REGIONAL COMMUNICATIONS CENTRE
RECRUITMENT BOOKLET
Message from the Commander of Regional Communications
Regina Qu’Appelle Health Region EMS Division

911 is a support system that very few people think about until they need to dial 911 – Our emergency communications centre is the first voice of hope that anyone hears when calling for help. It impacts people in an extraordinary time of need. When our emergency system can lessen the burden for those in need, we are doing well. Our focus and goal in emergency communications is to provide support and solutions for those in need. We truly are the “department of help.”

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

Our challenges and endeavours succeed because of our people involved, and by attracting and engaging the best people our organization can accomplish great deeds. Our best assets are the people who work in our emergency communications centre.

Come join our emergency communications team for an exciting career in a very challenging profession with a unique opportunity to truly make a difference in people’s lives.

Kim Gutwin
Commander of Regional Communications
Regina Qu’Appelle Health Region
EMS Division
Regina Qu'Appelle Health Region
Regional Communications Centre Overview

The Regional Communications Centre is a multi-jurisdictional, multi-agency secondary 9-1-1 public safety answering point / emergency service centre. It is the hub for emergency services in Regina as well as 53 rural EMS services, and 110 fire departments in southern Saskatchewan. All calls for emergency service are filtered through the communications centre. It is the initial point of contact for out-of-hospital care and intervention.

The Regional Communications Centre processes approximately 120,000 inbound calls resulting in 50,000 events created for deployment in southern Saskatchewan annually.

The Regional Communications Centre is the one place in the system that has both accountability and control of resource utilization, workload management and deployment. It is the hub and origin of all systems activity and actually creates the event through call evaluation - processing - prioritization and resource deployment.

The Regional Communications Centre utilizes many advanced technological solutions including: computer-aided-dispatch, E911, AVL/GPS, E911 Digital Mapping, Dictaphone digital archiving, IOS Records Management, Alpha/Numeric paging, and Mass notification systems. The Regional Communications Centre deploys and tracks up to 121 ambulances, 139 First Responder Groups and 110 Fire Departments across a 150,375 square kilometre land mass serving a population base of 450,000 -500,000 people, and 610 communities, including 7 cities, and 169 RMs.
Regional Communication Centre Opportunities

If you have considered a career path in the field the following information will give you an overview of the recruitment process, the training programs involved as well as some additional information which should help you determine if the role of emergency communications specialist is right for you.

Selection and Hiring
The goal of our selection program is to identify candidates who possess the core competencies and critical skills necessary to become highly competent emergency communications specialists.

The selection process begins with a thorough review of the submitted resumes and applications. (Please include a grade 12 diploma). Selected individuals will be contacted to challenge our intake recruiting process.

Interested applicants can submit resumes with a cover letter to:

P.O. Box 3930 Regina Sask S4P 3R8,

Or in person to

EMS Central Operations 1350 Albert Street.

Please mark Regional Communications Centre Recruitment on the application.

Online inquiries or resume submissions can be made kim.gutwin@rqhealth.ca.

Every point counts when you are competing for a career in emergency communications. To help you prepare to perform your best, study aids, and testing outlines have been developed within this booklet 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 Regina Qu’Appelle Health Region Regional Communications Centre to maintain a highly professional communications centre.

All of the potential communications centre applicants must complete a battery of testing criteria specifically designed for public safety and 911 emergency communications centres. This testing criterion allows selection of applicants who possess the computer dependant, multi-tasking skills that are critical for success in emergency services.
Applicants must complete and or pass all components of the recruitment process in each phase to continue with the selection process.

Phase One
- Obtain criminal record check
- Typing Test 40 WPM/Net.
- Hearing Test

Failure to achieve entrance requirements at this stage will postpone further progression within the recruitment, until all phase one criterion is obtained.

Once the phase one testing is completed contact Kim Gutwin at 766-7015 to book phase two.

Phase Two
- Assessment Questionnaire for 911 Emergency Communications Specialist

Any and all charges incurred are the responsibility of the applicant. This assessment will take approximately 90 minutes to complete. If you are successful in the assessment questionnaire you will be contacted to initiate phase three.

Phase Three
- Observation Shift within the Regional Communications Centre.

Book an observation shift in the Regional Communications Centre.

NOTE – For security purposes, a Criminal record check must be completed and in the possession of the recruit candidate at time of booking the observation shift.

The observation shift will allow the applicant to assess the communications centre operations and develop a sense of the emergency service system and whether the candidate is suited for the emergency environment.

Phase Four
- EEP Battery Testing/Perfex Simulation Testing

Testing batteries including the Perfex, EPP (Wonderlic, Press, and CPP) testing assessments will be conducted at this time. It usually takes two to three hours to complete. This component of testing is paper and pencil format. These tests will challenge the abilities, knowledge, and skills that are inherent to your character and intellect. There is no studying or preparing required at this stage of the testing process. Failure at this stage will eliminate you from the competition.

