

Creamer, Samantha HLTH:EX

From: Olsen, Ole EHS:EX
Sent: April 11, 2019 2:09 PM
To: Make A Complaint HLTH:EX
Subject: BCEHS Complaint
Attachments: EMA Licensing Board Complaint Registration (DD2).pdf

Greetings,

Please find attached a completed complaint registration form for a BCEHS employee who has recently been terminated.

Regards,

Ole

Ole Olsen, CCP, BHSc, MHA

Paramedic Practice Leader

BC Emergency Health Services, Clinical and Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

T: 778-617-2493 | M: 604-968-5837 | E: Ole.Olsen@bcehs.ca



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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: May 14, 2019 11:09 AM
To: Graham, Robert EHS:EX; Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: BCEHS Complaint

Hi Rob,

Yes FOIPPA 33.1(l) For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or...

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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From: Graham, Robert EHS:EX
Sent: May 14, 2019 8:46 AM
To: Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: BCEHS Complaint

Hi Tabitha,
I'll get to work on it; to confirm this is a request under 33.1(3) for the purpose of regulation?

Cheers!

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority

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From: Make A Complaint HLTH:EX
Sent: May 14, 2019 8:45 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: FW: BCEHS Complaint

Hi Rob,

I received a complaint regarding the terminated BCEHS employee^{s.22}
for the request for the investigation notes.

Mr. Olsen advised me to contact you

Would you be able to provide our office the notes/documents of this investigation?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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Creamer, Samantha HLTH:EX

From: s.22
Sent: October 17, 2019 2:17 PM
To: Make A Complaint HLTH:EX
Cc: Mitchell, Brad B EHS:EX; Sloane, Kari-Rose EHS:EX
Subject: RE: Complaint Registration EMA
Attachments: s.22

Categories: Complaint Registration form- initial complaint

s.22

From: Make A Complaint HLTH:EX
Sent: Monday, September 9, 2019 3:03 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: Complaint Registration

Hi s.22

Thank you for taking the time to contact to the Emergency Medical Assistants (EMA) Licensing Branch and bringing this matter to the attention of the EMA licensing Board. To ensure we have all information relevant to your concern, please complete the Complaint Registration Form attached to this email.

For additional information about the complaints process please find the link to the complaints webpage [HERE](#) or you can email makeacomplaint@gov.bc.ca.

Sincerely,

Gwen Skelton

Office Assistant and Records Clerk
Emergency Medical Assistants Licensing Branch
Ministry of Health

Phone: 250-952-1211 | Toll Free: 1-877-952-1211 | Fax: 250-952-1222
[EMA Licensing Website](#) [Mailing address](#) [EMA Licensing Forms](#)

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s.22

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: June 24, 2019 1:06 PM
To: Make A Complaint HLTH:EX
Cc: Wheeler, Steve EHS:EX; Acker, Joe EHS:EX
Subject: EMA Referral
Attachments: EMLAB - BCEHS - ^{s.22} Referral .pdf

Importance: High
Sensitivity: Confidential

Good Afternoon,

Please find attached letter outlining a referral for an ACP paramedic currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Jomha, Brittni EHS:EX
Sent: July 16, 2019 7:38 PM
To: Make A Complaint HLTH:EX
Subject: Records Request Response - s.22
Attachments: s.22

Hello,

As per your request, please see attached Patient Care Reports, EC, ER and audio files for the above noted incident
s.22 . Please be advised, the following paramedics were in attendance:

s.22

Please let me know if you have any questions.

Kind regards,

Brittni Jomha

Release of Information Analyst

Patient Records Disclosure Office

BC Emergency Health Services

Provincial Health Services Authority

E: Brittni.Jomha@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: July 18, 2019 3:24 PM
To: Make A Complaint HLTH:EX
Cc: Wheeler, Steve EHS:EX; Acker, Joe EHS:EX
Subject: RE: EMA Referral

Sensitivity: Confidential

Hi Tabitha,

I will be careful with my comments as I am not sure which documents you received through the request process following our own internal investigation.

We split the concerns into both clinical and professional (code of conduct).

In response to your questions.

s.22

Again, I am not sure which documents you have. If you have just the ePCRs, then I would recommend advising how you can get the information found in the BCEHS investigation if that is possible.

I appreciate this is not a smooth process, and we are still finding our way with what information we can pass on and how.

Please let me know if you need anything else.

Thanks,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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From: Make A Complaint HLTH:EX
Sent: Thursday, July 18, 2019 1:18 PM
To: Baranowski, Leon EHS:EX
Cc: Wheeler, Steve EHS:EX; Acker, Joe EHS:EX

Subject: RE: EMA Referral

Sensitivity: Confidential

Hi Leon,

I have received some of the patient care documents regarding this call. I just have a few questions regarding your concerns:

s.22

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Baranowski, Leon EHS:EX
Sent: June 24, 2019 1:06 PM
To: Make A Complaint HLTH:EX
Cc: Wheeler, Steve EHS:EX ; Acker, Joe EHS:EX
Subject: EMA Referral
Importance: High
Sensitivity: Confidential

Good Afternoon,

Please find attached letter outlining a referral for an ACP paramedic currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP
Paramedic Practice Leader | Clinical & Professional Practice
BC Emergency Health Services, Clinical and Medical Programs
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Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: July 18, 2019 11:45 AM
To: Jomha, Brittnei EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: Records Request Response - s.22
Attachments: s.22

Hi Brittnei,

Thank you for the documents. I noticed on the Event Register that crew s.22 attended the scene, do you have PCR for these crews? I noticed s.22 did transported a patient. Do you need me to submit a request for to obtain this?

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
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From: Jomha, Brittnei EHS:EX
Sent: July 16, 2019 7:38 PM
To: Make A Complaint HLTH:EX
Subject: Records Request Response - s.22

Hello,

As per your request, please see attached Patient Care Reports, EC, ER and audio files for the above noted incident s.22. Please be advised, the following paramedics were in attendance:

s.22

Please let me know if you have any questions.

Kind regards,

Brittni Jomha
Release of Information Analyst

Patient Records Disclosure Office
BC Emergency Health Services
Provincial Health Services Authority
E: Brittni.Jomha@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Jomha, Brittni EHS:EX
Sent: July 19, 2019 5:24 PM
To: Make A Complaint HLTH:EX
Subject: RE: Records Request Response - s.22
Attachments: s.22

Hi Tabitha,

I apologize, there were three more PCR's that I did not locate earlier (Please see attached). The attending paramedics for these PCR's are listed below.

s.22

Please let me know if there is any other information you need.

Kind regards,

Brittni Jomha
Release of Information Analyst

Patient Records Disclosure Office
BC Emergency Health Services
Provincial Health Services Authority
E: Brittni.Jomha@bcehs.ca

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From: Make A Complaint HLTH:EX
Sent: July 18, 2019 11:45 AM
To: Jomha, Brittni EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: Records Request Response - s.22

Hi Brittni,

Thank you for the documents. I noticed on the Event Register that crew^{s.22} attended the scene, do you have PCR for these crews? I noticed^{s.22} did transported a patient. Do you need me to submit a request for to obtain this?

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch



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From: Jomha, Brittni EHS:EX
Sent: July 16, 2019 7:38 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Records Request Response - s.22

Hello,

As per your request, please see attached Patient Care Reports, EC, ER and audio files for the above noted incident
s.22 Please be advised, the following paramedics were in attendance:

s.22

Please let me know if you have any questions.

Kind regards,

Brittni Jomha
Release of Information Analyst

Patient Records Disclosure Office
BC Emergency Health Services
Provincial Health Services Authority
E: Brittni.Jomha@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: August 28, 2019 3:40 PM
To: Baranowski, Leon EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE:^{s.22} Complaint

Hi Leon,

You are correct I am still pending BCEHS investigation notes and unfortunately I have not been provided a timeframe for when the branch may receive this information.

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Baranowski, Leon EHS:EX
Sent: August 28, 2019 10:10 AM
To: Eastick, Tabitha HLTH:EX
Subject: KR Complaint

Hi Tabitha,

I just wanted to follow up on the ^{s.22} File as our HR department is asking for an idea of timelines still. I am aware that we (BCEHS) has not provided all the information required, so I am hoping we are closer to providing everything you need.

Many Thanks,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP
Paramedic Practice Leader | Clinical & Professional Practice
BC Emergency Health Services, Clinical and Medical Programs
150 – 2955 Virtual Way, Vancouver BC V5M 4X6
Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Creamer, Samantha HLTH:EX

From: Graham, Robert EHS:EX
Sent: September 12, 2019 2:10 PM
To: Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up

I'll check into it, I believe they are being vetted with privacy at the moment.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Make A Complaint HLTH:EX
Sent: September 12, 2019 2:09 PM
To: Graham, Robert EHS:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up

Hi Robert,

Just wanted to follow up and see if you have a projected timeframe for providing the documents for^{s.22}
s.22

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health



PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | **Phone:** 250-952-1502 | **Fax:** 250-952-1222
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From: Graham, Robert EHS:EX
Sent: August 15, 2019 8:10 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: Following up

Hi Tabitha,
Just to follow up-I'm collecting the files that you requested, thanks for your patience as I'm navigating through vacations.

Cheers,

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
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Creamer, Samantha HLTH:EX

From: Graham, Robert EHS:EX
Sent: October 16, 2019 8:50 AM
To: Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up October 16,2019

Will check with privacy-there have been some large (ish) changes to that team, which may be contributing to this delay. Apologies and will get back to you asap.

Also, could you advise on what Dr. MacDonald is seeking to speak to^{s.22} about? He has yet to respond with the legislative authority-but if you can confirm he is seeking to speak to them under 33.1(3) then we can help facilitate.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



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From: Make A Complaint HLTH:EX
Sent: October 16, 2019 8:44 AM
To: Graham, Robert EHS:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up

Hi Rob,

Just wanted to check in and see if you have an anticipated date on when the vetted documents for^{s.22}
^{s.22} will be sent to the branch?

Thank you.



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From: Graham, Robert EHS:EX
Sent: September 12, 2019 2:10 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: RE: Following up

I'll check into it, I believe they are being vetted with privacy at the moment.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



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From: Make A Complaint HLTH:EX
Sent: September 12, 2019 2:09 PM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: RE: Following up

Hi Robert,

Just wanted to follow up and see if you have a projected timeframe for providing the documents for s.22

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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From: Graham, Robert EHS:EX
Sent: August 15, 2019 8:10 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: Following up

Hi Tabitha,
Just to follow up-I'm collecting the files that you requested, thanks for your patience as I'm navigating through vacations.

Cheers,

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Eastick, Tabitha HLTH:EX
Sent: October 31, 2019 7:39 AM
To: Graham, Robert EHS:EX
Cc: Make A Complaint HLTH:EX; Saville, Amanda HLTH:EX
Subject: RE: s.22 File
Attachments: RE: Following up; request for occurrence reports ; 6. Request for Occurrence reports.pdf; Investigation Notes- BCEHS complaint; Request for investigation notes for s.22 pdf

Here is the email correspondence for the request for the investigation notes and occurrence reports. I have also completed your request form for the investigation notes related to BCEHS complaint against s.22 Hopefully this will help.

Will you also require this for the request of investigation notes for the complaint regarding s.22

Thank you

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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From: Graham, Robert EHS:EX
Sent: October 31, 2019 6:42 AM
To: Eastick, Tabitha HLTH:EX ; Saville, Amanda HLTH:EX
Subject: s.22 File

Hello,

There have been some changes within the Privacy team, and subsequently the initial request for s.22 investigation file has been lost. Would you please reply to this email with your request for the information and the enacted authority under which the request is made? I believe that the file is or should be ready to go, but to release they've asked for the formal ask again.

Thanks, and apologies for the delay!

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: August 2, 2019 1:47 PM
To: Graham, Robert EHS:EX
Cc: Saville, Amanda HLTH:EX
Subject: Investigation Notes- BCEHS complaint

Hi Rob,

I received a complaint from s.22 regarding the BCEHS employee s.22 advised me to contact you for the request for the investigation notes.
The call occurred on s.22

Would you be able to provide our office the notes/documents of this investigation?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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**APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS
POLICE AND STATUTORY AUTHORITY REQUESTS ONLY**

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SEE PAGE 2 FOR INSTRUCTIONS BEFORE COMPLETING

PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

* AGENCY			
<input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health			
AGENCY DETACHMENT EMA Licensing Branch		AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Eastick		* REQUESTOR'S GIVEN NAME(S) Tabitha	* BADGE # s.22
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC V8W 2G2			* POSTAL CODE
* EMAIL ADDRESS makeacomplaint@gov.bc.ca		* TELEPHONE (250) 952-1502	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)			

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

* REASON FOR REQUEST For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or	* AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 33.1(I) .
---	--

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

<input type="checkbox"/> PATIENT CARE REPORT ATTACHED	EVENT/DISPATCH # s.22	* DATE OF SERVICE s.22	* TIME OF SERVICE s.22
PATIENT'S LAST NAME s.22		PATIENT'S GIVEN NAME(S)	PATIENT'S DATE OF BIRTH
* LOCATION AMBULANCE ATTENDED s.22			
PARAMEDIC - DRIVER'S NAME / # Several crews	PARAMEDIC - ATTENDANT'S NAME / # Several crews	HOSPITAL TRANSPORTED TO	

PART 4 RECORDS OR INFORMATION REQUESTED

<input type="checkbox"/> 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)
<input type="checkbox"/> PATIENT CARE REPORT - (sent by regular mail)
ADDITIONAL INFORMATION OR RECORDS SOUGHT Occurrence Reports for all attending crews to call.

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS

POLICE AND STATUTORY AUTHORITY REQUESTS ONLY

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PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

*** AGENCY**
☐ POLICE ☐ CORONER ☐ CROWN COUNSEL ☒ OTHER Ministry of Health

AGENCY DETACHMENT

EMA Licensing Branch

AGENCY UNIT

Victoria

*** AGENCY FILE NO.**

s.22

*** REQUESTOR'S LAST NAME**

Eastick

*** REQUESTOR'S GIVEN NAME(S)**

Tabitha

*** BADGE #**

s.22

*** MAILING ADDRESS, (STREET #, CITY, PROVINCE)**

1405 Douglas, 5th Floor Victoria BC V8W 2G2

*** POSTAL CODE**
*** EMAIL ADDRESS**

makeacomplaint@gov.bc.ca

*** TELEPHONE**

(250) 952-1502

*** FAX**

(250) 952-1222

☐ *** LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)**

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

*** REASON FOR REQUEST**

For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or

*** AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION**
FREEDOM OF INFORMATION AND PROTECTION OF
PRIVACY ACT 33.1(I) .

