

Medical Communication and Coordination Centre



Recruit Information Package



Message from the Commander of Medical Communication and Coordination Centre

9-1-1 is a support system that very few people think about until they need to dial 9-1-1. Our communications centre is a voice of hope that is heard when calling for help. It impacts people in an extraordinary time of need. Our emergency system lessens the burden for those in that time of need. We truly are the “department of help.”

I feel it is a personal honour to serve and help those who are not able to help themselves. This duty instilled on us is based on trust from the community and a public expectation that our system will not fail them.

The challenges and endeavours we face and overcome succeed because of our people involved. By attracting and engaging the right people, our organization achieves great accomplishments. Our best assets are the professionals who work in our communications centre.

Come join our communications team for an exciting career in a very challenging profession. You will be welcomed to a unique opportunity to truly make a difference every day in people’s lives.

Kim Gutwin

Commander/Manager

Medical Communication and Coordination Centre

Saskatchewan Health Authority

Medical Communication and Coordination Centre

Self-Assessment Survey

Choosing a career as a Communications Deployment Specialist may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to make a positive impact on the lives of the citizens we serve.

However, the job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously consider a career as a Communications Deployment Specialist.

The following self-assessment survey is provided to assist you in determining whether or not a career as a Communications Deployment Specialist is right for you. Consider the statements carefully and be honest with yourself.

Please do not send your results of this survey to MCCC. This is solely a tool for your personal benefit.

Each of the following statements describes a quality, characteristic, or consideration required of a career in emergency communications. Review each one as it relates to you. If your answer is “No” to one or more of the statements, you may want to re-consider starting the journey towards a career as a Communications Deployment Specialist.

	Yes	No
I would enjoy working in an environment that helps people in crisis situations.		
I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
I would enjoy working in an environment that involves interaction with the general public.		
I am willing and able to work on weekends, religious, and statutory holidays as scheduled.		
I am willing and able to accommodate a schedule that includes working day and night shifts.		
I am willing and able to work shifts that are 12 consecutive hours in length.		
I am willing to have my meal and rest breaks interrupted or postponed if required due to operational workload.		
I am willing to have my personal, social, and family time disrupted because of the demands of my work schedule.		
I am able to deal professionally and non-judgementally with abusive callers that may use profane language over the phone.		
I am able to adhere to established protocols, procedures, rules, and regulations.		
I am able to report to work on time, in any kind of weather condition.		
I am able to accept direction, critical feedback, and constructive criticism from supervisors, co-workers, and team members.		
I am willing to work in a unionized job environment.		
I am willing and able to adhere to a uniform dress code.		
I am willing and able to sustain long periods of time restricted to my work station.		
I am accountable for my own actions.		
I conduct myself with integrity and maintain confidentiality in all emergency matters.		
I exercise common sense and critical thinking.		
I can be assertive and direct when required.		
I can remain calm and focused in high-pressure situations		
I can work effectively in a team environment, as well as independently.		

Communications Deployment Specialist

Functional Description

The work of a Communications Deployment Specialist (CDS) requires the capacity to maintain control and provide assistance to callers requiring emergency assistance and is expected to promote an orderly, professional operating procedure.

The CDS must know the capabilities and limitations of the systems they are operating, be familiar with the administrative organization of each agency in order to properly direct event outcome, and be aware of the equipment and resources available and their functionality. The CDS must also be familiar with the capabilities of cooperating agencies and the applicable rules and regulations of Industry Canada.

Typical Duties

Call Evaluation

- Interact with the public in a professional manner.
- Process and evaluate requests for emergency services, taking emergency and non-emergency information from (at times) distraught or hostile callers.
- Gather pertinent information and evaluate the situation for the safety of the caller.
- Accurately transpose detailed information into the computer aided dispatch system (CAD).
- Ascertain premises warnings of emergencies using records management systems, protocol reference systems, mapping software, and other resources in a timely manner.
- Test equipment daily to ensure operational efficiency.
- Maintain up to date status records for all communication equipment.

Deployment and system status control

- Assign and track all emergency units and corresponding response times using CAD software and radio systems.
- Prioritize multiple events and maintain system status management to ensure response time reliability, efficient resource management, and service coverage are maintained.
- Maintain radio contact with emergency units.
- Utilize automatic vehicle locators and global positioning systems (AVL/GPS) to track locations of EMS fleet.

