

STANDARD OPERATING GUIDELINE



[Time Standards]

Department: Operations

SOG#211

Applicable to: All Staff

Effective Date: 1 March 2020

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Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

16 Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding specific time metrics.

Scope:

The scope of this document applies to all road personnel. This will cover both MLREMS and agency metrics.

Guideline:

1. The agency will follow all Regional Metrics and Care Bundles.
2. Agency-specific metrics:
 - 2.1. Chute Time: <two (2) minutes
 - 2.2. Response Time:
 - 2.2.1. P1/2: <ten (10) minutes
 - 2.2.2. P3: <fifteen (15) minutes
 - 2.2.3. P4: <twenty-five (25) minutes
 - 2.3. Scene Time:
 - 2.3.1. Priority Patients: <ten (10) minutes
 - 2.3.2. Non-Priority Patients: <twenty (20) minutes
 - 2.4. Hospital Drop Time:
 - 2.4.1. All occurrences: <thirty (30) minutes
 - 2.5. Other Times:
 - 2.5.1. Total Call time: <sixty (60) minutes
 - 2.5.2. Chart Lock time: <one-hundred-eighty (180) minutes
3. In the event that the time standards listed in 2.2-2.2.3, are known to be not possible, Mutual Aid from the closest neighboring agency shall be requested

This document supersedes any documents on the topic dated prior to the effective date noted above.