

May 14, 2018

PUBLIC SERVICE ANNOUNCEMENT

Central Labrador Ambulance Services Update

(Happy Valley-Goose Bay, NL): Since assuming responsibility for the Ambulance Services in October 2017, Labrador-Grenfell Health is pleased to provide an update to the public regarding the ambulance services in Central Labrador.

Labrador-Grenfell Health has integrated the ambulance services provided in Happy Valley-Goose Bay and North West River/ Sheshatshiu to ensure a collaborative and cohesive approach.

Ambulance Services are available twenty-four hours a day with a total staff of fourteen full-time paramedics, two primary ambulances and one secondary ambulance. Labrador-Grenfell Health also has available, two mechanical spares.

In support of its goal to provide timely and accessible patient care, Labrador-Grenfell Health implemented a monitoring system to assess service and is now monitoring all calls, allowing for any calls with an on-scene time greater than thirty minutes to be investigated.

From October 20th 2017 to April 30th 2018, the average time from a call was received to when the ambulance was travelling to the patient's location was 3.6 minutes in Happy Valley-Goose Bay and 5.6 minutes in North West River/ Sheshatshiu. The average time it took for the ambulance to arrive at the patient's location and begin providing care was 14.1 minutes in Happy Valley-Goose Bay and eleven minutes in North West River/ Sheshatshiu.

Labrador-Grenfell Health would like to recognize the tremendous cooperation and assistance that was received from other Regional Health Authorities and the Department of Health and Community Services during the transition as well as acknowledge the many Labrador-Grenfell Health staff who came together to operationalize the service.

Individuals with feedback or questions regarding ambulance services are encouraged to contact Labrador-Grenfell Health toll-free at 1-855-897-2267.

Labrador-Grenfell Health encourages residents to ensure their civic address is properly identified and to call 911 in case of emergency.

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