

Review for Quiz #1: Introduction to Emergency Services

1. Understand and be able to recognize the definitions of the following terms:

community-based policing	pathogen
controlled act	personal protective equipment (PPE)
E-911	post traumatic stress disorder
emergency	SCBA
first responder	tiered response
hypoxia	turn out gear
2. Which government ministry is responsible for the emergency services (fire, police and EMS)?

Ministry of Community Safety and Correctional Services

3. What Ontario legislation covers the roles and responsibilities of:
 - a) police: **Police Services Act**
 - b) paramedics: **Ambulance Act**
 - c) fire service: **Fire Protection and Prevention Act**
4. In an emergency, what Ontario legislation does NOT apply to people in the emergency services? What does this mean?

Occupational Health and Safety Act does not apply to police, fire and paramedics in an emergency situation. They can not refuse to go into an emergency situation because it is too dangerous.

5. Why is it important for a person working in one emergency service to have some basic knowledge of the other emergency services?

Tiered response dispatches the closest relevant emergency service to an emergency, to get someone there fast. This means that the emergency services often have to work together at an emergency scene. They need to know what each service can legally do, and also need to know about crime scene management and preservation of evidence, etc.

6. What is special about E-911? Why is this so valuable?

E-911 (enhanced 911) automatically displays the address of the caller, if the telephone call is made from a “land-line” (regular home telephone). This is important because many people are unable to speak during an emergency (if choking, if being attacked etc).

7. Does the E-911 system work for emergency calls from cell phones?

No. E-911 only works from landlines. Dispatchers can triangulate between the three closest cell phone towers to determine the approximate location from which a call was made.

8. What happens when a 911 communicator gets a silent E-911 call and the caller does not speak?

The dispatchers listen carefully to the background noises to see if they sound suspicious. If the dispatcher is concerned, the police are automatically dispatched. 911 protocol states that if the caller can not speak, police will be dispatched to the address of the telephone.

If a person calls 911 by accident and hangs up, the dispatchers must call back to verify that there is not a problem. If no one answers, police will be sent to investigate.

9. Give examples of three pieces of information that would be helpful for first responders to know before arriving at the scene of an emergency.

How many people are involved.

How long ago the emergency happened.

The ages and abilities of the people involved.

Are there any hazards at the scene (chemicals, downed wires, violent people)

10. What are three (3) advantages and three (3) disadvantages of tiered response?

Advantages: faster response time, because fire and police can usually respond quickly
get lots of help there to help in an emergency
each service has its own responsibilities, so they are at the scene to do their job
all of the emergency services can do basic first aid

Disadvantages: uses extra fuel because more vehicles are responding
increases the chances of MVC between emergency services and public
may be tension and confusion between emergency services
ties up emergency responders so they are less available for other calls
first responders may arrive at a situation for which they are not equipped
(eg. police arrive first to a house fire, or the fire department arrive first at a shooting in progress)

11. Which of the emergency services **MUST** be able to perform basic first aid and CPR?

Fire, police and paramedics must **all** have basic first aid training.

12. How is policing today different than it was before the 1980s? What is the main goal of modern police services?

Before the 1980s, policing was reactive and punitive. Police only responded when there was a problem, so police relations with the public were generally negative.

Today, modern policing is **community-based**. It is a “helping” agency, proactive and based on building positive relationships with the public to prevent crime. The goal of modern policing is to build positive, strong community relationships.

13. What are the two most common types of calls answered by police?

Traffic incidents and violations (MVCs, speeding, disabled vehicles etc)

Domestic violence with the spouse present

14. What are the two most common hazards (risks) faced by police officers?

Risk of being assaulted (violent attacks)

Risk of exposure to contagious and infectious diseases

15. Who is the actual first responder to many medical emergencies? **911 dispatchers**

16. How is EMS today different than it was before the 1980s?

In the 1980s, ambulance service was basically “scoop and run” to get the patient to the hospital as fast as possible. Ambulance attendants did very little first aid at the scene.

Today, paramedics are highly trained and can “bring the hospital to the patient”. They can do many high level medical procedures in the field before transporting, so they save many lives.