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

☐ **PATIENT CARE REPORT ATTACHED**
EVENT/DISPATCH #

s.22

*** DATE OF SERVICE**

s.22

*** TIME OF SERVICE**

s.22

PATIENT'S LAST NAME
PATIENT'S GIVEN NAME(S)
PATIENT'S DATE OF BIRTH
*** LOCATION AMBULANCE ATTENDED**
PARAMEDIC - DRIVER'S NAME / #
PARAMEDIC - ATTENDANT'S NAME / #
HOSPITAL TRANSPORTED TO

PART 4 RECORDS OR INFORMATION REQUESTED

☐ **911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)**
☐ **PATIENT CARE REPORT - (sent by regular mail)**
ADDITIONAL INFORMATION OR RECORDS SOUGHT

Please provide the investigation notes or any documents related to this call to related to BCEHS complaint allegations against attending s.22

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

Creamer, Samantha HLTH:EX

From: Graham, Robert EHS:EX
Sent: September 12, 2019 2:10 PM
To: Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up

I'll check into it, I believe they are being vetted with privacy at the moment.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Make A Complaint HLTH:EX
Sent: September 12, 2019 2:09 PM
To: Graham, Robert EHS:EX
Cc: Saville, Amanda HLTH:EX
Subject: RE: Following up

Hi Robert,

Just wanted to follow up and see if you have a projected timeframe for providing the documents for^{s.22}
s.22

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health



PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | **Phone:** 250-952-1502 | **Fax:** 250-952-1222
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From: Graham, Robert EHS:EX
Sent: August 15, 2019 8:10 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: Following up

Hi Tabitha,
Just to follow up-I'm collecting the files that you requested, thanks for your patience as I'm navigating through vacations.

Cheers,

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: August 2, 2019 1:56 PM
To: EHS Patient Care Records EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: request for occurrence reports
Attachments: Request for Occurrence reports.pdf

Please find attached a request for occurrence reports for an incident that occurred on s.22
received the Patient Care Reports, EC, ER and audio files.

I have already

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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* AGENCY			
<input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health			
AGENCY DETACHMENT EMA Licensing Branch		AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Eastick	* REQUESTOR'S GIVEN NAME(S) Tabitha		* BADGE # s.22
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC V8W 2G2			* POSTAL CODE
* EMAIL ADDRESS makeacomplaint@gov.bc.ca		* TELEPHONE (250) 952-1502	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)			

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<input type="checkbox"/> PATIENT CARE REPORT ATTACHED	EVENT/DISPATCH # s.22	* DATE OF SERVICE s.22	* TIME OF SERVICE s.22
PATIENT'S LAST NAME s.22	PATIENT'S GIVEN NAME(S)		PATIENT'S DATE OF BIRTH
* LOCATION AMBULANCE ATTENDED s.22			
PARAMEDIC - DRIVER'S NAME / # Several crews	PARAMEDIC - ATTENDANT'S NAME / # Several crews	HOSPITAL TRANSPORTED TO	

PART 4 RECORDS OR INFORMATION REQUESTED

☐ 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)

☐ PATIENT CARE REPORT - (sent by regular mail)

ADDITIONAL INFORMATION OR RECORDS SOUGHT
Occurrence Reports for all attending crews to call.

INSTRUCTIONS

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Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: November 20, 2019 8:44 AM
To: Make A Complaint HLTH:EX
Cc: Hanna, Stephanie EHS:EX; Twells, Jason B EHS:EX; Acker, Joe EHS:EX; Price, Nicola EHS:EX
Subject: Re: BCEHS Referral Letter

Thanks Tabitha.

Leon

On Nov 20, 2019, at 08:43, Make A Complaint HLTH:EX wrote:

Hi Leon,

I am still pending the requested investigation notes from your agency.

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX

Sent: November 18, 2019 9:58 AM

To: Eastick, Tabitha HLTH:EX

Cc: Hanna, Stephanie EHS:EX ; Twells, Jason B EHS:EX ; Acker, Joe EHS:EX ; Price, Nicola EHS:EX

Subject: BCEHS Referral Letter

Hi Tabitha,

Hope you are well. I am looking to get any update on the referral we made on ^{s.22} Are you able to provide us with an update or anything outstanding that we can support you with.

Many Thanks,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski

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Page 038 of 564 to/à Page 078 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: January 21, 2020 3:57 PM
To: Make A Complaint HLTH:EX
Cc: Saville, Amanda HLTH:EX; Price, Nicola EHS:EX
Subject: RE: s.22 file

Hi Tabitha,

Happy New Years!

I am just following up on the s.22 file. I appreciate there has been a lot of correspondence and this hasn't been the smoothest of files. We are currently holding meetings about the next steps internally and would like to get an update on the file to see if it has been reviewed and if the board has reached a determination.

Any information you can provide would be greatly appreciated to help us with our decisions. Would you be able to provide us an update so we can factor it into our time lines?

Many Thanks,

Leon

From: Make A Complaint HLTH:EX
Sent: Wednesday, December 18, 2019 9:20 AM
To: Baranowski, Leon EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: s.22 file

Hi Leon,

Thanks for the phone call. We received the files although some of the documentation provided is not legible and am pending a response about how this can be addressed.

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: February 25, 2020 11:52 AM
To: Hanna, Stephanie EHS:EX; Baranowski, Leon EHS:EX
Cc: Saville, Amanda HLTH:EX; Make A Complaint HLTH:EX
Subject: RE: BCEHS Referral Letter

Categories: To be printed

Hi Leon and Stephanie,

As per your request, the Board has decided to send the case to their Investigation Committee for further investigation. I hope to send the case documents to the Investigation Committee within the next two weeks.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: February 5, 2020 8:04 AM
To: Hanna, Stephanie EHS:EX <Stephanie.Hanna@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: BCEHS Referral Letter

Hi Stephanie ,

I emailed Mr. Baranowski on Friday about the Board direction on this case.
The Board has sent a request for response to the EMA regarding the complaint claims, they have 30 days to provide a response to the Board regarding the complaint.
The Board will review the EMAs response and determine the next steps.

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Hanna, Stephanie EHS:EX <Stephanie.Hanna@bcehs.ca>
Sent: February 4, 2020 4:09 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: BCEHS Referral Letter

Hello Tabitha,

From my understanding after speaking with Amanda last week, the Board would be reviewing the BCEHS – s.22 file on Jan 28, 2020. Are you able to share if an outcome has been determined by the board, and if so, when will the Employer expect the decision?

Many thanks,

S

Stephanie Hanna
HR Business Partner, HR Business Consulting
BC Emergency Health Services
Provincial Health Services Authority

2764 Leigh Road, Victoria, BC, V9B 4G1
Cell: 778-873-2569
Stephanie.Hanna@bcehs.ca
<http://www.phsa.ca>



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Page 082 of 564 to/à Page 083 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: December 20, 2019 9:27 AM
To: Deakin, Jonathan EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: FW: Code of Ethics Breach
Attachments: s.22 EMALB Letter.docx

Categories: Complaint Registration form- initial complaint

Hi Jonathan

Amanda Saville passed on your email. I apologize that you received that error message. Hopefully it was just a glitch in the system for I have received several emails to the makeacomplaint@gov.bc.ca email account this morning.

Thank you for taking time to get the letter to me. The letter will be read and reviewed at our earliest opportunity.

Thank you.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Deakin, Jonathan EHS:EX <Jonathan.Deakin@bcehs.ca>
Sent: December 19, 2019 4:53 PM
To: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>
Subject: FW: Code of Ethics Breach

Hi Amanda,

I tried to send this to makeacomplaint@gov.bc.ca but the address is no longer valid. Can you please see that this gets to the appropriate person?

Thanks,

Jon

From: Deakin, Jonathan EHS:EX
Sent: Thursday, December 19, 2019 4:49 PM
To: 'makeacomplaint@gov.bc.ca.'
Cc: Hanna, Stephanie EHS:EX
Subject: Code of Ethics Breach

Please see the attached document regarding a former BCEHS employees violation under schedule 3 Code of Ethics.

Name —s.22

EMALB # s.22

Regards,

Jon Deakin

Paramedic Practice Leader | Clinical and Professional Practice

BCEHS | BC Emergency Health Services

M:250-889-6895 | Office:250-952-1819

Creamer, Samantha HLTH:EX

From: Deakin, Jonathan EHS:EX
Sent: January 30, 2020 8:39 PM
To: Make A Complaint HLTH:EX
Subject: Re: Code of Ethics Breach

Hi Tabitha,

This event happened in ^{s.22} Sorry, I do not have a specific date as I was not involved in the original investigation.

Jon Deakin
Paramedic Practice Leader | Clinical and Professional Practice
BCEHS | BC Emergency Health Services
M: 250-889-6895 | Office: 250-952-1819

From: Make A Complaint HLTH:EX
Sent: Thursday, January 30, 2020 13:02
To: Deakin, Jonathan EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: Code of Ethics Breach

Hi Jonathan,

Did this incident occur on a specific date? Did this occur in ^{s.22} ?or another location?
Thank you.



Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222

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From: Make A Complaint HLTH:EX
Sent: December 20, 2019 9:27 AM
To: Deakin, Jonathan EHS:EX
Cc: Make A Complaint HLTH:EX
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Hi Jonathan

Amanda Saville passed on your email. I apologize that you received that error message. Hopefully it was just a glitch in the system for I have received several emails to the makeacomplaint@gov.bc.ca email account this morning. Thank you for taking time to get the letter to me. The letter will be read and reviewed at our earliest opportunity. Thank you.

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From: Deakin, Jonathan EHS:EX <Jonathan.Deakin@bcehs.ca>

Sent: December 19, 2019 4:53 PM

To: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>

Subject: FW: Code of Ethics Breach

Hi Amanda,

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Thanks,

Jon

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Cc: Hanna, Stephanie EHS:EX

Subject: Code of Ethics Breach

Please see the attached document regarding a former BCEHS employees violation under schedule 3 Code of Ethics.

Name – s.22

EMALB # -s.22

Regards,

Jon Deakin

Paramedic Practice Leader | Clinical and Professional Practice

BCEHS | BC Emergency Health Services

M:250-889-6895 | Office:250-952-1819

Creamer, Samantha HLTH:EX

From: Lambert, Kevin J EHS:EX
Sent: May 31, 2021 3:23 PM
To: Make A Complaint HLTH:EX; Johnson, Eugene HLTH:EX
Cc: Baranowski, Leon EHS:EX; Campbell, Brittney EHS:EX; Mayo, Rebecca EHS:EX
Subject: EMALB Referral for Practice Concerns
Attachments: s.22 EMALB.pdf

Categories: Complaint Registration form- initial complaint

Hello,

Please refer to the attached letter and contact me for any further clarification or concerns.

Thank you,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island

#1-5801 Turner Rd., Nanaimo, BC

BCEHS Clinical & Professional Practice

Provincial Health Services Authority

T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca

BCEHS | BC Emergency
Health Services

Page 089 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: January 7, 2022 12:57 PM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22

Importance: High

Good afternoon,

I hope this message finds you well. I am contacting you today in response to your request of information for an event which took place on s.22. Our office still has an open follow up request for this information. Can you please confirm if you received all the requested information for this event or if there is anything outstanding?

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |

Quality, Safety, Risk Management & Accreditation

BC Emergency Health Services

Provincial Health Services Authority

T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca

BCEHS | **BC Emergency
Health Services**

Provincial Health Services Authority

• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

Categories: Christine

Thanks for this update.

Thanks.

Director | Clinical & Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | Cell: 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



📞 Office: 778-572-2500 | 📧 Email: Maria.Pastorin@bcehs.ca

I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əməʔ təməxʷ, səfilwətaʔ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

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Thank you.

Sent: July 28, 2022 3:22 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: s.22

Hi Leon

For s.22 we requested information Aug 2021, and again Oct 2021 and the second attachment is the response we received from BCEHS. We never did receive any of the documents we requested. s.22 and on the date of s.22 , and had s.2 license revoked for 3 years. s.22 may not reapply for licensure for 3 years from s.22 s.22

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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Creamer, Samantha HLTH:EX

From: Graham, Robert EHS:EX
Sent: February 4, 2020 3:18 PM
To: Make A Complaint HLTH:EX; Saville, Amanda HLTH:EX
Cc: Price, Nicola EHS:EX; Tallon, John EHS:EX; Vallely, Paul EHS:EX
Subject: Code of Ethics COmplaint
Attachments: EMALB Code of Ethics Complaint^{s.22}

Categories: Complaint Registration form- initial complaint

Hi Amanda and Tabitha,
Happy New Year! Please see the attached letter, forming our view that a breach of the Code of Ethics has occurred.

Thanks and do not hesitate to connect if there are any questions or concerns!

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: April 6, 2020 8:04 PM
To: Make A Complaint HLTH:EX
Subject: RE: Call c s.22
Attachments: image003.jpg

s.22

From: Make A Complaint HLTH:EX
Sent: April-06-20 11:36 AM
To: s.22
Subject: RE: Call s.22

Hi s.22

Thank you for your submission, we are investigating this matter. Can you please provide the location you attended? Or do you happen to have the event code or the ePCR?

Thank you,
Magdolna

Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch [<http://best.bc.ca/wp-content/uploads/2014/03/BC-government-logo-NEW.png>] Ministry of Health PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca <<mailto:makeacomplaint@gov.bc.ca>> | Phone: 778-974-4331 | Fax: 250-952-1222
EMA Licensing Branch Complaints Website <<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/colleges-boards-and-commissions/emergency-medical-assistants-licensing-board/complaints>> | EMA Code of Ethics <http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/210_2010#Schedule3>

s.22

Page 098 of 564 to/à Page 132 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: May 29, 2020 1:38 AM
To: Make A Complaint HLTH:EX
Subject: s.22
Attachments:

Follow Up Flag: Follow up
Due By: June 2, 2020 9:30 AM
Flag Status: Flagged

Please find attached the requested form regarding a complaint against s.22

Page 134 of 564 to/à Page 135 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: May 26, 2020 10:03 AM
To: Make A Complaint HLTH:EX
Subject: FW: Scanned PDF from s.22
Attachments: [Untitled].pdf

Please find attached pdf regarding a complaint of patient care concerns regarding s.22

From: s.22
Sent: Monday, May 25, 2020 4:37 PM
To: s.22
Subject: Scanned PDF from s.22

Page 137 of 564 to/à Page 153 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: June 11, 2020 8:51 AM
To: s.22
Subject: RE: Scanned PDF from s.22

Good morning,

I forgot to mention in my previous email, but being able to identify where the calls took place would also be helpful for our investigation.

