

**Ministry of Health**

**Ministère de la Santé**



Office of the Deputy Minister

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July 15, 2024

Gord Miller  
Director of Government Relations  
Cassels and Adjoining Lakes Association  
PO Box 97, Temagami ON P0H 2H0

Dear Gord Miller:

Thank you for your email on March 5, 2024, in which you identified concerns related to ambulance response in the Cassels and Adjoining Lakes Association (CALA) area, in the Municipality of Temagami.

The Ministry of Health (the ministry) is committed to providing responsive, high-quality healthcare to all Ontarians. We take concerns about ambulance services and responses seriously and work closely with our emergency health service partners to promptly address issues.

Upper-tier municipalities are responsible for ambulance services in their communities, and we were pleased to hear that Stephen Kirk, the District of Nipissing Social Services Administrative Board (NDSSAB)'s Chief of Paramedic Services, initiated discussions with Temagami Mayor Dan O'Mara on March 25, 2024.

The establishment of 9-1-1 is a municipal initiative in consultation with Bell Canada. The prerequisite for 9-1-1 is a civic addressing system. Each telephone subscriber within a municipality must have a unique and valid civic address in the Bell Canada 9-1-1 service address database.

Our ministry understands that a ten-digit number is also available to the residents and members of the Cassels and Adjoining Lakes Association (CALA) to support requests for ambulance service directly through the North Bay Central Ambulance Communications Centre.

Accurate location information is necessary to ensure an effective emergency response. When a physical street address is unavailable or wireless location information is not precise, several tools are available to support our Central Ambulance Communications Centres, including access to a third-party application known as “what3words.” <https://what3words.com/>.

The application provides latitude and longitude using satellite information that can be entered into the computer-aided dispatch (CAD) system to support and validate a caller’s location. These enhanced tools complement existing technology and are used across the province's Central Ambulance Communications Centres.

The Emergency Health Services Division, Investigation Services Unit, investigates complaints under the *Ambulance Act* regarding specific patient care or conduct concerns in the pre-hospital setting and after a request for service has been made.

Based on the information provided, the concerns were not in scope for an investigation.

We encourage you to continue to work with Stephen Kirk, the Chief of Paramedic Services to address your concerns.

In friendship,

A handwritten signature in cursive script that reads "Deborah Richardson".

Deborah Richardson  
Deputy Minister, Ministry of Health