Other

- Maintain working relationships with other emergency response agencies, city departments and key stakeholders
- Work within established policies, procedures, work standards, and protocols
- Perform general maintenance and cleaning of workstation and equipment

- **Functional Requirements**
- Ability to speak clearly and distinctly at all times.
- Ability to form conclusions from disassociated facts and transform them into concise, accurate messages.
- Ability to assess information in a time sensitive environment.
- Ability to analyze a situation accurately and plan successful courses of action
- Ability to cooperate and communicate effectively with the public, EMS, Police, and Fire department personnel.
- Understand and operate computers, telephones, radios, voice recorders, mapping systems and operating databases.
- Ability to work in a team based environment.
- Ability to demonstrate manual dexterity to operate communications equipment.
- Ability to adjust to various levels of activity.
- Possess high level of critical thinking and problem solving abilities.
- Ability to work non-standard hours of work (shift work, 12 hour day/night rotation on a 5-5-4 cycle), short limited breaks, and often unable to leave the building for the duration of the shift.
- Ability to multi-task and maintain focus.
- Possess proficient memory re-call and active listening skills.
- Ability to function under high-stress conditions.
- Ability to maintain confidentiality.

Key Responsibilities:

- Provides emergency and non-emergency ambulance communication and deployment services for SHA – South Region.
- Receives and processes incoming emergency and non-emergency requests for service.
- Confirms incoming information and inputs data into computer and ancillary programs.
- Determines nature and urgency of service requests.
- Deploys available medical resources to maintain maximum response performance.
- Directs ambulances to appropriate hospital destinations.
- Coordinates non-emergency service requests with hospitals, ambulances and other medical communication centres.
- Efficiently operates console equipment including multi-line telephone radio, and computer aided dispatch equipment.
- Completes appropriate documentation as required.
- Answers inquiries from the public, allied agencies, etc.
- Adheres to established standard operating protocols and procedures.
- Maintains confidentiality in all communications in accordance with HIPA regulations and procedures.

Medical Communication and Coordination Centre

Overview

MCCC:

- A multi-jurisdictional, secondary Public Service Answering Point. It is the hub for emergency services in Regina as well as 52 Rural EMS services in southern Saskatchewan. All calls for ambulance service are filtered through the communications centre.
- The primary point of contact for out-of-hospital medical care and intervention in southern Saskatchewan.
- Processes approximately 120,000 inbound calls resulting in approximately 60,000 events created for ambulance deployment in southern Saskatchewan annually.
- Holds the accountability and control of resource utilization, workload management and deployment.
- Is the hub and origin of all system activity and creates the event through call evaluation, processing, prioritization, and resource deployment.
- Deploys and tracks up to 121 ambulances and 150 Medical First Responders across 150,375 square kilometre area, serving a population of approximately 500,000 people, 610 communities, 7 cities and 169 rural municipalities.
- Utilizes many advanced technological solutions including:
 - o Computer Aided Dispatch (CAD) Software
 - o ProQa software and Medical Priority Dispatch Systems (MPDS) protocols
 - o E-911
 - o AVL/GPS
 - o GIS Mapping
 - o Digital archiving
 - o IOS Records Management
 - o Mass notification activation systems

MCCC Opportunities

If you are considering a career path in emergency communications, the following information will give you an overview of the recruitment and training process involved, as well as some additional information that will help you determine if the role of emergency communications specialist is right for you.

Selection and Hiring

The goal of our selection process is to identify candidates who possess the core competencies and critical skills necessary to become a highly competent communications deployment specialist.

The selection process begins with an application to the MCCC – South either through online application (look for current postings on the SHA website), or submitting your resume and cover letter to the Manager (kim.gutwin@saskhealthauthority.ca).

In competing for a career in emergency communications, you will need to complete several phases of screening requirements and testing. To help you perform your best, testing outlines and explanation of

what is required in these phases are found on the following pages to ensure you have the best opportunity possible to succeed in the recruitment process.

Our commitment to recruiting, hiring and retaining only the most qualified individuals allows MCCC to maintain a highly professional communications centre. Only candidates that meet the qualification requirements will be contacted to engage in the testing process.