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



From: Make A Complaint HLTH:EX
Sent: June 11, 2020 8:44 AM
To: s.22
Subject: RE: Scanned PDF from s.22

Good morning,

I am following up on some details regarding your complaint.

First of all, I was wondering whether you could provide approximate times for the calls that you reference in your complaint.

Secondly, I just wanted to confirm that there is currently an internal BCEHS investigation in process against s.22

Thank you.

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



From: s.22
Sent: May 26, 2020 10:03 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: FW: Scanned PDF from s.22

Please find attached pdf regarding a complaint of patient care concerns regarding s.22

From: s.22

Sent: Monday, May 25, 2020 4:37 PM

To: s.22

Subject: Scanned PDF from s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: December 20, 2021 1:22 PM
To: Make A Complaint HLTH:EX
Subject: Re: Scanned PDF from s.22

s.22

From: Make A Complaint HLTH:EX
Sent: June 11, 2020 8:51 AM
To: s.22
Subject: RE: Scanned PDF from s.22

Good morning,

I forgot to mention in my previous email, but being able to identify where the calls took place would also be helpful for our investigation.

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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Sent: June 11, 2020 8:44 AM
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Thank you.

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
EMA Licensing Branch Complaints Website | [EMA Code of Ethics](#)



From: s.22
Sent: May 26, 2020 10:03 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Scanned PDF from s.22

Please find attached pdf regarding a complaint of patient care concerns regarding s.22

From: s.22
Sent: Monday, May 25, 2020 4:37 PM
To: s.22
Subject: Scanned PDF from s.22

Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: May 25, 2022 1:26 PM
To: Make A Complaint HLTH:EX
Subject: RE: New Package Is Waiting
Attachments: s.22

Hi Christine
See attached original request and email

Doug Richards | Release of Information Analyst |
Patient Records Disclosure Office
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: 250-953-3298 | E: Doug.richards@bcehs.ca

● Respect People ● Be Compassionate ● Dare to Innovate ● Cultivate Partnerships ● Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: May 25, 2022 1:24 PM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Subject: RE: New Package Is Waiting

Hi Doug

Thank you for sending in all of these docs, however do you have the original email that Tabitha sent in to you so I can determine what she needed all of these for.

Thanks
Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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From: Richards, Doug EHS:EX via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: May 25, 2022 11:31 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: New Package Is Waiting

New Package Notification

Welcome to the BC Secure File Transfer Service! A new package has been posted for you.

You will be required to supply credentials in order to login and access this package. These credentials will be provided to you either by the original sender or by another email notification.

If site policy requires it, at sign on you will be guided through additional steps to secure your account.

Please use the following URL and your username/password to login and view this package. You will also be given the opportunity to compose a secure reply to this package.

s.15; s.17

)

Regards,
BC Secure File Transfer Notification Service

APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS POLICE AND STATUTORY AUTHORITY REQUESTS ONLY

Personal information contained on this form is collected under the *Freedom of Information and Protection of Privacy Act* and will be used only for the purpose of responding to your request.

SEE PAGE 2 FOR INSTRUCTIONS BEFORE COMPLETING

PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

* AGENCY <input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health			
AGENCY DETACHMENT EMA Licensing Branch		AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Eastick		* REQUESTOR'S GIVEN NAME(S) Tabitha	* BADGE # s.22
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC V8W 2G2			* POSTAL CODE
* EMAIL ADDRESS makeacomplaint@gov.bc.ca		* TELEPHONE 250-952-1502	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)			

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

* REASON FOR REQUEST For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or	* AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 33.1(l) .
--	---

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

<input type="checkbox"/> PATIENT CARE REPORT ATTACHED	EVENT/DISPATCH #	* DATE OF SERVICE	* TIME OF SERVICE
PATIENT'S LAST NAME		PATIENT'S GIVEN NAME(S)	
PATIENT'S DATE OF BIRTH			
* LOCATION AMBULANCE ATTENDED			
PARAMEDIC - DRIVER'S NAME / # s.22		PARAMEDIC - ATTENDANT'S NAME / # s.22	
HOSPITAL TRANSPORTED TO			

PART 4 RECORDS OR INFORMATION REQUESTED

<input type="checkbox"/> 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)
<input type="checkbox"/> PATIENT CARE REPORT - (sent by regular mail)
ADDITIONAL INFORMATION OR RECORDS SOUGHT s.22

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

From: [Make A Complaint HLTH:EX](#)
To: [EHS Patient Care Records EHS:EX](#)
Cc: [Make A Complaint HLTH:EX](#)
Subject: Request for several calls
Date: January 13, 2022 9:30:14 AM
Attachments: [Request for PCR BCEHS.pdf](#)

Good Morning,

I am wondering how I can request calls for a specific crew that the attended several calls during the time frame of 2018-2020. I know for the majority of the request I require date, time, location and patient information but I was only provided the dates, platoon, names of EMAs and ambulance station.

I did complete a form but has limited information (attached).

Would you be able to provide a list of calls or confirmation that the EMAs attended the following calls on the dates listed below?

Call dates:

s.22

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: August 31, 2022 2:17 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: RE: Request for Information - s.22

Thank you for your response^{s.22} I will be taking this case to an upcoming Board Meeting. I can't guarantee this will be kept anonymous if it ends up going to a hearing.

Thanks

From:^{s.22}
Sent: August 31, 2022 1:55 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Subject: RE: Request for Information - s.22

s.22

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: August 9, 2022 3:46 PM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request for Information -s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. **Please be advised that you are not the subject of this complaint but are contacted as a witness.**

Please provide your written response to my office by no later than **August 30, 2022**
makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: December 18, 2019 10:45 AM
To: Make A Complaint HLTH:EX
Cc: Nadin, Ronald EHS:EX; Bowland, Katryna EHS:EX; Mayo, Rebecca EHS:EX
Subject: Paramedic Referral EMALB
Attachments: s.22

Good Morning,

Please find attached letter outlining a referral for an ACP currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839 | ✉️ **Email:** Leon.baranowski@bcehs.ca | 🐦 **Twitter:** @leonbaranowski



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Page 168 of 564 to/à Page 169 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: December 18, 2019 1:09 PM
To: Make A Complaint HLTH:EX
Cc: Nadin, Ronald EHS:EX; Bowland, Katryna EHS:EX; Mayo, Rebecca EHS:EX
Subject: RE: Paramedic Referral EMALB

Hi Tabitha,

The license number we have on file for s.22

Thanks,

Leon

From: Make A Complaint HLTH:EX
Sent: Wednesday, December 18, 2019 11:55 AM
To: Baranowski, Leon EHS:EX
Cc: Nadin, Ronald EHS:EX; Bowland, Katryna EHS:EX; Mayo, Rebecca EHS:EX
Subject: RE: Paramedic Referral EMALB

Hi Leon,

Can you please verify the licence number for the s.22 you refer to in your letter.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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From: Baranowski, Leon EHS:EX
Sent: December 18, 2019 10:45 AM
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Cc: Nadin, Ronald EHS:EX ; Bowland, Katryna EHS:EX ; Mayo, Rebecca EHS:EX
Subject: Paramedic Referral EMALB

Good Morning,

Please find attached letter outlining a referral for an ACP currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Virgin Radio Victoria

the BC Secure File Transfer Service

filetransfer.gov.bc.ca/human.aspx?OrgID=9585&Arg12=message&Arg06=636861125&Arg08=dok40tqfw30h3jdx

Emergency Medical...Employee Self ServiceCFS - Corporate Fin...BCHS HandbookParulator - Canada...Freedom of Inform...CSD - Search Traffic...My LearningPCABC - Board of D...Board RulesSupreme Court - H...Health ePlaceMy performance

BRITISH COLUMBIA

Secure File Transfer

Signed into the BC Secure File Transfer Service as malnacomplaint@gov.bc.caMy AccountSign OutHelp

Home

Powered by ipswitch MOVEit

Package from Richards, Doug EHS:EX

TrashForwardMark As New

To: malnacomplaint@gov.bc.ca

From: Richards, Doug EHS:EX at 1/2/2020 10:34:17 AM

Subject: File #s.22

Mailbox: My Mailboxes + Inbox

Will expire in 35 days

In response to your request for records, please find attached the records you have requested PCR & EC & ER

The paramedics who attended this call are as follows:

s.22

If you need anything further, please let me know

Doug Richards

Information, Privacy & Legal Analyst

Patient Records Disclosure Office | Risk Management Program

Tel: 250.953.3298

Files:

s.22

Download (2 downloads remaining)

Download (2 downloads remaining)

Download (2 downloads remaining)

Download (2 downloads remaining)

Total: 119.6 KB

100%

44 AM 0-01-02

10:44 AM 2020-01-02

Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: January 2, 2020 1:08 PM
To: Make A Complaint HLTH:EX
Subject: RE: New Package Is Waiting- s.22

Hi there

I have no other PCR's for that call and I don't see anything on the event register for a CCP that attended scene , so no CCP attended

Doug Richards
Release of Information Analyst



From: Make A Complaint HLTH:EX
Sent: January 2, 2020 1:01 PM
To: Richards, Doug EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: New Package Is Waiting- s.22

Hi Doug,

On the PCR it states an attempt Critical Care Paramedic. I only have been provided the two crews^{s.22} on your list and the Event register can you please verify if a CCP crew attended the call?

OTHER ASSESSMENTS & PROCEDURES	
Advanced Airway Registry Form	s.22

On the Event Chronology/Register it at s.22
Specialist was called by the Paramedics?

Paramedic Specialist was notified. Does this mean the Paramedic



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From: Richards, Doug EHS:EX via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: January 2, 2020 10:34 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: New Package Is Waiting- s.22

New Package Notification

A new package has been posted for you.

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(<https://filetransfer.gov.bc.ca/human.aspx?OrgID=9585&Arg12=message&Arg06=636861125&Arg08=dok40tqfw30h3jdx>)

Regards,
BC Secure File Transfer Notification Service

Creamer, Samantha HLTH:EX

From: s.22
Sent: June 28, 2020 7:33 PM
To: Make A Complaint HLTH:EX
Subject: s.22

s.22

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: July 29, 2019 4:43 PM
To: Make A Complaint HLTH:EX
Cc: Acker, Joe EHS:EX; Tallon, John EHS:EX
Subject: Licensing Referral
Attachments: s.22

Importance: High
Sensitivity: Confidential

Categories: Complaint Registration form- initial complaint

Good Afternoon,

Please find attached letter outlining a referral for a PCP currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Page 177 of 564

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s.22

Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: August 13, 2019 9:27 AM
To: Make A Complaint HLTH:EX; Eastick, Tabitha HLTH:EX
Subject: File # s.22
Attachments: s.22

In response to your request for records, please find attached a Patient Care Report for and the BCEHS 911 audio , Event register and chronology for the incident of File # s.22
Paramedics information as follows

s.22

If you need anything further, please let me know.

Doug Richards
Release of Information Analyst

BCEHS | BC Emergency
Health Services

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: July 30, 2019 12:01 PM
To: Make A Complaint HLTH:EX
Cc: Acker, Joe EHS:EX; Tallon, John EHS:EX
Subject: RE: Licensing Referral

Sensitivity: Confidential

Categories: Complaint Registration form- initial complaint

Hi Tabitha,

Sure. Sorry for the typo.

It is s.22

Thanks,

Leon

From: Make A Complaint HLTH:EX
Sent: Tuesday, July 30, 2019 11:56 AM
To: Baranowski, Leon EHS:EX
Cc: Acker, Joe EHS:EX; Tallon, John EHS:EX
Subject: RE: Licensing Referral
Sensitivity: Confidential

Hi Leon,

Can you please verify the EMAs name?

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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From: Baranowski, Leon EHS:EX
Sent: July 29, 2019 4:43 PM
To: Make A Complaint HLTH:EX
Cc: Acker, Joe EHS:EX ; Tallon, John EHS:EX
Subject: Licensing Referral
Importance: High
Sensitivity: Confidential

Good Afternoon,

Please find attached letter outlining a referral for a PCP currently employed within BCEHS.

Please let me know what information we can provide to support a review and decision.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Creamer, Samantha HLTH:EX

From: Graham, Robert EHS:EX
Sent: October 31, 2019 9:20 AM
To: Eastick, Tabitha HLTH:EX
Subject: FW: Investigation Notes- Event#s.22
Attachments: s.22

s.22 file attached above. Please let me know if there is anything else you need.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Graham, Robert EHS:EX
Sent: August 12, 2019 12:03 PM
To: 'privacyandfoi@phsa.ca'
Subject: FW: Investigation Notes- Event#s.22

Hello,
Please see the attached investigation file relating to an EMALB request (relying on S.33.1 (i)) for the purposes of licensure. Would you be able to review and redact as appropriate? The recipient of the request is Tabitha Eastick (<makeacomplaint@gov.bc.ca>).

Thanks and please let me know if you require anything else!

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Emack, Laurie EHS:EX
Sent: August 12, 2019 11:41 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: RE: Investigation Notes- Event#s.22

Hi Rob,

Please see the attached documentation related to the investigation which lead to the s.22 suspension.

Laurie Emack
Business Partner, Human Resources - BCEHS
Provincial Health Services Authority

301 – 2955 Virtual Way
Vancouver, BC V5M 4X6
Canada
Cell: (604)-317-4194
Fax: (604) 660-3280
laurie.emack@bcehs.ca
<http://www.phsa.ca>

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From: Graham, Robert EHS:EX
Sent: Monday, August 12, 2019 9:10 AM
To: Emack, Laurie EHS:EX
Subject: RE: Investigation Notes- Event#s.22

Yes pls-all of the notes and related letters etc.

Rob Graham, MBA
Director, Risk Management,

BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Emack, Laurie EHS:EX
Sent: August 12, 2019 9:09 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: RE: Investigation Notes- Event^{s.22}

Hi Rob,

Please confirm you are just looking for the HR investigation notes (my hand written ones)?

If so, do you also want the subsequent suspension letter?