Phase Five
- CritiCall testing. Please allow two to three hours for this test.
- Failure at this stage will eliminate you from the competition. A re-write is available after six-months.

Phase Six
- Panel interview. This is conducted by the Superintendent of the communications centre as well as the General Manager of Emergency Medical Services and a member of the communications centre team.

Phase Seven
- Background and reference check.

FINAL STAGE – Offer of employment.
OVERVIEW OF THE TESTING AND ASSESSMENT TOOLS UTILIZED IN THE RECRUITMENT

The EEP Test Battery includes –

- **Personality/Position Compatibility Test.** The personality/position compatibility test used in the EEP Test Battery is one of the shortest yet most technologically advanced personality profiling systems currently in use. There are 88 questions that are designed to measure the applicant’s suitability to the work characteristics of the communications centre.

- **A “Distraction” Test.** The “Distraction” test measures the candidate’s ability to do more than one thing at a time and remain focused under stress (i.e., multi-tasking).

- **A Mental Ability Test.** The mental ability test included in the EEP Test Battery is an established test of general intelligence (aptitude) used for selection and placement of business personnel. The test measures the candidate’s ability to learn, ability to understand instructions and ability to adapt and solve problems on the job.

All testing results will remain the property of Regina Qu’Appelle Health Region EMS Division and will not be disclosed to the applicant.

The CritiCall tests are designed to measure a series of skills and abilities necessary for success in the emergency services dispatch environment.

CritiCall is a computerized testing system that contains 23 different test modules, many which simulate the types of tasks performed at a communications center, such as; entering data (names, VIN numbers, addresses, telephone numbers, license plates) heard over a headset, multi-tasking, keyboarding, using information heard over the headset, memory recall, prioritizing, using an alphabetized list, map reading, reading comprehension, and writing.

The following categories are tested within the CritiCall:

- **Multi-Tasking / Advanced Decision Making**
  - Multi-Tasking/Deductive Reasoning/Reaction Time
  - Requires decision making while simultaneously performing other tasks
  - Limited response time recreates the dispatching environment

- **Computerized Data Entry**
  - Test-taker enters information received vocally or in writing via keyboard
  - Assesses speed and accuracy
  - Data must be entered in the proper location on the screen

- **Oral Comprehension (Call Summarization 1)**
  - Ability to hear and understand vocal information
  - Tests general narrative note taking via keyboard
  - Ability to filter out non-essential distractions, and summarize important facts

- **Oral Comprehension (Call Summarization 2)**
  - More advanced version of Call Summarization 1
  - Requires detailed responses to information provided

- **Reading Comprehension**
  - Measures the applicant's ability to read, comprehend and retain details contained in a short paragraph.

- **Sentence Clarity**
  - Assesses whether or not a person can determine which is the most-clear way to present a set of facts

- **Cross Referencing**
  - Assesses alphabetic, character recognition, and numeric searching skills
  - Test taker responds to both written and oral requests for information

- **Frequency of Information/Probability Determination**
  - Ability to choose the most likely solution based on information provided
  - Tests ability to apply the law of probability
  - Requires ability to filter out non-relevant information

- **Map Reading/Geographic Directions**
  - Tests ability to choose most direct route to assigned destination
  - Requires decisions that comply with all regulatory signs
• **Memory Recall (Short Term)**
  Tests memory and selective attention for written and audible information
  Test taker responds both vocally and in writing
  Requires character recognition and/or listening accuracy

• **Memory Recall (Long Term) & Inductive Reasoning**
  Tests memory for details provided earlier in test
  Requires logical inferences based upon information provided
  Requires inductive reasoning to form conclusions

• **Numerical Ability**
  Job related addition, subtraction, and percentages
  Real life scenarios when calculating distances, times, and amounts

• **Perceptual Ability**
  Ability to compare job related letter/number sequences
  Aptitude at eliminating similar and potentially confusing sequences

• **Spelling**
  Ability to spell commonly misspelled or misused words
  Test taker responds on keyboard

• **Vocalization Summary**
  Assesses ability to accurately select audible information based upon a job-related decision rule
  Tests ability to filter non-essential information.

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**The Assessment Questionare**

This assessment is one of the tools used to evaluate applicants for possible employment with the Regina Qu’Appelle Health Region Regional Communications Centre. It is based on a thorough job profile of emergency communications specialists. The assessment will assist in measuring your strengths against the requirements for success in the job. All testing results will remain the property of Regina Qu’Appelle Health Region EMS Division and will not be disclosed to the applicant.