All applicants invited to begin testing must complete testing specifically designed for public safety and 9-1-1 emergency communications centres. The testing criterion allows for the selection of applicants who possess the computer dependant, multi-tasking skills that are critical for success in this career. If at any phase in the application process the candidate does not meet requirements for the position, or pass testing criterion, the candidate will be removed from the process and is encouraged to re-apply within 6 months.

All testing and testing material will remain the property of the Saskatchewan Health Authority and results will not be disclosed to the applicant. We do not provide any detailed feedback of the testing outcomes.

Qualification Requirements

Education

- Proof of Grade 12 diploma or equivalent.
- Emergency Medical Dispatcher Certification from IAED (or proof of enrolment in upcoming course).
- First Aid and CPR Certification (or proof of enrolment in upcoming course).
- Post-secondary diploma, degree or other education and course(s) from a recognized institution considered an asset.
- Experience in public safety emergency communications is considered an asset.
- Experience in a related medical field is considered an asset.

Knowledge, Skills, and Abilities

- Experience receiving, managing and responding to inquiries and service requests from the public.
- Ability and dexterity in handling call-taking and dispatching functions using computer-aided dispatch, multi-line telephone and radio communications systems.
- Ability to define, prioritize, and carry out tasks.
- Ability to work efficiently and effectively in a multi-tasking, high-stress environment.
- Demonstrates sound critical decision-making ability under stressful conditions.
- Demonstrates the ability to appropriately respond to evolving circumstances and situations.
- Demonstrates the ability to transfer learned skills into practical, real-time application.
- Demonstrates effective interpersonal and customer service skills to deal with the public, allied agency personnel and team members.

- Possess advanced knowledge of geography of the Regina area and southern Saskatchewan including major streets, highways, public transit, hospitals and primary medical facilities.
- Ability to communicate effectively and clearly in English (both written and verbal)
- Possess advanced working knowledge of Microsoft Windows in a multi-screen computer environment.
- Ability to work 12-hour rotating shifts including days, nights, weekends, and statutory holidays.
- Ability to work for sustained periods of time while physically connected to the telephone and computer aided dispatch console.

Screening Requirements

Criminal Record Check

- Can be obtained at the local police service or RCMP Detachment.
- Must include Vulnerable Sector Check
- Must be current and original – obtained within the past 6 months.

Typing Test Results

- Minimum typing speed required is 40 wpm with the goal to increase this upon successful hiring.
- Test can be completed at the Wascana Rehabilitation Centre Human Resources Department or Saskatchewan Polytechnic Test Centre.
- Results must be current and original – obtained within the past 6 months.

Hearing Test Results

- Test can be completed at any hearing centre in your area
- An original copy of the test must be submitted by the applicant

Observation Shift

Once your qualification and screening requirements are received and assessed, testing and an observation shift will be scheduled with MCCC-South. The observation shift will allow the recruit to assess the communications centre operations and develop a sense of the emergency service system. It will also assist the candidate in evaluating whether they feel they are suited for this specific work environment.

Testing

Perfex – Assesses memory recall, response to stressful situations, reflexes, problem solving, spatial awareness, multi-tasking, hand-eye co-ordination, and information extraction.

Wonderlic – assesses aptitude in: mathematical skills, English comprehension, spatial awareness and problem solving.

Press Test – designed to measure how quickly and accurately a candidate is able to respond to stimuli and interpret information under stressful situations. Also tests for colour-blindness

CPP – Psychological profile exam that helps determine if nature of the position is a suitable fit for candidates, measures several aspects of candidate's personality

Total Time for Perfex, Wonderlic , Press Test and CPP is approximately 1.5-2 hours

Dispatch Assessment Questionnaire – measures a candidate's strengths and weaknesses compared to the job profile of a 9-1-1 EMS Communications Specialist (approximately 1.5-2 hours)

CritiCall – Simulates conditions that Emergency 9-1-1 Communications Specialists face and measures their ability to handle multiple tasks in a stressful environment. Also evaluates cartography/map reading skills, voice, hearing, and computer skills (approximately 2-3 hours)

There is no way to prepare/study for these tests and assessments other than coming well rested, nurtured, and focused.