Thanks,

Laurie Emack
Business Partner, Human Resources - BCEHS
Provincial Health Services Authority

301 – 2955 Virtual Way
Vancouver, BC V5M 4X6
Canada
Cell: (604)-317-4194
Fax: (604) 660-3280
laurie.emack@bcehs.ca
<http://www.phsa.ca>

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From: Mayo, Rebecca EHS:EX
Sent: Thursday, August 8, 2019 1:43 PM
To: Graham, Robert EHS:EX; Emack, Laurie EHS:EX
Subject: RE: Investigation Notes- Event^{s.22}

Laurie- can you follow up with Rob please.

Thanks,

Rebecca Mayo

Interim Manager/HR Business Partner-HR Services
BC Emergency Health Services

Provincial Health Services Authority

Cell: 604-842-4817

Rebecca.mayo@bcehs.ca

From: Graham, Robert EHS:EX

Sent: August 8, 2019 1:37 PM

To: Mayo, Rebecca EHS:EX <Rebecca.Mayo@bcehs.ca>

Subject: Fwd: Investigation Notes- Events.22

I don't know who would have had custody of this matter?

Rob Graham, MBA

Director, Risk Management,

BC Emergency Health Services

Provincial Health Services Authority

T. | 604-775-2041 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin

Executive Assistant | Quality, Safety, Risk Management and Accreditation

BC Emergency Health Services

Provincial Health Services Authority

T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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Begin forwarded message:

From: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>

Date: August 8, 2019 at 1:36:14 PM PDT

To: "Graham, Robert EHS:EX" <Robert.Graham@bcehs.ca>

Cc: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>, "Saville, Amanda HLTH:EX" <Amanda.Saville@gov.bc.ca>

Subject: Investigation Notes- Event^{s.22}

Hi Rob,

I received a complaint from Leon Baranowski regarding the BCEHS employee^{s.22}. Mr. Baranowski advised me to contact you for the request for the investigation notes.

The call occurred on s.22

Would you be able to provide our office the notes/documents of this investigation?



Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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Creamer, Samantha HLTH:EX

From: s.22
Sent: May 29, 2019 1:04 PM
To: Emack, Laurie EHS:EX
Subject: FW: Occurance report from , s.22
Attachments: s.22

FYI

From: s.22
Sent: Monday, May 27, 2019 11:14 AM
To: s.22
Subject: Occurance report from s.22

s.22

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s.22



British Columbia Ambulance Service OCCURRENCE REPORT



Occurrence Type Codes - Please choose the incident type that, in the **opinion** of the reporting person, best describes the type of incident.

Operations

Dispatch Communication / Call Evaluation

- 1005 Unable to contact crew
- 1010 Unable to contact dispatch
- 1015 Unable to contact physician
- 1020 Dispatching of units issue
- 1025 Inadequate / inaccurate information
- 1030 Evaluation of call issue
- 1035 Other communication / call evaluation

Resource Allocation / Utilization

- 1105 Crew not where dispatch expected
- 1110 Delay in allocation of resources
- 1115 Delay in complying to dispatch instructions
- 1120 Deployment deviation
- 1125 Inappropriate aircraft
- 1130 Inappropriate resource sent
- 1135 Inappropriate autolaunch
- 1140 Other resource allocation / utilization

On Scene Issues

- 1205 Access to patient impeded
- 1210 Required resources not available
- 1215 Deviation from scene guidelines
- 1220 Police required, not on scene

- 1225 Fire required, not on scene
- 1230 Major trauma scene time > 20 min
- 1235 Other transport delay (airevac / CCT)
- 1240 Other on scene issue

Documentation / Record

- 1305 Documentation incomplete / inaccurate
- 1310 Insufficient time to complete documentation
- 1315 Record missing / destroyed
- 1320 Patient information unavailable
- 1325 Other record / documentation

Equipment / Supplies

- 1405 Equipment damaged
- 1410 Equipment malfunction
- 1415 Inadequate supply
- 1420 Inappropriate use of BCAS equipment
- 1425 Lost or stolen BCAS equipment
- 1430 Other equipment / supplies

Security / Property

- 1505 BCAS property damaged
- 1510 Public property damaged
- 1515 Unauthorized access to building, property,

- documents
- 1520 Other security / property

Directives / SOP / Guidelines

- 1605 Deviation – Guidelines, SOP
- 1610 Intentional deviation – SOP, Guidelines
- 1615 Other SOP / guidelines

Public Complaint / Inquiry

- 1705 Billing
- 1710 Damage to property
- 1715 Handling of vehicle in traffic
- 1720 Injury to member of public
- 1725 Loss of property
- 1730 Response to emergency
- 1735 Treatment & transportation of pt.
- 1740 Other public complaint / inquiry

Response to Investigation

- 1805 Response to investigation

Other Operational

- 1900 Other operational

Clinical

Patient Care / Patient Safety

- 2005 DNR issue
- 2010 Inappropriate treatment of patient
- 2015 Medication error
- 2020 Patient not transported to appropriate hospital
- 2025 Treatment provided by unqualified person

- 2030 Other patient care / patient safety

Protocol / Treatment Guidelines

- 2205 Protocol / treatment guideline issue

Transfer of Care Issue

- 2305 Transfer of care issue

Additional Information to PCR

- 2405 Additional information to PCR

Other Clinical

- 2500 Other clinical issue

IT / IM

CAD System

- 6005 CAD system issue

Network / Connectivity Issue

- 6105 Unable to connect to network
- 6110 Slow / inconsistent connection
- 6115 Other network / connectivity issue

Access / Logon Issue

- 6205 Unable to access work (PTN / CITS) computer
- 6210 Unable to logon to PTN / IDIR account
- 6215 Unable to access / logon to intranet
- 6220 Unable to access / logon to email
- 6225 Require upgraded network / data access
- 6230 Other access / logon issue

Intranet / PTN Issue

- 6305 PTN issue
- 6310 Intranet issue

Other IT / IM Issue

- 6400 Other IT issue

Fleet

Vehicle Issue

- 4005 Unreported vehicle damage
- 4010 Maintenance issue
- 4015 Vehicle availability issue
- 4020 Other vehicle issue

Other Fleet Issue

- 4100 Other fleet issue

Telecom

Equipment Issue

- 5005 Radio issue / failure
- 5010 Pager issue / failure
- 5015 Cellular issue / failure
- 5020 Sat phone issue / failure
- 5025 Landline issue / failure
- 5030 Other telecom equipment issue

Combined Events Issue

- 5105 Combined events issue

Other Telecom Issue

- 5200 Other telecom issue

OSH

Hazard

- 3005 Violence
- 3010 Equipment safety issue
- 3015 Vehicle safety issue
- 3020 Potential hazard / No incident
- 3025 Incident avoided
- 3030 Other hazard

Exposure

- 3105 Communicable disease
- 3110 CBRNE
- 3115 Other exposure

Injury / work related illness

- 3205 Time loss injury / illness
- 3210 Non-time loss injury / illness
- 3215 Other injury / illness

Other OSH Issue

- 3200 Other OSH issue

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s.22

Creamer, Samantha HLTH:EX

From: Hampton, Stephanie EHS:EX
Sent: May 29, 2019 4:04 PM
To: s.22
Cc: EHS HR EHS:EX; Emack, Laurie EHS:EX; info@apbc.ca; Keith-rvp Taylor (keith.taylor@apbc.ca); s.22
Subject: s.22
Attachments: Commitment_to_a_Culture_of_Patient_Safety.pdf; Code of Ethics.pdf

Good afternoon,

Please see attached letter sent to you on behalf of Manager,^{s.22} together with its enclosures.

Thank you,

Stephanie Hampton
Administrative Assistant, Patient Care Delivery | Interior Districts
BC Ambulance Service - BCEHS
1257 Dalhousie Drive, Kamloops, B.C.
T: 250-554-7113 | E: Stephanie.Hampton@bcehs.ca



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s.22

COMMITMENT TO A CULTURE OF PATIENT SAFETY

1. Introduction

1.1. Purpose

- To assist Provincial Health Services Authority (PHSA) and its personnel in understanding organizational and individual responsibilities in optimizing the safety of patient care provided in PHSA agencies.
- To promote and maintain a working environment in which all personnel associated with healthcare in PHSA agencies are treated fairly and justly, and are expected to report hazards, patient safety events and near misses using the BC Patient Safety Learning System (PSLS), and to engage in patient safety initiatives, which may include involvement from patients and families when appropriate, to optimize overall quality of patient care and outcomes.

1.2. Scope

The standards of behavior set forth in the policy are intended to apply to all PHSA personnel, employees, contractors, medical staff and students within all PHSA agencies/programmes, as well as employees of academic institutions with whom the PHSA is partner.

2. Policy

- 2.1. PHSA is committed to patient safety and to ensuring that all personnel understand their individual responsibility in this regard.
- 2.2. PHSA is committed to ensuring that all personnel are aware of the expectation that patient safety issues, such as hazard, patient safety event and near miss reports, will be addressed within a non-punitive system of response.
- 2.3. Individuals are not held accountable for system flaws over which they had no control.

3. Responsibilities and Compliance

3.1. Responsibilities

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	10/NOV/2017		26/OCT/2018	Page 1 of 9
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PHSA will demonstrate its commitment to a fair and just culture and will support every individual to deliver the safest possible patient care by:

- 3.1.1 Establishing this policy defining culture of safety, differentiating between system and individual accountability, and describing related processes.
- 3.1.2 Informing all persons about a culture of safety and how it is promoted within PHSA and its Agencies.
- 3.1.3 Establishing the context in which errors and misunderstandings are addressed within a non-punitive system. All personnel associated with healthcare in PHSA agencies are accountable for their own performance as established by job performance requirements and, if applicable, professional practice standards. Individuals are expected to contribute to patient safety improvements by reporting hazards, patient safety events and near misses, and participating in review, follow-up and planning initiatives. Individuals are not held accountable for system flaws over which they had no control. Refer to Appendix B.
- 3.1.4 Promoting open reporting of patient safety events and potential harm, providing clear information regarding the reporting process, and protecting individuals who report events from punitive repercussions.
- 3.1.5 Promoting open, interdisciplinary discussion of events, and unbiased analysis of these events to determine the relative contributions of system and individual factors. Input from patients and families are encouraged in this process to improve patient safety and overall quality of care.
- 3.1.6 Implementing changes based on event analysis.
- 3.1.7 Informing patients and families, personnel, organizational leaders, our partners, and the Board about the implemented changes.

3.2. Compliance

3.2.1 Monitoring the success in fostering a fair and just culture through the Patient Safety Culture Survey, and by the demonstrating improvements in patient safety.

3.2.2 All personnel associated with healthcare in PHSA agencies are expected to exercise individual responsibility in reporting hazards, injuries, harm, patient safety events, and near misses, and to participate as appropriate in the analysis and resulting initiatives to improve patient safety.

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4. Related Documents

PHSA Critical Patient Safety Event Review Toolkit

5. Definitions

Critical Patient Safety Event means an event requiring a mandatory review and response as defined by:

- A confirmed severe or catastrophic harm with a direct causal relationship between care or service provided (or that should have been provided) and the harm; or
- Any confirmed Never Event based on an agency-defined list.

Culture of Safety means an underlying philosophy of the workplace in which a shared and constant commitment to safety permeates the entire organization and is characterized by:

- an acknowledgement of the high risk, error prone nature of the organization's activities;
- a non-punitive environment where individuals are able to report patient safety events or near misses in order to optimize patient outcomes;
- the expectation of collaboration across disciplines and sectors to seek solutions to vulnerabilities; and
- organizational willingness to direct resources to address safety concerns.

Disclosure means the process by which a patient safety event is communicated to the patient by healthcare providers.

Event means something that happens to or involves a patient

Harm means impairment of structure or function of the body and/or any deleterious effect arising there from. Harm includes disease, injury, suffering, disability and death.

Hazard means a circumstance, agent or action with the potential to cause harm.

Patient Outcome means the impact upon a patient which is wholly or partially attributable to an event.

Patient Safety means the reduction of risk of unnecessary harm associated with healthcare to an acceptable minimum.

Patient Safety Event means an event or circumstance which could have resulted or did result, in unnecessary harm to a patient.

Harmful Event means a patient safety event that resulted in harm to the patient.

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	10/NOV/2017		26/OCT/2018	Page 3 of 9
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Never Events is a list of patient safety events that all PHSA Agencies have created and are deemed to be “must never happen” events. If an event on the list occurs, it **must** automatically be reviewed as a Critical Patient Safety Event.

No Harm Event means a patient safety event which reached a patient but no discernible harm resulted.

Near Miss means a patient safety event that did not reach the patient.

Preventable means accepted by the community as avoidable in the particular set of circumstances.

6. References

BC Patient Safety & Learning System for the Provincial Health Services Authority (2009).

Canadian Medical Protective Association (2015). Disclosing harm from healthcare delivery: Open and honest communication with patients.

Canadian Medical Protective Association (2009). Learning from adverse events: Fostering a just culture of safety in Canadian hospitals and health care institutions.

Canadian Patient Safety Institute (2011). Canadian Disclosure Guidelines: Being Open with Patients and Families

London Ambulance Trust, Being Open and Duty of Candour Policy & Procedure (April 2013)

Meadows, S., Baker, K., Butler, Jeremy. The Incident Decision Tree: Guidelines for Action Following Patient Safety Incidents. *Advances in Patient Safety: From Research to Implementation*. Volumes 1-4. February 2005. Agency for Healthcare Research and Quality, Rockville, MD.

<http://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/advances-in-patient-safety/index.html>

University of Manchester (1999). Manchester Patient Safety Framework (MaPSaF) *Ambulance*. National Patient Safety Agency.

World Health Organization (2009). *International Classification for Patient Safety Framework (Final Technical Report)*

http://www.who.int/patientsafety/implementation/taxonomy/icps_technical_report_en.pdf

7. Appendices

Appendix A: Individual Responsibility and Accountability

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
	10/NOV/2017		26/OCT/2018	Page 4 of 9
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Appendix B: Incident Decision Tree

Appendix C: Professional Regulatory Bodies

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	10/NOV/2017		26/OCT/2018	Page 5 of 9
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APPENDIX A: INDIVIDUAL RESPONSIBILITY AND ACCOUNTABILITY

All exploratory interviews will be conducted in a respectful fashion reflecting PHSA's commitment to a fair and just culture, and should include opportunities for the interviewee to provide insights and suggestions for system improvement.

Although all factors associated with a patient safety event must be explored within a systems context, individual responsibility may be assessed by the manager/Department Head during the initial review.