17. What are the two most common types of calls answered by EMS?
Injury to the extremities (arms, legs, hands and feet)
Head and neck injuries
18. What are two of the most common hazards (risks) faced by EMS?
Exposure to pathogens (biological agents that cause disease, such as bacteria and viruses)
Dealing with patients who have psychological disorders and behave erratically
(also, MVCs on the way to calls, and heart attacks on the job)
19. When you are hired as a new paramedic, what is your “job title” (what are you called)?
New graduates are called “Primary Care Paramedics”
20. What are two controlled acts that an advanced care paramedic (P2) can do that a primary care paramedic (P1) cannot?
Advanced care paramedics (P2) can administer drugs such as narcotics, under doctor’s orders
And they can perform endotracheal intubation (put a breathing tube down the trachea) and put in IVs
21. What are two controlled acts that a critical care paramedic (P3) can do that an advanced care paramedic (P2) cannot?
Critical care paramedics can perform gastric intubation (put in a stomach tube), put in a urinary catheter, give blood, and put tubes into the lungs and throat (thoracostomy and tracheostomy)
22. How is firefighting today different than it was before the 1980s?
In the 1980s, a firefighters job was basically responding to fire and MVCs. As the number of fires has gone down, they are now responding to more medical calls. Medical calls make up more than 60% of the call volume of most fire departments.
23. What are the two most common types of calls answered by the fire department?
Medical calls
Motor vehicle collisions (MVCs)
24. What is meant by hypoxia and how does it affect firefighters?
Hypoxia means that firefighters have low levels of oxygen, often because they work very hard under low air conditions (in fires, or wearing SCBAs that do not supply quite enough air). When a firefighter has hypoxia, they may become confused, disoriented and may be unable to escape.
25. What are two reasons that firefighters are at high risk for heat stress?
Firefighters often overheat because they are working in high temperature environments (if there is a fire, or on hot summer days) and because they are wearing turn-out gear which traps the heat. As they exert themselves, their body heat can not escape from inside their gear, so their body temperature goes up and causes heat stress.

26. What is one advantage and one disadvantage of turn out gear?

The advantage of turn-out gear is that it insulates the firefighter and provides good protection from fire (for very short periods of time).

The disadvantage of turn-out gear is that it insulates the firefighter and traps their own body heat inside the suit. They are unable to cool down, leading to heat stress.

27. What disease has recently been recognized as an occupational illness for fire fighters?

Many types of cancer such as bladder, liver, esophagus, colon, blood cancers, testicular and brain

28. The police and fire service are both “para-military.” Explain what this means.

Para-military means that there is a strong hierarchy, or chain of command. Each person in the service has a rank, which entitles them to do certain things. They must show respect to those of higher rank, and follow any instructions they are given by those of higher rank.

29. What is post-traumatic stress syndrome (PTSD)? Suggest three things that may help emergency responders cope with PTSD.

Post traumatic stress syndrome is when a person has difficulty coping after experiencing a traumatic event. They may become depressed, erratic, withdrawn, unable to sleep, or angry. If an emergency responder is having trouble coping with an event, they should seek help, such as going for counseling, speaking to another emergency person, taking a leave from work, spending time with family or anything that will help them cope.

30. In which of the following situations is it appropriate to call 911?

An emergency includes a fire, a crime in progress, or a medical or life-threatening incident that requires an ambulance. Non-emergencies include thefts after the thief has gone, lost passports, frauds, and car accidents where there are no injuries.

- a) there is a stray dog wandering in the neighborhood **No**
- b) a person witnesses a driver who seems to be drunk and is driving erratically **Yes**
- c) a person comes home after work and their house has been broken into **No**
- d) a person seems to be high on drugs, standing on the sidewalk singing **No**
- e) a homeless person seems to be unconscious lying on the sidewalk **Yes**
- f) a teenager is being bullied online **No**
- g) a young child is riding his bicycle on the road without a bicycle helmet **No**
- h) a toddler (2 year old child) is wandering alone in a neighbourhood wearing only a diaper on an extremely cold winter day **Yes**