
 <p>Rainy River District Social Services Administration Board</p>	SECTION: Land Ambulance
	POLICY TITLE: Ambulance Crew/Communications Officer Interaction
ORIGINAL DATE: July, 2006	POLICY AREA: Communication
REVISION DATE: August, 2016	POLICY NO: LA – 2.0
NEXT REVIEW DATE: September, 2019	APPROVED BY: 

Policy

The Rainy River District Social Services Administration Board (RRDSSAB) ensures that an effective and harmonious relationship between the Ambulance Crew and the Communication Officer of the Central Ambulance Communication Centre (CACC) is maintained. Every effort is made to resolve differences, prior to the initiation of an *Operational Impact Report*.

Procedure

Paramedics utilize the following methods, as necessary, to ensure that a positive relationship is maintained with the Communication Officer:

1. Respect that the Communication Officer has the ultimate authority to direct the movement of the ambulance;
2. Paramedics may request a brief explanation of the Communication Officer's actions, where possible, to assist in understanding;
3. Paramedics must complete an *Operational Impact Report*, as a means for reporting a dispute or making inquiries; and
4. During periods of heavy call-volume, situations may occur, which either party may interpret as error or neglect. An *Operational Impact Report* will be completed, and the situation discussed and reviewed at a later date.