Investigation through separate professional performance review/discipline mechanisms is required when an individual has acted:

- a) with intent to harm,
- b) recklessly, without regard for patient's welfare,
- c) impaired under the influence of drugs or alcohol, and
- d) with willful deviation from established policies, procedures, standards or guidelines.

In addition to internal investigation of an event, PHSA is obligated to report the event to the involved individual's regulatory organization when individual culpability is determined to be a factor.

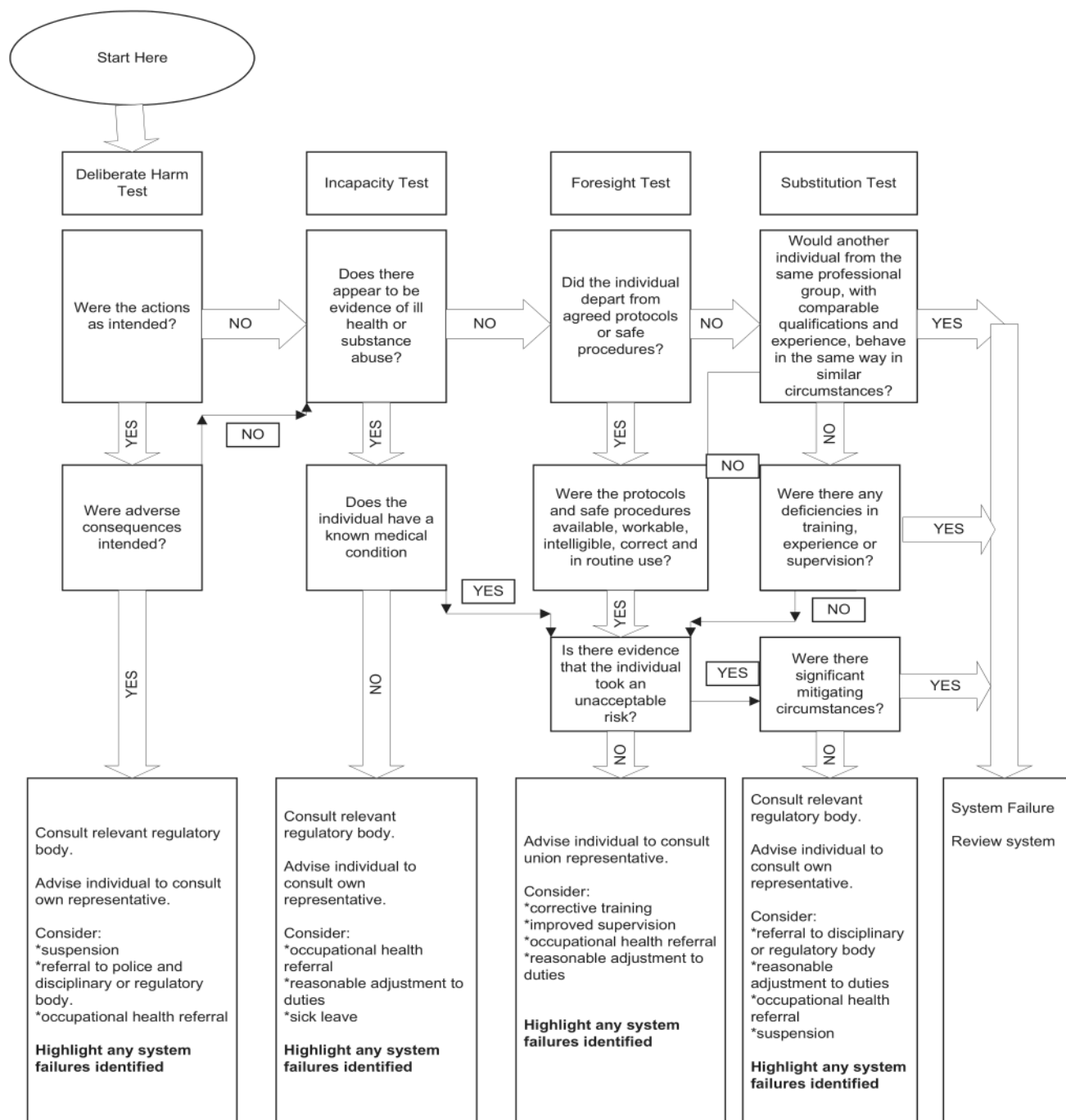
A systematic, unbiased assessment will be completed to determine the presence and extent of individual performance issues contributing to an event. This is done during the initial event review.

Appendix C, developed by the National Patient Safety Agency, is helpful in determining if an event is appropriate for system analysis.

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	10/NOV/2017		26/OCT/2018	Page 6 of 9
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APPENDIX B: INCIDENT DECISION TREE

Incident Decision Tree
Work through the tree separately for each individual involved



Based on original framework developed by the National Patient Safety Agency

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	10/NOV/2017		26/OCT/2018	Page 7 of 9
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APPENDIX C: PROFESSIONAL REGULATORY BODIES

Below is a non-inclusive list of professional regulatory bodies with a mandate to protect the public interest:

College of Physicians and Surgeons of British Columbia

<https://www.cpsbc.ca/cps>

College of Registered Nurses of British Columbia

<http://www.crnbc.ca/>

College of Pharmacists of British Columbia

<http://www.bcpharmacists.org/>

College of Midwives of British Columbia

<http://www.cmbc.bc.ca/>

College of Physical Therapists of British Columbia

<http://www.cptbc.org/>

College of Occupational Therapists of British Columbia

<http://www.cotbc.org/>

Board of Registration for Social Workers in British Columbia

<http://www.brsb.bc.ca/>

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
	10/NOV/2017		26/OCT/2018	Page 8 of 9
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COMMITMENT TO A CULTURE OF PATIENT SAFETY PN:AS 100

Approved:	26-OCT-2017			
Approved By:	Board of Directors			
Last Reviewed:	26-OCT-2017			
Released/Posted Date:	10-NOV-2017			
Executive Sponsor:	VP, Quality, Safety and Outcome Improvement			
Policy Owner:	Corporate Director, Risk Management			
Review Cycle:	1	Next Review Date:	26-OCT-2018	
First Issued:	22-JUN-2006			
Version:	10.0			
Revision History:	Version	Date	Description/Key Changes	Revised By
	10.0	26-OCT-2017		
	9.0	28-JUN-2016		
	8.0	17-JUN-2015		
	7.0	26-JUN-2014		
	6.0	26-JUN-2013		
	5.0	20-MAY-2012		
	4.0	9-MAY-2011		
	3.0	11-JUN-2009		
	2.0	NOV-2007		

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
	10/NOV/2017		26/OCT/2018	Page 9 of 9
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Category: BOARD POLICY – ADMINISTRATIVE PARAMETERS	
Title: HUMAN RESOURCE POLICIES Code of Ethics	Reference Number: AB600
Approved by: PHSA Board of Directors BCEHS Board of Directors	Last Approved: October 23, 2014 Last Reviewed: October 23, 2014

1. PURPOSE

The PHSA and its Agencies¹, Divisions, Services and affiliated research entities (hereafter collectively referred to as the PHSA) are committed to carrying out their duties with integrity and honesty. The purpose of this Code of Ethics is to provide guidelines for acceptable behaviour and as such it is not a substitute for the exercise of good judgement.

This Code of Ethics is also an educational tool, designed to inspire individuals to act in a way that promotes good care, sound community relationships and assists in establishing and reinforcing public confidence in the health and social services PHSA, and its employees provide.

2. SCOPE

This Policy applies equally to all persons associated with the PHSA including:

- all employees of the PHSA or any of its affiliated Programs;
- executives and all other management and supervisory employees;
- volunteers of the PHSA;
- physicians with privileges at any of the PHSA's facilities;
- contractors engaged by the PHSA;
- medical staff including physicians on contract, residents, and clinical trainees;
- university faculty and support staff who work at PHSA facilities;
- students working for or associated with the PHSA or any of its affiliated Programs and Agencies;
- All researchers and members of staff who conduct research at or under the auspices of any of PHSA's hospitals, health centres, agencies or their affiliated research institutes; and,
- individuals authorized to access PHSA information or information systems.

3. ACCOUNTABILITIES

¹ "Agencies" includes: BC Cancer Agency, BC Centre for Disease Control, BC Mental Health & Substance Use Services, BC Renal Agency, BC Transplant, BC Children's Hospital & Sunny Hill Health Centre for Children, BC Women's Hospital & Health Centre, Cardiac Services BC, and the Perinatal Services BC.

It is the responsibility of everyone to whom this policy applies to model and uphold the PHSA Code of Ethics by:

I. Serving our Patients and the Public Interest

We are committed to putting the interests of our patients first. We strive to uphold the following values:

- Treating patients with respect, dignity, courtesy, compassion, kindness, fairness and optimism.
- Providing health and social services to patients and their families with sensitivity and respect, being mindful of individual differences and cultural and ethnic diversity.
- Providing appropriate information to patients concerning their health and health-related matters in order to enable them to make informed decisions about their health care.
- Respecting the autonomy of patients and the right of those with capacity to make their own decisions regarding their health care.
- Upholding the legal and ethical duty in protecting patient privacy and confidentiality.

II. Serving as a Public Institution

Recognizing our position of public purpose, we recognize the goal of achieving optimum utilization of our resources for the benefit of our patients and endeavor to:

- Comply with applicable legislation and regulations governing PHSA and its Agencies.
- Promote principles of equality, fairness, responsiveness and the use of good judgement.
- Improve the quality of health services made available to its patients and the public.

III. Demonstrating Personal and Professional Integrity

We strive to inspire public confidence and trust by:

- Acting with the highest standards of personal and professional integrity and conduct in dealings with our patients, the public, other employees and organizations.
- Delivering health and social services with skill, care, and courtesy.
- Providing health and social services impartially and objectively, and free from wrongful discrimination based on gender, age, race, religion, ethnic origin, language, social status or sexual orientation.
- Guarding against real and perceived conflicts of interest.
- Upholding the legal and ethical duty to protect the confidentiality of personal information and other confidential information in the custody and control of the PHSA.

IV. Promoting an Ethical Environment

We promote an ethical environment in which we serve the public by:

- Promoting open communication and providing patients with an effective administrative means for providing feedback regarding their care.
- Establishing procedures that promote ethical behaviour and accountability.
- Being open to relationships with organizations that are committed to promoting healthy communities directly or by influencing the determinants of health through social responsibility and environmental stewardship.

V. Striving for Professional Excellence

We are committed to strengthening individual capabilities and encouraging professional development by:

- Providing support and encouragement to upgrade technical and professional competence.
- Assisting colleagues and co-workers in their professional development and encouraging others to participate in professional activities and associations.

VI. Promoting a Respectful Work Environment

We are committed to a work environment that treats all individuals with dignity and respect by:

- Behaving in a respectful manner in the workplace and at work-related functions.
- Taking a zero tolerance approach to disrespectful and disruptive behaviour.
- Creating a productive and cooperative work environment that promotes the delivery and quality of health care services and patient/client safety.
- Encouraging and supporting individuals to learn and practice personal conflict resolution and respectful workplace skills.

Policy Created on: December 5, 2003				
Revision Dates:				
• April 23 2009	• December 5, 2012	• October 23, 2014		

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Hampton, Stephanie EHS:EX
Sent: May 29, 2019 4:07 PM
To: s.22
Cc: EHS HR EHS:EX; Emack, Laurie EHS:EX; info@apbc.ca; Keith-rvp Taylor (keith.taylor@apbc.ca); s.22
Subject: s.22
Attachments:

Good afternoon,

Please see attached letter sent on behalf of Manager, s.22 together with its enclosures.

Thank you,

Stephanie Hampton
Administrative Assistant, Patient Care Delivery | Interior Districts
BC Ambulance Service - BCEHS
1257 Dalhousie Drive, Kamloops, B.C.
T: 250-554-7113 | E: Stephanie.Hampton@bcehs.ca



Page 211 of 564 to/à Page 221 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Bazin, Theresa EHS:EX
Sent: June 17, 2020 8:18 AM
To: Make A Complaint HLTH:EX
Cc: Bryce, James EHS:EX; Graham, Robert EHS:EX; Saville, Amanda HLTH:EX
Subject: FW: Investigation Notes- Event\$\$.22

Good morning Magdolna,

We sent the documents via secure file transfer to Tabitha's email on January 7, 2020.

James Bryce will resend the documents to the make a complaint email today

Sorry for any confusion

Theresa

From: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Sent: June 17, 2020 8:01 AM
To: Bazin, Theresa EHS:EX <Theresa.Bazin@bcehs.ca>
Subject: FW: Investigation Notes- Event\$\$.22

Can you see if we can track this one back to see who has it?

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: June 15, 2020 11:19 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>

Cc: Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>

Subject: RE: Investigation Notes- Event#s.22

Good morning,

I am following up on this request.

Kind regards,

Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: December 12, 2019 2:12 PM

To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: RE: Investigation Notes- Event#s.22

Hi Rob,

I was just reviewing the investigation notes and have found them to be illegible. To ensure I have all the accurate information of the complaint, can you please provide me with a typed copy of the investigation notes.

Thank you

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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From: Graham, Robert EHS:EX

Sent: October 31, 2019 9:20 AM

To: Eastick, Tabitha HLTH:EX

Subject: FW: Investigation Notes- Event#s.22

s.22 file attached above. Please let me know if there is anything else you need.

Rob Graham, MBA

Director, Risk Management,

BC Emergency Health Services

Provincial Health Services Authority



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Graham, Robert EHS:EX
Sent: August 12, 2019 12:03 PM
To: 'privacyandfoi@phsa.ca'
Subject: FW: Investigation Notes- Events.22

Hello,
Please see the attached investigation file relating to an EMALB request (relying on S.33.1 (i)) for the purposes of licensure. Would you be able to review and redact as appropriate? The recipient of the request is Tabitha Eastick (<makeacomplaint@gov.bc.ca>).

Thanks and please let me know if you require anything else!

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Emack, Laurie EHS:EX
Sent: August 12, 2019 11:41 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: RE: Investigation Notes- Event:s.22

Hi Rob,

Please see the attached documentation related to the investigation which lead to the 2 day suspension.

Laurie Emack

Business Partner, Human Resources - BCEHS
Provincial Health Services Authority

301 – 2955 Virtual Way
Vancouver, BC V5M 4X6
Canada
Cell: (604)-317-4194
Fax: (604) 660-3280
laurie.emack@bcehs.ca
<http://www.phsa.ca>

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Better health.**

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From: Graham, Robert EHS:EX
Sent: Monday, August 12, 2019 9:10 AM
To: Emack, Laurie EHS:EX
Subject: RE: Investigation Notes- Event:s.22

Yes pls-all of the notes and related letters etc.

