

April 22, 2022

Curtis Slingerland  
Chief Administrative Officer  
Box 186 Bella Coola BC V0T 1C0

Via Email: cao@ccrd.ca

Dear Mr. Curtis Slingerland:

**Re: Scheduled On-Call (SOC) Improvements in your Community**

As a follow up to previous communications with you about emergency service enhancements in your community through the introduction of the Scheduled On-Call model (SOC), we are pleased to share a new update.

Since BCEHS implemented SOC in rural and remote communities last summer, we have been listening to our staff and community leaders regarding what is working well and what is not.

We are committed to having regular positions with salaries and benefits for paramedics in rural and remote parts of the province, and sustainable and reliable 911 coverage for those communities. While we continue to work toward ensuring the success of the SOC model, we recognize that having sufficient numbers of on-call paramedics available to work is also critical to sustaining emergency coverage.

For that reason, BCEHS is introducing temporary, scheduled positions for these casual staff in 26 communities such as yours. This is an interim incentive to help stabilize coverage while we work toward long-term sustainable staffing in collaboration with CUPE 873, the union for our paramedic and dispatch staff. The full list of communities receiving this incentive is below.

For on-call paramedics who commit to these temporary positions with regularly scheduled "pager" shifts, they will be paid a monthly bonus of \$100 for every shift worked, in addition to their regular pay. If they are called out while on a pager shift, these paramedics will also receive their minimum four hours pay at their regular hourly wage; this will not detract from the \$100 bonus for that shift. These temporary positions are five-months in duration and will consist of a regular rotation of pre-scheduled shifts.

Board Meeting

MAY 12 2021

CCRD ITEM (b)(c)

**BC Emergency Health Services**

This temporary incentive will be offered in communities like yours that have been experiencing staffing challenges at your ambulance station. The incentive is intended ideally for paramedics living in the local area. In the event that these temporary positions cannot be filled with paramedics in or near your community, BCEHS will create opportunities for employees in other areas to travel and stay for temporary two-to-four week placements with paid travel and accommodation.

Collectively, these initiatives will serve as an immediate measure to help bridge staffing in these communities as we continue to work towards building long-term, reliable, and sustainable paramedic coverage across the province. These incentives are also intended to support our on-call employees who commit to provide on-call coverage, while also enabling them to retain the flexibility they need to meet their other commitments.

BCEHS announced this to staff on April 6 and postings for these regular on-call rotations will be available soon.

We are committed to continue working together with CUPE 873 to take positive steps forward in helping to provide all BC communities with reliable and sustainable paramedic coverage.

If you have any questions, you are invited to email [MyCommunity@bcehs.ca](mailto:MyCommunity@bcehs.ca) for more information.

Sincerely,



Neil Lilley  
Chief Operating Officer  
BC Emergency Health Services  
Provincial Health Services Authority

cc: Derek Rains, Executive Director, Business Operations and Support  
Leslie White, Director, Strategic Policy and Planning

**Communities receiving temporary incentive:**

1. Atlin
2. Dease Lake
3. Stewart
4. Bella Bella
5. Bella Coola
6. Anahim Lake
7. MacKenzie
8. McBride
9. Valemount
10. Seton Portage
11. Tahsis
12. Bowen Island
13. Texada Island
14. Pender Island
15. Galiano Island
16. Alert Bay
17. Sointula
18. Quadra Island
19. Port Clements
20. Masset
21. Queen Charlotte City
22. Sandspit
23. Zeballos
24. Goldbridge
25. Port Renfrew
26. Port Alice