

Wallaceburg CACC Service Commitment



Wallaceburg Central Ambulance Communications Centre is dedicated to delivering exceptional service and adhering to the highest standards in emergency telecommunications. Our commitment is to deliver an efficient, reliable and compassionate service for the safety and well-being of our communities, prioritizing professionalism and excellence. This commitment extends to aligning with established standards, policies and protocols as set by the Ministry of Health, including achieving a 90th percentile response time standard for Code 4 responses and maintaining a T0 - T2 time of less than 2 minutes on Code 4 calls. In our mission, we actively collaborate with our community partners, fostering strong connections to enhance the overall pre-hospital care experience for our patients.

Building upon our commitment to exceptional service, Wallaceburg Central Ambulance Communications Centre aligns with the Core Values of Sunnybrook Health Sciences Centre to further reinforce our dedication to excellence, collaboration, accountability, respect, and engagement.

Excellence: We will exceed the expectations of our patients and their families by anticipating their needs, strengthening patient engagement, improving access to care, and ensuring the quality and safety of care.

Collaboration: We value partnering with others to achieve our mission and vision.

Accountability: Our decisions impact the lives of others. We will assume responsibility for the commitments we make to our colleagues, patients, health care partners and communities. We are the face of Sunnybrook and our actions will improve the hospital.

Respect: There is strength in our differences. By embracing how we are each unique and how every person's perspective is of value, Sunnybrook can be a leader in health care.

Engagement: We are all active members of the Sunnybrook team and therefore integral to the hospital's success. By engaging others and being invested in our work, we all contribute to achieving our mission and vision.