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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From: Emack, Laurie EHS:EX
Sent: August 12, 2019 9:09 AM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: RE: Investigation Notes- Event#s.22

Hi Rob,

Please confirm you are just looking for the HR investigation notes (my hand written ones)?

If so, do you also want the subsequent suspension letter?

Thanks,

Laurie Emack

Business Partner, Human Resources - BCEHS
Provincial Health Services Authority

301 – 2955 Virtual Way
Vancouver, BC V5M 4X6
Canada
Cell: (604)-317-4194
Fax: (604) 660-3280
laurie.emack@bcehs.ca
<http://www.phsa.ca>

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From: Mayo, Rebecca EHS:EX
Sent: Thursday, August 8, 2019 1:43 PM
To: Graham, Robert EHS:EX; Emack, Laurie EHS:EX
Subject: RE: Investigation Notes- Event#s.22

Laurie- can you follow up with Rob please.

Thanks,

Rebecca Mayo

Interim Manager/HR Business Partner-HR Services
BC Emergency Health Services
Provincial Health Services Authority
Cell: 604-842-4817
Rebecca.mayo@bcehs.ca

From: Graham, Robert EHS:EX
Sent: August 8, 2019 1:37 PM
To: Mayo, Rebecca EHS:EX <Rebecca.Mayo@bcehs.ca>
Subject: Fwd: Investigation Notes- Event#s.22

I don't know who would have had custody of this matter?

Rob Graham, MBA
Director, Risk Management,

BC Emergency Health Services
Provincial Health Services Authority
T. | 604-775-2041 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

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Begin forwarded message:

From: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>
Date: August 8, 2019 at 1:36:14 PM PDT
To: "Graham, Robert EHS:EX" <Robert.Graham@bcehs.ca>
Cc: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>, "Saville, Amanda HLTH:EX" <Amanda.Saville@gov.bc.ca>
Subject: Investigation Notes- Event^{s.22}

Hi Rob,

I received a complaint from Leon Baranowski regarding the BCEHS employee^{s.22}. Mr. Baranowski advised me to contact you for the request for the investigation notes. The call occurred on ^{s.22}

Would you be able to provide our office the notes/documents of this investigation?



Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: December 13, 2019 10:25 AM
To: Make A Complaint HLTH:EX
Subject: RE: EPCR question on data entry

Categories: Information received

Not sure why its different , user error ?

Doug Richards
Release of Information Analyst



From: Make A Complaint HLTH:EX
Sent: December 13, 2019 9:58 AM
To: Richards, Doug EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: EPCR question on data entry

Thanks for verifying. There is data on the form for times after the s.22 time stamp.

Here is a quick snin it:
s.22

OTHER ASSESSMENTS & PROCEDURES
s.22

Thank you for all your help!

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Sent: December 13, 2019 9:53 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

Sorry I miss understood
Its at the bottom of the EPCR below the destination , in the case of supplied EPCR its s.22

Doug Richards
Release of Information Analyst



From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 13, 2019 9:50 AM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: EPCR question on data entry

Sorry Doug I am not seeing the date and time of the finalization. What I can see is the date and times for the call received and created. Please let me know where I should be looking
Here is the snip of the form section I am looking at.



Multi-Leg Event Number:
To/Offload Delay Event Number:
From Event Number:
Created: s.22

Finalized: Yes
Event Number: s.22
Call Received Date & Time: s.22
Call Sign: s.22
Vehicle Type: Ambulance - ACP

Patient of

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Sent: December 13, 2019 9:45 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

For the attached EPCR the date and time is there on the right side of the form

Doug Richards
Release of Information Analyst

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 13, 2019 9:31 AM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

This is very helpful information.

Unfortunately I received one that is finalized but no date or time listed. Would you be able to advise me the date and time this PCR was finalized?

Please let me know if I should request this through via the request form process?

Thank you

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Sent: December 13, 2019 9:27 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

I can see the date it was finalized on my end and if the EPCR says its finalized it would be the date stamp on the EPCR
As far as it not being finalized and the EMA going back into the EPCR I will have to go up the ladder for that information

Doug Richards
Release of Information Analyst

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 13, 2019 8:42 AM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

Thank you for the information.

Just some follow up questions:

Is there a way to determine the date the form was finalized?

If an EMA does not finalize the form would they be able to go enter data days later?

I have also been advised that the ePCR have the ability to scan or photograph the first responder reports, what than happens with the physical form? Would the EMAs keep the physical copy or would the fire department?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Sent: December 13, 2019 8:33 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: EPCR question on data entry

Hi there

The times are generated through the cad at one point, but then the EMA has to input the information of arrival on the tablet and when he or she inputs the information

Once the EPCR is finalized the EMAS cant go back into it, they would have to generate another EPCR if there was more information

Doug Richards
Release of Information Analyst



From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 12, 2019 2:57 PM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: EPCR question on data entry

Hi Doug,

I was wondering if you would be able to answer questions about the ePCR or if you can direct me to the right person.

Is the time just generated or would the EMA physical input the time?

Can an EMA access an EPCR after it has been submitted?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: June 15, 2020 9:01 AM
To: Make A Complaint HLTH:EX
Cc: Wong, Malise EHS:EX; Doan, Daniel EHS:EX; Nadin, Ronald EHS:EX; Hawkes-Frost, Lucas EHS:EX; Saville, Amanda HLTH:EX
Subject: ACP Referral^{s.22} BCEHS
Attachments: s.22

Importance: High
Sensitivity: Confidential

Follow Up Flag: Follow up
Due By: June 23, 2020 9:00 AM
Flag Status: Flagged

Good Morning,

Please find attached referral letter for Advanced Care Paramedic ^{s.22} which pertains to ^{s.22}
s.22

If you have any questions or require additional information, please reach out to myself and our risk management team.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839 | ✉️ **Email:** Leon.baranowski@bcehs.ca | 🐦 **Twitter:** @leonbaranowski



● Respect People ● Be Compassionate ● Dare to Innovate ● Cultivate Partnerships ● Serve with Purpose

Creamer, Samantha HLTH:EX

From: Bazin, Theresa EHS:EX
Sent: September 18, 2020 9:14 AM
To: Make A Complaint HLTH:EX
Subject: RE: s.22 file - case documents
Attachments: s.22

Dear Magdola,
Please find the ZIP file on s.22
Thanks!!

Theresa
Theresa Bazin | EA, Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: 778-974-3229 | M: 250-213-6980 | E: Theresa.bazin@bcehs.ca

BCEHS | BC Emergency
Health Services

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What is Accreditation?

Accreditation is a process that health organizations internationally use to evaluate and improve their services. Accreditation Canada is the major national accrediting body for organizations across all health sectors in Canada.

Why is Accreditation Important?

By participating in Accreditation Canada's QMentum Program for Emergency Medical Service Delivery, BCEHS will demonstrate our commitment to continuous quality improvement, patient and paramedic safety, improved efficiency and accountability.

From: Make A Complaint HLTH:EX
Sent: August 21, 2020 12:59 PM
To: Graham, Robert EHS:EX
Subject: s.22 file - case documents

Good afternoon,

The EMALB received a referral regarding s.22 . The referral letter from Leon Baranowski states that BCEHS has identified serious concerns about s.22 . The referral letter also states that s.22 s.22

The EMALB would like to request documentation on the incidents referenced in the referral (e.g. s.22 s.22

Please let me know if you have any questions regarding this request.

Kind regards,

Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch



Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: October 29, 2020 4:01 PM
To: Baranowski, Leon EHS:EX
Subject: RE: ACP Referral^{s.22} BCEHS

Sensitivity: Confidential

Thanks, Leon, that's very helpful.

Magdolna

Kind regards,

Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: October 29, 2020 3:44 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: RE: ACP Referral^{s.22} BCEHS

Sensitivity: Confidential

Hi Madolna,

The examinations you will have received are from MMIs and simulations.

s.22

If you require those ePCRs

then this would need to be requested through Risk I think, unless they can give me permission to share.

Thanks,

Leon

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: Thursday, October 29, 2020 3:38 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Subject: RE: ACP Referral^{s.22} BCEHS

Sensitivity: Confidential

Hi Leon,

I have a question regarding^{s.22} file.

I believe I have all the case documents now from BCEHS Risk Management, however I was wondering about the nature of the incidents referenced in the complaint. I was wondering whether s.22 were on actual calls or just simulations? I am asking to see whether there would be any PCRs associated to these incidents.

Thank you,
Magdolna

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: June 15, 2020 9:01 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Cc: Wong, Malise EHS:EX <Malise.Wong@bcehs.ca>; Doan, Daniel EHS:EX <Daniel.Doan@bcehs.ca>; Nadin, Ronald EHS:EX <Ronald.Nadin@bcehs.ca>; Hawkes-Frost, Lucas EHS:EX <Lucas.HawkesFrost@bcehs.ca>; Saville, Amanda HLTH:EX <Amanda.Saville@gov.bc.ca>

Subject: ACP Referral s.22 BCEHS

Importance: High

Sensitivity: Confidential

Good Morning,

Please find attached referral letter for Advanced Care Paramedic s.22 which pertains s.22 s.22

If you have any questions or require additional information, please reach out to myself and our risk management team.

Kind Regards,

Leon Baranowski, MSc, MEd, DipHE, FHEA, MCPARA, ACP

Paramedic Practice Leader | Clinical & Professional Practice

BC Emergency Health Services, Clinical and Medical Programs

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

Office: 778-617-2503 | **Cell:** 604-968-5839 | **Email:** Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



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Creamer, Samantha HLTH:EX

From: Bryce, James EHS:EX
Sent: March 16, 2021 8:44 AM
To: Make A Complaint HLTH:EX
Subject: RE: s.22
Attachments: s.22

Hi Magdolna,

Please see attached documents from Rob.

**James Bryce | Senior Analyst, Risk Management |
Patient Records Disclosure Office**
BC Emergency Health Services
Provincial Health Services Authority
T: 778-974-3181 | F: 250- 953-3119 | E: James.Bryce@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 5, 2021 2:06 PM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: RE: s.22

Hi Rob,

Looking through the file, I am not sure I have that information. Leon referred this case to us, but we were not provided any dates in the initial referral. I have since received a bunch of documents from BCEHS – I quickly skimmed through them but did not see any dates.

I am attaching Leon's response to me on this as well as the initial referral.

Thanks,
Magdolna

From: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Sent: March 5, 2021 7:20 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: s.22

Forgive me, can you remind me which events you are seeking (i.e. do you have the dates or event numbers)? I'm drawing a blank on this one

Rob Graham, MBA
Director, Risk Management,
BC Emergency Health Services
Provincial Health Services Authority
NEW T. | 604-607-9768 | C. 604.833.2381 | E. Robert.Graham@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

I acknowledge that I live and work on the traditional, ancestral and unceded territories of the Sto:Lo, Katzie, Squamish and Tsleil-Wututh Nations.

Pronouns: He/His

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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 4, 2021 4:48 PM
To: Graham, Robert EHS:EX <Robert.Graham@bcehs.ca>
Subject: s.22

Hi Rob,

I am following up on this request. I am looking for the PCRs from s.22 and clarification about whether the calls in question were simulation or real cases.

Thanks so much!

Magdolna

Kind regards,
Magdolna Nyulaszi (*she*) | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1



Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: October 29, 2020 9:43 AM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22
Attachments: s.22

Good morning,

Please find attached the requested information for request concerning event^{s.22}
EPOS records for this event.

Please note, there are no

The paramedics who attended are as follows:

s.22

If there is anything else I may assist you with concerning this request, please do not hesitate to contact me.

Cheers,

Kali Stonehouse | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 290 of 564 to/à Page 299 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: February 23, 2021 2:16 PM
To: Make A Complaint HLTH:EX
Subject: Request of information -s.22
Attachments: s.22

Good afternoon,

Per your request, please find attached the requested information for s.22

The attending paramedics were:

s.22

Kali Stonehouse | Release of Information Analyst |

Quality, Safety, Risk Management & Accreditation

BC Emergency Health Services

Provincial Health Services Authority

T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 301 of 564 to/à Page 305 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: February 23, 2021 2:13 PM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22
Attachments: s.22

Good afternoon,

Per your request, please find attached the requested information for s.22

The attending paramedics were:
s.22

Cheers,

Kali Stonehouse | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 307 of 564 to/à Page 309 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: February 23, 2021 2:12 PM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22
Attachments: s.22

Good afternoon,

Per your request, please find attached the requested information for s.22

The attending paramedics were:

s.22

Cheers,

Kali Stonehouse | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 311 of 564 to/à Page 314 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: February 18, 2021 12:36 PM
To: Make A Complaint HLTH:EX
Subject: RE: Licensing Complaint - s.22

The correct date which I cross referenced with the top of the complaint submitted stated s.22

The shift was s.22

From: Make A Complaint HLTH:EX
Sent: February 18, 2021 11:31 AM
To: s.22
Subject: RE: Licensing Complaint - s.22

Good morning,

I am emailing you to confirm the time and date s.22 . I have requested documentation of the calls you mention in your complaint from BCEHS and was advised that s.22 s.22

Thank you.

Kind regards,
Magdolna Nyulaszi (*she*) | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
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From: s.22
Sent: November 23, 2020 3:26 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Licensing Complaint -s.22

The shift was s.22

Please note an error was corrected from the initial report. It is bolded in the paragraph under the "s.22 s.22 portion of the compliant.

The written statement has been updated to reflect this change.

s.22

From: Make A Complaint HLTH:EX
Sent: Monday, November 16, 2020 1:34 PM
To: s.22
Subject: RE: Licensing Complaint - s.22

Good afternoon,

Thank you for contacting the EMA Licensing Board. I will need further information on the calls you reference in the complaint so that I can request the patient care records for the calls.

Based on your complaint I am assuming that all of the calls references happened during one shift. Can you provide the (approximate) times you attended the calls or the event numbers? If you are not able to provide that information, then can you please provide the beginning and end of the shift?

Thank you.

Kind regards,
Magdolna Nyulaszi | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-4331 | Fax: 250-952-1222
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From: s.22
Sent: October 29, 2020 8:16 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Licensing Complaint - s.22

See attached complaint.

