

# STANDARD OPERATING Procedures

## Minimum Annual Call Standard



**Department:** Operations

SOP#119

**Applicable to:** All Staff

**Effective Date:** 1 July 2020

2 Pages

**Authority:** Chief Of Operations

**Applicable CAAS Standard:**

**Revised Effective Date:** 25Nov20

### Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the minimum call standards that providers must achieve to maintain satisfactory clearance.

### Scope:

The scope of this document applies to cleared road providers.

### Guideline:

1. This SOG is designated to ensure that agency providers maintain a sufficient level of activity to maintain proficiency in their care of the clients of the agency.
2. The minimum calls per year for all road staff are twenty (20) calls for BLS technicians, and thirty calls for ALS technicians. Included in this count is:
  - 2.1. Primary Care Provider resulting in transport to a hospital
  - 2.2. Primary Care Provider where a complete refusal of care/transport with assessment and vital signs is obtained
  - 2.3. Field Training Officers will receive credit for half a call when acting as the Trainer.
  - 2.4. The call count is based on Regional Requirements.
3. Monitoring will be on a quarterly basis. Staff will be updated if they are falling behind their call count. Quarterly reports will prompt notification of anyone under the reporting points:
  - 3.1. Jan-Mar, less than five calls.
  - 3.2. Apr-June, less than ten calls.
  - 3.3. Jul-Sept, less than fifteen calls.
  - 3.4. Oct-Dec, less than twenty calls.
4. Leaves of Absence
  - 4.1. The call standard will be reviewed individually and time lost will be prorated.
5. Failure to meet minimum call standard:
  - 5.1. Will be required to complete a full reclearance within sixty (60) days of the first of the year. If they are unable to clear in this time, they will be subject to removal from the agency.
  - 5.2. Cases where a provider misses the minimum call standard by less than five calls:

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

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- 5.2.1. Continuation of service can be achieved by completing a simulation and a protocol exam.
- 5.3. Any provider failing to meet the minimum requirements will have all collateral responsibilities removed.
- 5.4. Failure to meet the call standard in consecutive years will be subject to termination.

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