**Observation Shift**

The observation shift allows the applicant to evaluate our communications centre to ensure a full understanding of the job criteria, the system in which we operate and to hear calls evaluated and deployed within our system. Confidentiality is paramount and a waiver must be signed with the understanding all events that transpired during the course of the observation cannot be discussed with the public or civilians outside the communications centre. As a public safety organization, the expectations regarding the level of professionalism and accountability are second to none. You must remember your conduct is also being evaluated at every step of the process including the observation shift.

**PERFEX**

**Perfex** instructs the applicant to speak, read, write, manipulate, remember and follow instructions at a highly stressful rate of speed. The entire exam is contained on a 30 minute pre-recorded cassette tape to assure uniform administration of the examination. All testing results will remain the property of Regina Qu’Appelle Health Region EMS Division and will not be disclosed to the applicant.

**What Is Evaluated?**

- Ability to select pertinent information
- Manual Dexterity/Manipulative Skills
- Ability to legibly copy information
- Response to a stressful situation
- Reading ability, clarity and rate
- Comprehension of oral instructions
- Memory/Retention of Information/use of alphabetic listings
- Ability to follow instructions and apply common sense
Interview

The interview is one of the most challenging stages of the recruitment process. It is an opportunity for the applicant to demonstrate their preparedness for the position and employment with the Regina Qu’Appelle Health Region Regional Communications Centre. The expectations regarding the level of professionalism and accountability are second to none. Applicants are evaluated based on honesty, integrity, demeanour, attire, punctuality, body language, verbal skills and professionalism.
What to expect if you are successful in the recruiting process.

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.

- **Call Evaluation**
  - The focus is on clinical protocols, procedures and software programs designed for medical evaluation.

- **Communications and Deployment**
  - The focus is on system status management, the protocols for deployment, and region familiarization.

We use the preceptor based approach where active communications specialists are assigned as Communications Training Officers (CTOs), for the training period.

**Recruit Training Objectives**
- Obtain Emergency Medical Dispatch Certification with the National Academy of Emergency Dispatch
- Obtain Emergency Fire Dispatch Certification with the National Academy of Emergency Dispatch
- Obtain Basic Telecommunication Certificate with the Association of Public Safety Telecommunication Operators (APCO).
- Obtain Communications and Deployment Certificate with Regina Qu’Appelle Health Region
- Obtain CPR/AED Heart saver certificate.

What attributes should I possess when considering a career in emergency services?
Performing the duties of a communications and deployment specialist requires strong multi-tasking skills, the ability to maintain control under pressure, using professional judgement, critical thinking, decision making and leadership skills.

In addition, recruits must interpret policy and procedure, use professionalism, maintain confidentiality in all matters, possess interpersonal skills and understand spatial concepts (map reading, calculating times, distance and movement).

The applicant must be competent in keyboarding and the use of computers in order to operate complex computer-aided telecommunications equipment. Be proficient in a high volume dynamic communications environment. Communications Specialists must have strong coping skills, be able to solve problems and work effectively independently, and as a team member.
Key Qualifications:

- Must have Grade 12 or equivalent.
- Must obtain certification in CPR and First Aid.
- Must obtain Basic Telecommunications and Communications and Deployment Certification.
- Must be able to acquire and maintain:
  - Emergency Medical Dispatcher.
  - Emergency Fire Dispatch certification in accordance with standards set by the International Academy of Emergency Dispatching through on-the-job training.
- Must have considerable experience in receiving, managing and responding to inquiries and service requests from the public.
- Must demonstrate ability and dexterity in handling call-taking and dispatching functions using computer aided dispatch, multi-line telephone and radio communications systems.
- Must be able to define and carry out priorities as identified.
- Must be able to work efficiently and effectively in a multi-tasking high stress environment.
- Must demonstrate sound and rapid decision-making ability under stressful conditions.
- Must demonstrate the ability to appropriately respond to changing circumstances.
- Must demonstrate the ability to transfer learned skills into practical, real-time application.
- Must demonstrate effective interpersonal communications and customer service skills to deal with the public, allied agency personnel and co-workers.
- Must possess advanced knowledge of the geography of the Regina area, and southern Saskatchewan including, but not limited to, major streets, highways, public transit, hospitals, and primary medical facilities.
- Must demonstrate the ability to communicate effectively and clearly in English (both written and verbal) under stressful conditions.
- Must have accurate keyboarding skills of 3405 keystrokes per hour (approximately 40 wpm).
- Must possess advanced working knowledge of Microsoft Windows in a multi-screen computer environment.
- Must be able to work 12-hour rotating shifts including days, nights, weekends and statutory holidays.
- Must be able to work for sustained periods of time while physically connected to the telephone and computer aided dispatch console.
- Experience in public safety emergency communications is considered an asset.
- Experience in a related medical field is considered an asset.
- Completion of a Community College Emergency Telecommunications program is considered an asset.
- Good hearing and vision (including colour vision) appropriate for call-taking/dispatching functions are required.
The following information describes the responsibilities and qualifications of a Communications and Deployment Specialist.