Page 317 of 564 to/à Page 319 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: June 13, 2021 7:37 PM
To: Make A Complaint HLTH:EX
Cc: s.22
Subject: EMA Complaint
Attachments: s.22

Categories: Complaint Registration form- initial complaint

To whom it may concern,

Please see attached complaint form regarding a complaint against another EMA.

Thank you for your time,

s.22

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: June 18, 2021 1:41 PM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22

Good afternoon,

Please find below, the names of the paramedics who were in s.22
s.22

s.22

Cheers,

Kali Stonehouse | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Creamer, Samantha HLTH:EX

From: s.22
Sent: June 26, 2021 4:13 PM
To: Make A Complaint HLTH:EX
Subject: Re: Request for information-s.22

s.22

From: Make A Complaint HLTH:EX
Sent: June 22, 2021 4:33:52 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: Request for information-s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this and would like to obtain your personal recollection of the events as you were present as a witness. Please be advised that you are not the subject of this complaint but are contacted as a witness.

Please provide your written response to my office by no later than **July 13, 2021** makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

You may be interested in the Board's [complaint process algorithm](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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Creamer, Samantha HLTH:EX

From: s.22
Sent: July 12, 2021 11:17 AM
To: Make A Complaint HLTH:EX
Subject: Request for information s.22

Categories: Information received

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: September 26, 2021 7:05 PM
To: Make A Complaint HLTH:EX
Subject: EMA Code of Ethics
Attachments: EMALBComplaint.pdf

Categories: Complaint Registration form- initial complaint

Hi There,

Please find attached my complaint regarding the EMA Code of Ethics. Please reach out if you have any further questions or concerns, I can be reached at this email, or by phone^{s.22}

Regards,

s.22

Page 328 of 564 to/à Page 329 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: February 10, 2022 7:54 PM
To: Make A Complaint HLTH:EX
Subject: s.22 Request for information s.22 response

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: March 12, 2022 1:03 PM
To: Make A Complaint HLTH:EX; s.22
Subject: Re: Request for Information s.22

s.22

From: Make A Complaint HLTH:EX
Sent: March 2, 2022 1:39:04 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: Request for Information - s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. Please be advised that you are not the subject of this complaint but are contacted as a witness.

Please provide your written response to my office by no later than **March 23, 2022** makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Creamer, Samantha HLTH:EX

From: Lambert, Kevin J EHS:EX
Sent: November 12, 2021 7:55 AM
To: Make A Complaint HLTH:EX
Cc: Baranowski, Leon EHS:EX; Bowland, Katryna EHS:EX; Wolansky, Shea EHS:EX
Subject: BCEHS Referral for EMALB
Attachments: s.22 EMALB.pdf

Hello,

Please refer to the attached letter and contact me for any further clarification or concerns.

Thank you,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island

#1-5801 Turner Rd., Nanaimo, BC

BCEHS Clinical & Professional Practice

Provincial Health Services Authority

T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca

BCEHS | BC Emergency
Health Services

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Lambert, Kevin J EHS:EX
Sent: January 6, 2022 1:51 PM
To: Make A Complaint HLTH:EX
Cc: Baranowski, Leon EHS:EX
Subject: Re: BCEHS Referral for EMALB

Hello Tabitha,

Please reach out to James Bryce at James.Bryce@bcehs.ca and he'll be able to point you in the right direction. For reference the associated BCEHS Cliff # is s.22 This should help James locate information and assist your process.

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island

#1-5801 Turner Rd., Nanaimo, BC

BCEHS Clinical & Professional Practice

Provincial Health Services Authority

T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca



From: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>
Date: Wednesday, January 5, 2022 at 11:44
To: Kevin Lambert <Kevin.Lambert@bcehs.ca>
Cc: Leon Baranowski <Leon.Baranowski@bcehs.ca>, "Bowland, Katryna EHS:EX" <Katryna.Bowland@bcehs.ca>, "Wolansky, Shea EHS:EX" <Shea.Wolansky@bcehs.ca>
Subject: RE: BCEHS Referral for EMALB

Hi Kevin,

Just wanted to follow up on the email I sent back December 1 regarding this complaint filed.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Make A Complaint HLTH:EX
Sent: December 1, 2021 7:39 AM
To: Lambert, Kevin J EHS:EX <Kevin.Lambert@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Bowland, Katryna EHS:EX <Katryna.Bowland@bcehs.ca>; Wolansky, Shea EHS:EX <Shea.Wolansky@bcehs.ca>
Subject: RE: BCEHS Referral for EMALB

Hi Kevin,

Do you have further information or details regarding this matter that you can provide to the Board?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Lambert, Kevin J EHS:EX <Kevin.Lambert@bcehs.ca>
Sent: November 12, 2021 7:55 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Bowland, Katryna EHS:EX <Katryna.Bowland@bcehs.ca>; Wolansky, Shea EHS:EX <Shea.Wolansky@bcehs.ca>
Subject: BCEHS Referral for EMALB

Hello,

Please refer to the attached letter and contact me for any further clarification or concerns.

Thank you,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader
Vancouver Island
#1-5801 Turner Rd., Nanaimo, BC
BCEHS Clinical & Professional Practice
Provincial Health Services Authority
T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca

BCEHS | BC Emergency
Health Services

Categories: Christine

Thanks for this.

After we received your letter regarding s.22 , we requested information regarding the investigation completed by BCEHS. Our requests were sent on January 7, 2022 and June 8, 2022. We have still not received a response.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: August 26, 2022 7:47 AM
To: Baranowski, Leon EHS:EX; Make A Complaint HLTH:EX; Butler, Janice EHS:EX
Cc: Johnson, Eugene HLTH:EX
Subject: RE: s.22

Hi Leon

Thank you so much 😊

Cheers,
Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: August 25, 2022 4:05 PM
To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Hi Christine,

Adding in @Butler, Janice EHS:EX as she has been working with her team on the information,

Thanks,

Leon

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: August 25, 2022 9:07 AM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Good morning

I am just following up on the request below 😊

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: August 2, 2022 12:38 PM

To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: RE:s.22

Hi Christine,

Thanks for this.

Will follow up with the team.

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski

BCEHS | BC Emergency
Provincial Health Services Authority
Health Services

Executive Assistant – Maria Pastorin

📞 **Office:** 778-572-2500 | **Email:** Maria.Pastorin@bcehs.ca

• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əmaʔt̓ təməxʷ, səliłwətaʔt̓ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

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If you have received this email in error, please reply to the sender immediately to inform them that you are not the intended recipient and delete the email from your computer system.

Thank you.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Sent: July 28, 2022 3:33 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: s.22

Hi Leon,

After we received your letter regarding ^{s.22}, we requested information regarding the investigation completed by BCEHS. Our requests were sent on January 7, 2022 and June 8, 2022. We have still not received a response.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: October 20, 2022 3:47 PM
To: Make A Complaint HLTH:EX
Subject: RE: Request for information File # 9200-30
Attachments: s.22 Blackline.pdf

Hi Christine,

As requested, attached is the redacted documents you requested regarding our investigation and s.22

This should be it for today!

Regards,

Jason

**Jason Elliott (he/him) | Leader, Policy, Records Release & Risk Management |
Clinical Governance and Professional Practice**

BC Emergency Health Services

& Provincial Health Services Authority

M: 604- 812-3075 | W: 604- 775-1741 | E: jason.elliott@bcehs.ca



I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: June 8, 2022 9:15 AM

To: Bryce, James EHS:EX <James.Bryce@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: RE: Request for information

Hi James,

I am following up on the email below that Tabitha sent to you in January.

It is in regards to BCEHS Cliff# s.22 and the incident occurred on s.22

Please let me know if there are other steps required or if there is a form I should be filling out to request the investigation information.

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: January 7, 2022 1:05 PM
To: Bryce, James EHS:EX <James.Bryce@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request for information

Hi James,

Kevin Lambert provided me your contact information to obtain more information regarding an investigation conducted and completed by BCEHS.

Kevin advised to reference; BCEHS Cliff # is ^{s.22} and the incident occurred on ^{s.22}

Please advise if there is a form or other steps required in order to request the investigation information.

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Page 344 of 564 to/à Page 358 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Lambert, Kevin J EHS:EX
Sent: August 19, 2021 2:10 PM
To: Make A Complaint HLTH:EX; Johnson, Eugene HLTH:EX
Cc: Baranowski, Leon EHS:EX; Makrides, Timothy EHS:EX; Wolansky, Shea EHS:EX; Hawkes-Frost, Lucas EHS:EX
Subject: EMALB Referral for Practice Concerns
Attachments: s.22 EMALB.pdf

Hello,

Please refer to the attached letter and contact me for any further clarification or concerns.

Thank you,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island

#1-5801 Turner Rd., Nanaimo, BC

BCEHS Clinical & Professional Practice

Provincial Health Services Authority

T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca

BCEHS | BC Emergency
Health Services

Page 360 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Makrides, Timothy EHS:EX
Sent: October 22, 2021 12:41 PM
To: Make A Complaint HLTH:EX
Cc: Wolansky, Shea EHS:EX; Johnson, Eugene HLTH:EX; Lambert, Kevin J EHS:EX; Elliott, Jason EHS:EX
Subject: RE: EMALB Referral for Practice Concerns

Good afternoon Tabitha,

After discussing the request with our risk team we have been advised that it is ok to share the information you've requested. Please see relevant information below:

- Date: s.22
- Time: approx. s.22
- Location: s.22
- Event Number: s.22

Please feel free to reach out should you have any further questions or queries.

Best,

Tim Makrides | Clinical Operations Manager
Paramedic Specialists, Secondary Triage and Integrated Care
PhD Student – Department of Paramedicine, Monash University, Aus
M: (604) 329 0208 | E: timothy.makrides@bcehs.ca



Recent Publications

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: Thursday, October 14, 2021 4:25 PM
To: Lambert, Kevin J EHS:EX <Kevin.Lambert@bcehs.ca>; Makrides, Timothy EHS:EX <Timothy.Makrides@bcehs.ca>; Makrides, Timothy EHS:EX <Timothy.Makrides@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Wolansky, Shea EHS:EX <Shea.Wolansky@bcehs.ca>; Hawkes-Frost, Lucas EHS:EX <Lucas.HawkesFrost@bcehs.ca>; Hawkes-Frost, Lucas EHS:EX <Lucas.HawkesFrost@bcehs.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: EMALB Referral for Practice Concerns

Hi Kevin,

Were you able to obtain the information requested about the call in question?

Thank you.



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From: Lambert, Kevin J EHS:EX <Kevin.Lambert@bcehs.ca>
Sent: August 20, 2021 8:18 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Makrides, Timothy EHS:EX <Timothy.Makrides@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Wolansky, Shea EHS:EX <Shea.Wolansky@bcehs.ca>; Hawkes-Frost, Lucas EHS:EX <Lucas.HawkesFrost@bcehs.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: Re: EMALB Referral for Practice Concerns

Hello Tim,

I have the outcome letter handy, but not the full investigation details. Can you find the information Tabitha is requesting for this case?

Many thanks,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island
#1-5801 Turner Rd., Nanaimo, BC
BCEHS Clinical & Professional Practice
Provincial Health Services Authority
T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca



From: "Make A Complaint HLTH:EX" <makeacomplaint@gov.bc.ca>
Date: Thursday, August 19, 2021 at 16:35
To: Kevin Lambert <Kevin.Lambert@bcehs.ca>
Cc: Leon Baranowski <Leon.Baranowski@bcehs.ca>, "Makrides, Timothy EHS:EX" <Timothy.Makrides@bcehs.ca>, "Wolansky, Shea EHS:EX" <Shea.Wolansky@bcehs.ca>, "Hawkes-Frost, Lucas EHS:EX" <Lucas.HawkesFrost@bcehs.ca>, "Johnson, Eugene HLTH:EX" <Eugene.Johnson@gov.bc.ca>
Subject: RE: EMALB Referral for Practice Concerns

Hi Kevin,

Can you please advise the date, time, location and if possible the event number for the incident you refer to in the letter.

Thank you.



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From: Lambert, Kevin J EHS:EX <Kevin.Lambert@bcehs.ca>

Sent: August 19, 2021 2:10 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Makrides, Timothy EHS:EX <Timothy.Makrides@bcehs.ca>;

Wolansky, Shea EHS:EX <Shea.Wolansky@bcehs.ca>; Hawkes-Frost, Lucas EHS:EX <Lucas.HawkesFrost@bcehs.ca>

Subject: EMALB Referral for Practice Concerns

Hello,

Please refer to the attached letter and contact me for any further clarification or concerns.

Thank you,

Kevin Lambert, BSc, CCP | I/Paramedic Practice Leader

Vancouver Island

#1-5801 Turner Rd., Nanaimo, BC

BCEHS Clinical & Professional Practice

Provincial Health Services Authority

T: 250-668-5637 | E: Kevin.Lambert@bcehs.ca

BCEHS | BC Emergency
Health Services

Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: October 27, 2021 9:35 AM
To: Make A Complaint HLTH:EX
Subject: RE: New Package Is Waiting

Hi Tabitha
Here is the paramedics info
s.22

Doug Richards | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: 250-953-3298 | E: Doug.richards@bcehs.ca

● Respect People ● Be Compassionate ● Dare to Innovate ● Cultivate Partnerships ● Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: October 27, 2021 9:12 AM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Subject: RE: New Package Is Waiting

Hi Doug,

Can you please provide the names of the attending EMAs and their licence numbers.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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From: Richards, Doug EHS:EX via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: October 26, 2021 2:59 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: New Package Is Waiting

New Package Notification

A new package has been posted for you.

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(s.15; s.17
)

Regards,
BC Secure File Transfer Notification Service

Creamer, Samantha HLTH:EX

From: s.22
Sent: January 20, 2022 5:48 PM
To: Make A Complaint HLTH:EX; s.22
Subject: Re: Request for information s.22
Attachments: s.22

Categories: Information received

Hello,

Please see attached reply and request for information.

Thank you

s.22

From: Make A Complaint HLTH:EX
Sent: Friday, December 31, 2021 2:45:29 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: Request for information s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. Please be advised that you are not the subject of this complaint but are contacted as a witness.

Please provide your written response to my office by no later than **January 21, 2022**
makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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Page 368 of 564 to/à Page 370 of 564

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s.22

From: Richards, Doug EHS:EX via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: October 26, 2021 2:59 PM
To: Make A Complaint HLTH:EX
Subject: New Package Is Waiting

New Package Notification

A new package has been posted for you.

