuart Mooney  
Interim Director,  
Hospitals and Emergency Services Division  
Emergency Health Program Management & Delivery Branch  
5700 Yonge Street, 6<sup>th</sup> Floor  
Toronto, Ontario M2M 4K5

VIA EMAIL

**RE: RESPONSE TIME STANDARD NOTIFICATION**

Dear Mr. Mooney,

Pursuant to the Ambulance Act Reg 257, Part VIII:

*(2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).*

*(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act. O. Reg. 267/08, s. 1 (2).*

*(4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part. O. Reg. 267/08, s. 1 (2).*



**Kawartha Lakes  
Paramedic Service**

4 Victoria Avenue North  
Lindsay, ON K9V 4E5  
Tel: 705-878-1284



*(5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).*

Please find attached the Response Time Performance Plan for the calendar year of 2021;

**SUDDEN CARDIAC ARREST**

**25%** percent of the time, Kawartha Lakes Paramedic Service plans to have a responder equipped with an AED and able to defibrillate a patient determined to be in sudden cardiac arrest, **within 6 minutes** from the time ambulance dispatch conveys the call information to the designated land ambulance delivery agent until the said responder arrives the scene.

**CTAS 1**

**50%** percent of the time, Kawartha Lakes Paramedic Service plans to have a paramedic as defined by the Ambulance Act respond to any patient determined to be CTAS 1, **within 8 minutes** from the time ambulance dispatch conveys the call information until the paramedic arrives the scene.

**CTAS 2, 3, 4, 5**

Kawartha Lakes Paramedic Service plans to have a paramedic as defined by the Ambulance Act respond to any patient determined to be CTAS 2, 3, 4, 5 within a period of time as noted below in Table 1:

**Table 1**

<b>CTAS Level</b>	<b>Target elapsed time from paramedic notified until on scene (Min:Sec)</b>	<b>Target percentage to achieve response time target</b>
<b>2</b>	<b>10:00</b>	<b>60</b>
<b>3</b>	<b>20:00</b>	<b>75</b>
<b>4</b>	<b>25:00</b>	<b>75</b>
<b>5</b>	<b>30:00</b>	<b>75</b>



**Kawartha Lakes  
Paramedic Service**

4 Victoria Avenue North  
Lindsay, ON K9V 4E5  
Tel: 705-878-1284



Should you require any further information, please do not hesitate to contact me.

Sincerely,

Andrew Rafton  
Chief, Kawartha Lakes Paramedic Service

CC: Ron Taylor, Chief Administrative Officer, City of Kawartha Lakes  
Chris Naismith, Field Manager, Central East Field Office MOHLTC EHSB