



March 25, 2009

To Whom It May Concern:

The Manitoulin-Sudbury DSSAB has had the opportunity to work with Northern Communications out of Sudbury, Ontario for the last 3 and a half years. We have historically utilized the paging services that they provide for after hours emergencies. It was out of this ability to provide 24 hour a day 7 day a week coverage that we began investigating the use of their services for purposes of after hours scheduling. From the start I met with Mike Shantz, Rick Delorme and Leisa McDonald and they have been nothing but professional and accommodating to any of our requests.

We started meeting in early January of 2007 and after preliminary discussions proceeded in developing a scheduling process. Our EMS Department developed a comprehensive training presentation covering all aspects of scheduling in relation to our Collective Agreement and our Scheduling software. Our system of scheduling is quite diverse and slightly out of the norm, but with dedicated call takers assigned to our account, issues have been kept to a minimum. Additionally, the use of computer based technologies at Northern Communications has aided in making the process a fairly successful one.

I would encourage anyone who is interested in divesting themselves from short notice scheduling to consider a process like the one that we have established with Northern Communications. Again, their managers have been more than accommodating and are quick to answer any concerns that we may have. If anyone would like to speak with me about our experiences in dealing with Northern Communications I would be glad to do so.

Thank You,

Michael Maclsaac
EMS Operations Manager
Manitoulin-Sudbury DSSAB