Panel Interview

The panel consists of Commander, CTO, Superintendents and Deputies and the interview takes approximately 1-1.5 hours. The panel will ask questions pertaining to your ability to be a successful candidate for this position and atmosphere. The panel then reviews the results of your interview and comes to a consensus. Reference checks are then completed based on the references you have provided and previous employers.

Offer of Employment

Upon success in the hiring process you will be provided with an offer of employment. Offers will outline pay, training requirements, probationary requirements, etc.

Due to the nature of scheduling and timing the hiring process can take approximately 6 weeks from time of application.

MCCC Training Program

Successful recruits will engage in a comprehensive communication centre training program. The program is accomplished in two stages. During the training period, new recruits will train in a full-time capacity.

The training process is extremely fast-paced and demanding. You must be physically and mentally ready to take on this challenge.

Call Evaluation Training

Classroom Training

- Consists of 20 -8 hour days working Monday to Friday
- Covers the theory of processing emergency and routine medical events, work standards/protocols, technical process/address entry, and medical assistance/first aid.
- Must pass evaluations, quizzes and final exam in order to move on to the next stage of training (i.e. Practical training)

Practical Training

- Consists of 20-12 hour shifts assigned to a day-shift rotation with a trainer
- Trainer completes daily observation reports (DOR) of what is covered with the trainee and evaluation of the trainee each shift.
- DOR is given to the communications training officer and reviewed. If a trainee is not meeting requirements of the training program they will be removed from the program.
- Once a trainee meets all requirements, they have officially completed their training as a call evaluator and is provided with expectations moving forward.

As a new call evaluator you never stop learning and must strive to continually improve and become an expert. Our collective goal is to build on your skills over the next 6 mos-1 yr and then have you engage in deployment specialist training.

Communications Deployment Specialist Training

Call evaluator performance is tracked and monitored and once their performance meets the benchmarks required, the CTO will plan Pre-deployment and Deployment training.

Pre-Deployment Training

- Consists of 5 mentor shifts with the CTO
- Covers the basic theory of deploying appropriate resources, system status management, work standards/protocols, technical process, radio operation and work-flow.
- Must pass final exam to move on to CDS training

Communications Deployment Specialist training

Medical Communication and Coordination Centre

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- DOR is given to the communications training officer and reviewed. If a trainee is not meeting requirements of the training program they will be removed from the program.
- Once a trainee meets all requirements, they have officially completed their training as a CDS and is provided with expectations moving forward.

Frequently Asked Questions

Is the position offered full-time employment?

All recruits start in permanent other-than-full-time positions. When permanent full-time positions are posted, they are encouraged to apply. When new recruits are training they are working full-time hours during this component of the process. Once training is complete, hours of work will be offered based on union seniority.

Is this a unionized work-place?

Yes, the representative union is the Health Sciences Association of Saskatchewan. More information can be found at www.hsas.ca.

What is the pay scale?

The collective agreement determines the wages and benefits and is subject to change with each negotiated contract. The current salary levels range from entry level of \$25.518 to top scale of \$31.502 per hour. Weekend and nightshift premiums are over and above hourly wages.

What hours are worked?

12 hour shifts on a 5-5-4 rotation that includes day and night shifts. Day shifts start at 0530 hrs and run until 1730 hrs. Night shifts start at 1730 hrs and run until 0530 hrs. Peak production day shifts run from 0730 hrs to 1930 hrs.

Do I require any special training courses?

It is a requirement of employment to obtain your Emergency Medical Dispatcher certificate from Priority Dispatch (<https://courses.prioritydispatch.net/>) and your First Aid/CPR. Proof of certification or course enrolment is required at the time an offer of employment is made. All other training requirements and continuing education is provided once the applicant is successful in the recruitment process and offered a position.

When is the next hiring process?

There are no set hiring periods. Staffing needs determine when recruitment intake occurs. However, cover letters and resumes are always accepted and placed on file for consideration in future intakes.

Further Information and Resources

Location

MCCC-South is located within the Joint Operations Centre with Healthline, Bedline and Central Scheduling. Exact location and access information is provided to those invited to attend testing and interviews for the recruitment process.

Resources

www.emergencydispatch.org

www.saskhealthauthority.ca

www.healthcareersinsask.ca

crtc.gc.ca/eng/phone/911

www.hsas.ca

www.saho.org

For further information, e-mail: kim.gutwin@saskhealthauthority.ca

