



Program Document No.: 12002.00		Subject: MFR Level of Service		Type: Policy	
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Signature of Director, EHS Provincial Programs: 			Signature of Senior Manager, EHS MFR Services: 		

1.0 Purpose:

- 1.1 To ensure the recorded registered level of service is allocated to each call in the correct service delivery area.

2.0 Procedure:

- 2.1 The agency or department indicates the Medical First Response Agency's level of response on the form as attached.
- 2.2 The MFR Agency's Chief/MFR Coordinator signature is required for any change in the status of the response level.

- 2.3 Once the form is completed, send by fax or mail to:

EHS Communications Centre
239 Brownlow Avenue, Suite 300
Dartmouth, NS B3B 2B2
Fax: (902) 835-7103

- 2.4 The EHS Communications Centre will acknowledge the request for change in response level with the Chief /MFR Coordinator of the agency.
- 2.5 The changes will be entered in the EHS Computer Aided Dispatch (CAD) System, as well as the EHS MFR binder at the First Response Communications Officer's workstation in the EHS Communications Centre.

3.0 Appendices:

- 3.1 Appendix A: MFR Agency Response Level Form