

## Ingersoll Support Services Inc.

### Policy: Emergency Medical Services

Policy # QAM 11

Section: Quality Assurance

Approved by the Board of Directors:  
Procedure Revision: *September 22 2011*  
Review Date: September 26 2017

Ministry requirement –  
**QAM II.7-**

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*ISSI will assist the persons supported by the agency to acquire Emergency Medical Services in the event of a medical emergency.*

#### **Procedure:**

1. ISSI staff members will access Emergency Medical Services when a situation requiring emergency medical treatment occurs.
2. Emergency medical services may need to be accessed immediately in a medical emergency according to the specific decision of the staff on duty.
3. It may be deemed necessary for staff members to invoke Emergency Medical Services despite the person's right of refusal (as per Policy QAM 10, Refusal of Medical Services).
4. Emergency medical services may need to be accessed in accordance with a specific health protocol, for example, with respect to seizures. Where a specific protocol exists it should be appended to, or a part of the Support Plan and of staff Orientation and training.
5. Where uncertainty exists regarding the necessity of emergency medical services a staff member may consult the on-call system or the family as agreed upon, where time permits.
6. An incident involving emergency medical services should be immediately reviewed and reported as an incident and a potential Serious Occurrence as per Policy S8, Serious Occurrences.
7. Critical decisions regarding emergency medical services and/or hospital visits should not be impeded by staffing resources.