

**Goal:**

The goal is to have a Quality Assurance program in place to provide quality customer care, quality assurance compliance standards and to objectively measure call takers performance through random review in a consistent manner and following a standardized procedure in accordance with the Alberta 911 Standards.

**Scope:**

To develop a procedure for:

1. Performance Standards and Expectations;
2. Quality Assurance Program;
3. Record Keeping;
4. Internal Audits.



**1.0 Performance Standards and Expectations**

- 1.1 In accordance with the Alberta 911 Standards the minimum standards related to the answering and transfer of a 911 call are:
- a. All 911 calls will be answered with 15 seconds, 95% of the time.
  - b. All 911 lines will have answering priority over non-emergency lines.
  - c. All 911 voice calls will initiate the transfer (when required) to another jurisdiction's primary PSAP, a secondary PSAP or dispatcher within 30 seconds 95% of the time.
- 1.2 In accordance with the International Academy of Emergency Dispatch (IAED) quality improvement program the dispatching of fire events will be evaluated to ensure compliance with the standard in the following areas:
- a. Case entry
  - b. Chief complaint selection
  - c. Key questions
  - d. Dispatch life support instruction
  - e. Diagnostic and instruction tools
  - f. Final coding
  - g. Customer service
- 1.3 In accordance with Bonnyville Regional Fire Authority (BRFA) standards Community Peace Officer events will be evaluated to ensure compliance with the standards in the following areas:
- a. Complaint taking
  - b. Message taking
  - c. Traffic stops
  - d. Welfare checks
  - e. Customer service

**2.0 Quality Assurance Program**

- 2.1 Quality assurance program will be reviewed and updated every three years or when changes to technology or call processing may impact quality assurance.



2.2 The quality assurance program will require:

- a. A minimum of 2% of emergency calls received by the centre be reviewed annually.
- b. A minimum of 10% of fire dispatch cases received by the centre be reviewed annually.
- c. A minimum of 2 % of Community Peace Officer events received by the centre be reviewed annually.
- d. The minimum number of reviews per month for each employee be:
  - i. 5 Emergency calls
  - ii. 1 Fire dispatches
  - iii. 5 CPO events

### **3.0 Record Keeping**

- 3.1 All records and reports will be filed in accordance with the BRFA File System Maintenance guideline Chapter 9 Section 57 in a separate Quality Assurance file.
- 3.2 All individual records and reports specific to an employee's performance will be maintained in secure files available to the Supervisor, Management and the Employee only.
- 3.3 Records will be retained in accordance with the BRFA file retention policy Chapter 1 Section 31.

### **4.0 Internal Audits**

- 4.1 An internal audit will be completed annually by BRFA Administration to ensure compliance with this quality assurance program and the Alberta 911 Standard.