**Major Responsibilities:**

- Provides emergency and non-emergency ambulance communication and deployment services for Regina Qu'Appelle Health Region Emergency Medical Services.
- Receives and processes incoming emergency and non-emergency telephone requests for service.
- Confirms incoming information from callers and inputs data into a computer.
- Determines nature and urgency of service requests.
- Provides pre-ambulance arrival patient care instruction over the telephone.
- Deploys appropriate resources to requests for service.
- Deploys available ambulance resources to maintain maximum response performance.
- Directs ambulances to appropriate hospital destinations.
- Coordinates non-emergency service requests with hospitals, ambulances and other EMS Dispatch or Communication Centres.
- Efficiently operates console equipment including multi-line telephone, radio and computer aided dispatch equipment.
- Completes appropriate documentation as required.
- Answers enquiries from the public, allied agencies, etc.
- Follows established standard operating protocols and procedures.
- Maintains confidentiality in medical and high profile cases in accordance with HIPA regulations and procedures.
Frequently Asked Questions

Is the position offered full-time employment?
All recruits start in Other-than-full-time positions and when Full-Time positions are posted they can bid on them. When new recruits are training they are usually 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.

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 $24.71/hr to top scale of $30.21/hr. Weekend and nightshift premiums are over and above the above wages.

What hours are worked?
12 hour shifts on a 5-5-4 rotation that includes day and night shifts. Some shifts start at 6am and run until 6pm, other shifts start at noon and run until midnight. Some peak production day shifts run from 8am until 4pm.

Do I require any special training courses?
There is no requirement to have completed a recognized Emergency Telecommunicators Course; it would be considered an asset. All training requirements are provided once the applicant is successful in the recruitment process and offered a position with the organization.

Are there any pre-requisites?
Grade 12 diploma and Criminal Record check must be cleared.

When is the next hiring process?
There are no set hiring periods. Staffing increases determine when recruitment intake occurs. However, resumes with cover letters are always accepted and placed on file for consideration.

“I know that everyday I gain satisfaction in knowing that I have helped others in emergency and crisis situations.”
Our Location

2755 Avonhurst Drive – The Regional Communications Centre is located within the Joint Operations Centre with the Nurse Advice Line and Bedline.

2755 Avonhurst Drive
Regina Saskatchewan
S4P 3J3

This is located at the back west end of the Giant Tiger. We are located in a secure compound that is enclosed and has a security gate to access the facility. Buzz the gate to acquire entrance. Parking is provided in the mall parking lot.
i Can be obtained at the local police service or RCMP Detachment. Must be current within 3 months. If the criminal record check indicates a compromise to the security of the emergency communications system, the applicant should withdraw from the recruitment process.

ii Contact Human Resources advise them you are in the recruitment process for Emergency Medical Services Communications and require a regular typing and alpha numeric typing test. Call 766-5208 to make appointment. This is located at Wascana Rehab, Human Resource Dept, 2180 23rd Avenue. 40 words a minute (net) is required to successfully move on in the phases of the process.

Tests can be completed at:
1. Beltone 2160 Broad Street 359-6003
2. Hearing Health Centres 1442 Broad Street 359-6858
3. McIntyre Hearing Aid Centre 2076 McIntyre Street 721-4327

iv This assessment package that requires input assessment – a $20.00 non-refundable fee is associated with the assessment and is payable at time of the assessment.

Some things to research if you are interested in being an Emergency Medical Dispatcher with the Regional Communications Center.

As an Emergency Medical Dispatcher with the Regional Communications Center you will be a unionized member with HSAS, Health Sciences Association of Saskatchewan.

HSAS can be found on the web at www.hsa-sk.com

For a direct link to the current collective bargaining agreement you can go to; www.hsa-sk.com/assets/files/agreements/saho/CBA_HSAS_SAHO_2009-2013.pdf

If you have questions about our current benefits plan then you can research that information at www.saho.org

Within that site go to Employee Benefits Plans then to Plan Commentaries and Forms

Within Plan Commentaries and Forms you will be most interested in;

Group Life Insurance Plan
   - Group Life Insurance Commentary Booklet April 2010 (pdf)
Disability Income Plan
   -General Disability Income Plan Commentary Booklet Aug. 2009 (pdf)
Enhanced Dental Plan (also includes our Extended Health Care Plan)
   -335663 In-Scope Health and Dental (June 09) (pdf)