

AMBULANCE REQUEST MUNICIPALITIES OF BLANC-SABLON AND BONNE-ESPÉRANCE

January 12, 2022 – We inform you that, as of **January 26, 2022**, ambulance requests will be managed by the CAUREQ (Centre d'appel d'urgence des régions de l'Est du Québec) for the territories of Blanc-Sablon and Bonne-Espérance.

As of that date, dial 911 for any emergency call (police, fire safety, ambulance).

You must not call the reception desk of the hospital to request an ambulance anymore.

The CAUREQ will provide a bilingual emergency call service and will:

- Coordinate all emergency services (police, fire safety, ambulance);
- Support the caller (information and advice on the actions to take until responders arrive);
- Assign emergency vehicles based on the priority level and needs.

The implementation of this service is consistent with government policies, and will provide the communities concerned with an optimal response and improved follow-up for all emergency calls.

In order to improve the service and ensure the timely arrival of emergency responders, you must know the street address of the place concerned, and owners must make sure to have adequate identification on their building (civic number). You will also have to answer questions on the patient's signs and symptoms in order to help ambulance technicians and paramedics plan their clinical intervention. The ambulance crew is notified while you are answering the questionnaire in order to avoid delaying its arrival.

Note: This change does not apply to other municipalities of the Lower North Shore, which are serviced by local first responders.

Thank you for your cooperation.