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(s.15; s.17
)

Regards,
BC Secure File Transfer Notification Service

Page 372 of 564 to/à Page 375 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Richards, Doug EHS:EX
Sent: February 3, 2022 8:09 AM
To: Make A Complaint HLTH:EX
Subject: RE: Patient Care Documents ER -s.22
Attachments: s.22

See attached

Doug Richards | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: 250-953-3298 | E: Doug.richards@bcehs.ca

● Respect People ● Be Compassionate ● Dare to Innovate ● Cultivate Partnerships ● Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: February 3, 2022 7:37 AM
To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Patient Care Documents ER -s.22

HI Doug

I am so sorry I have now attached the PCR 😊

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>
Sent: February 3, 2022 7:18 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Patient Care Documents ER -s.22

Hi Tabitha

Nothing was attached that I could reference from do you have a name or event #

Thanks

Doug Richards | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: 250-953-3298 | E: Doug.richards@bcehs.ca

● Respect People ● Be Compassionate ● Dare to Innovate ● Cultivate Partnerships ● Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: February 2, 2022 3:20 PM

To: Richards, Doug EHS:EX <Doug.Richards@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Patient Care Documents ER -s.22

Hi Doug

Would you please resend the ER for this incident. I have attached the PCR for your reference.
Please let me know if you require additional information

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Richards, Doug EHS:EX via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>

Sent: October 26, 2021 2:59 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: New Package Is Waiting

New Package Notification

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(s.15; s.17
)

Regards,
BC Secure File Transfer Notification Service

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: August 2, 2022 11:48 AM
To: Flamand, Christine L HLTH:EX
Cc: Make A Complaint HLTH:EX; Johnson, Eugene HLTH:EX
Subject: RE: s.22

Categories: Christine

Hi Christine,

Thanks for this. I will follow up with the team.

Thanks,

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice
150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



Executive Assistant – Maria Pastorin

📞 **Office:** 778-572-2500 | **Email:** Maria.Pastorin@bcehs.ca

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I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əmaʔt̓ təməxʷ, səłilwətaʔt̓ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

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Thank you.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Sent: July 28, 2022 3:25 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: s.22

Hi Leon

Please see the attached I first requested the investigation and remediation documents from BCEHS March 4, 2022, and then again June 20, 2022, and have not yet received a response.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: August 26, 2022 7:50 AM
To: Baranowski, Leon EHS:EX; Make A Complaint HLTH:EX; Butler, Janice EHS:EX
Cc: Johnson, Eugene HLTH:EX
Subject: RE: s.22

Hi Leon

Thank you so much 😊

Cheers,
Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: August 25, 2022 4:05 PM
To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Hi Christine,

Adding in @Butler, Janice EHS:EX as she has been working with her team on the information,

Thanks,

Leon

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: August 25, 2022 9:12 AM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Good morning

I am just following up on the request below 😊

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: August 2, 2022 11:48 AM

To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: RE: s.22

Hi Christine,

Thanks for this. I will follow up with the team.

Thanks,

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski

BCEHS | BC Emergency
Provincial Health Services Authority
Health Services

Executive Assistant – Maria Pastorin

📞 **Office:** 778-572-2500 | **Email:** Maria.Pastorin@bcehs.ca

• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the [šxw̱məθkwəy̱əmaʔṯ təməx̱w̱, səlilwətaʔṯ təməx̱w̱, S'ólh Téméxw̱ and Skwxwú7mesh-ulh Temíxw̱.](#)

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Thank you.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: July 28, 2022 3:25 PM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: s.22

Hi Leon

Please see the attached I first requested the investigation and remediation documents from BCEHS March 4, 2022, and then again June 20, 2022, and have not yet received a response.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: October 20, 2022 2:54 PM
To: Make A Complaint HLTH:EX
Subject: RE: Investigation Report & Remediation Documents -s.22
Attachments: s.22 Blackline.pdf

Hi Cristine,

As requested, attached is the redacted investigation file you requested for the above case.

Regards,

Jason

**Jason Elliott (he/him) | Leader, Policy, Records Release & Risk Management |
Clinical Governance and Professional Practice**

BC Emergency Health Services

& Provincial Health Services Authority

M: 604- 812-3075 | **W:** 604- 775-1741 | **E:** jason.elliott@bcehs.ca



I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: June 20, 2022 9:56 AM
To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Subject: RE: Investigation Report & Remediation Documents -s.22

Good morning

I am following up on a request sent back in March.

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 4, 2022 2:15 PM
To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Investigation Report & Remediation Documents - s.22

Please find a request for documents on **s.22** in regards to the investigation that was conducted by BCEHS on June , 11, 2021. The Board is asking for a copy of the investigation report and remediation documents.

Thank you.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Page 386 of 564 to/à Page 402 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: December 3, 2021 6:56 PM
To: Make A Complaint HLTH:EX
Subject: s.22
Attachments: s.22 EMALB complaint^{s.22} pdf
Categories: Complaint Registration form- initial complaint

Hi,

Attached is the completed form for a complaint about a EMA and the completed occurrence report form.

s.22

Page 404 of 564 to/à Page 405 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: December 14, 2021 11:24 AM
To: Make A Complaint HLTH:EX
Subject: RE: Request of information - s.22
Attachments: s.22

Good morning,

Thank you for the clarification. I've located the documents. The paramedics who attended the scene were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 10, 2021 03:16 PM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Subject: RE: Request of information - s.22

Thank you for following up.

Please find attached a corrected request with the updated information

s.22

Hopefully this clears up the confusion.
Please let me know if there is any other questions you have



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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: December 10, 2021 9:07 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request of information .s.22

Good morning,

Concerning your request for information for ^{s.22} (attached is your original request), can you please confirm some details about the event? Like the gender and approximate age of the patient, as well as the nature of the event? I have located a report for this address, but the names of the paramedics provided on your request form, as well as the event number provided do not align.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 408 of 564 to/à Page 410 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: February 9, 2022 8:13 AM
To: Make A Complaint HLTH:EX
Subject: EMA concerns
Attachments: s.22

Categories: Complaint Registration form- initial complaint

Hello,

s.22

Page 412 of 564 to/à Page 417 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: March 11, 2022 3:04 PM
To: Make A Complaint HLTH:EX
Subject: RE: Requests of information - s.22 (not enough information)
Attachments: s.22

Thank you for that additional information. The records have been located.

The paramedics license numbers are as follows:

s.22

There are no EPOS records for this event.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 11, 2022 02:33 PM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Subject: RE: Requests of information - s.22 (not enough information)

Hi Kali

I asked the complainant and they said the patient was s.22 and had an ECG report done by EMT's

Thanks
Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 11, 2022 10:37 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22
information)

(not enough

Thank you, please contact the complainant to get an approximate age of gender of the patient. I cannot locate the requested records without these details.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 11, 2022 10:32 AM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22
information)

(not enough

Hi Kali

The s.22 patient was having ar.s.22 it is correct on the form but for some reason no in the email. For that one the and had an ECG report done by EMT's.
If you still need more info on the patient on that one I will send the request to the complainant.

Thanks
Christine

From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 11, 2022 9:57 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: RE: Requests of information - s.22
information)

(not enough

Thank you for your prompt response.

However, some additional information is still required to process these requests. Can you please confirm the patient demographic details for each event (age and gender) as well as the circumstances of the event? These crews worked multiple events near the time of service provided, and I need to narrow down the events.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: March 10, 2022 09:41 AM

To: records@bcehs.ca; EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>

Cc: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: RE: Requests of information - s.22

(not enough

information)

Hi Kali

I am getting a message that says that records@bcehs.ca is no longer valid so I have also included EHS patient care records

Please find attached a request for patient care documents request for an incident that occurred on s.22
s.22

Plesae let me know if you still require more informaiton .

Thank you.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 | Fax: 250-952-1222
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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 10, 2022 9:02 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Requests of information - s.22
information)

(not enough

Good morning,

I hope this message finds you well. I am contacting you today in response to your recent requests of information for the dates in the subject line. All three of these requests do not have enough information to run a search for records. Please resubmit your request forms with the specific location of the event, we cannot be sure we would be providing you with the correct records with only a municipality and an approximate time.

The updated forms can be sent to records@bcehs.ca for further processing.

If you have any questions or concerns, please let me know.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 422 of 564 to/à Page 425 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: March 20, 2022 7:05 AM
To: Make A Complaint HLTH:EX
Subject: Re: EMA concerns

s.22

From: Make A Complaint HLTH:EX
Sent: Friday, March 11, 2022 2:30:42 PM
To: s.22
Subject: RE: EMA concerns

Thank you ^{s.22} you sent in the ECG already, in order to get all the information from BCEHS, they required a bit more information on the patient.

Thank you for this additional information, I will submit and hopefully it is enough.

s.22

Christine

From: s.22
Sent: March 11, 2022 2:28 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Re: EMA concerns

s.22

From: Make A Complaint HLTH:EX
Sent: Friday, March 11, 2022 10:35:10 AM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: FW: EMA concerns

Hi s.22

Thank you for submitting your complaint. I need a little more information before I can move forward with this. Are you able to provide me with patient demographics ie., name, age, gender?

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: s.22
Sent: February 9, 2022 8:13 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: EMA concerns

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: May 24, 2022 8:25 AM
To: Make A Complaint HLTH:EX
Subject: RE: Requests of information -s.22 (not enough information)

Good morning,

The paramedics for s.22 were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: May 19, 2022 08:50 AM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>; EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22 (not enough information)

May I please have the names of the crew from s.22 please as per the attached ER.

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 11, 2022 3:04 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22
information)

(not enough

Thank you for that additional information. The records have been located.

The paramedics license numbers are as follows:

s.22

There are no EPOS records for this event.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 11, 2022 02:33 PM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Subject: RE: Requests of information -s.22
information)

[not enough

Hi Kali

I asked the complainant and they said the patient was s.22
ECG report done by EMT's

and had an

Thanks
Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 11, 2022 10:37 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information - s.22
information)

(not enough

Thank you, please contact the complainant to get an approximate age of gender of the patient. I cannot locate the requested records without these details.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 11, 2022 10:32 AM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22
information)

(not enough

Hi Kali

The s.22 patient was having an s.22 it is correct on the form but for some reason no in the email. For that one the and had an ECG report done by EMT's.
If you still need more info on the patient on that one I will send the request to the complainant.

Thanks
Christine

From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 11, 2022 9:57 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22
information)

(not enough

Thank you for your prompt response.

However, some additional information is still required to process these requests. Can you please confirm the patient demographic details for each event (age and gender) as well as the circumstances of the event? These crews worked multiple events near the time of service provided, and I need to narrow down the events.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: March 10, 2022 09:41 AM
To: records@bcehs.ca; EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Requests of information -s.22 (not enough information)

Hi Kali

I am getting a message that says that records@bcehs.ca is no longer valid so I have also included EHS patient care records

Please find attached a request for patient care documents request for an incident that occurred on s.22 s.22

Please let me know if you still require more information.

Thank you.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 | Fax: 250-952-1222
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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: March 10, 2022 9:02 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Requests of information - s.22
information)

(not enough

Good morning,

I hope this message finds you well. I am contacting you today in response to your recent requests of information for the dates in the subject line. All three of these requests do not have enough information to run a search for records. Please resubmit your request forms with the specific location of the event, we cannot be sure we would be providing you with the correct records with only a municipality and an approximate time.

The updated forms can be sent to records@bcehs.ca for further processing.

If you have any questions or concerns, please let me know.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |

Quality, Safety, Risk Management & Accreditation

BC Emergency Health Services

Provincial Health Services Authority

T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Creamer, Samantha HLTH:EX

From: s.22
Sent: July 27, 2022 6:46 PM
To: Make A Complaint HLTH:EX
Subject: Re: Complaint Form

Good evening Rajin,

The date of occurrence was the s.22 and the patient was transported to s.22
s.22

From: Make A Complaint HLTH:EX
Sent: July 26, 2022 10:19:31 AM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: RE: Complaint Form

Good Morning s.22

Please provide the date and time this incident occurred.

Which hospital was this patient transported to?

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
EMA Licensing Branch Complaints Website | EMA Code of Ethics

-----Original Message-----

From: s.22
Sent: July 17, 2022 5:02 PM
To: s.22 Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Complaint Form

Hello, please find attached a completed complaint form.

Page 434 of 564 to/à Page 435 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: July 29, 2022 9:29 AM
To: Make A Complaint HLTH:EX
Subject: Request of information - s.22
Attachments: s.22

Good morning,

Please find attached the requested information for s.22

The paramedics who attended the call were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Page 437 of 564 to/à Page 445 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: August 17, 2022 9:45 AM
To: Make A Complaint HLTH:EX
Subject: Request For Information s.22

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: August 19, 2022 3:01 AM
To: Make A Complaint HLTH:EX
Subject: RE: Request For Information s.22

s.22

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: August 18, 2022 3:31 PM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Request For Information s.22

Hello s.22

Hope you are having a good week.

I'm just sending you a quick reminder that your response is due tomorrow.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: July 29, 2022 3:35 PM

To: s.22

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Request For Information s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. **Please be advised that you are not the subject of this complaint but are contacted as a witness.**

Please provide your written response to my office by no later than **August 19, 2022** to makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: October 26, 2022 8:43 AM
To: Make A Complaint HLTH:EX
Subject: RE: Request of information - s.22

Good morning,

I will follow up with the area manager for this call and get back to you as soon as I have a response.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: October 26, 2022 08:37 AM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Request of information -s.22
Importance: High

Good Morning Kali,

Can you please provide me with the Occurrence Report?

Thanks
Rajin Parmar | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: July 29, 2022 9:29 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Request of information - s.22

Good morning,

Please find attached the requested information for s.22

The paramedics who attended the call were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |

Quality, Safety, Risk Management & Accreditation

BC Emergency Health Services

Provincial Health Services Authority

T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: October 28, 2022 8:19 AM
To: Make A Complaint HLTH:EX
Subject: RE: Request of information -s.22

Good morning,

I have been in contact with the area admin for the station that attended this call, and they have advised that no occurrence report was created.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: October 26, 2022 08:37 AM
To: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Request of information -s.22
Importance: High

Good Morning Kali,

Can you please provide me with the Occurrence Report?

Thanks

Rajin Parmar | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: July 29, 2022 9:29 AM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request of information -s.22

Good morning,

Please find attached the requested information for s.22

The paramedics who attended the call were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



• Respect People • Be Compassionate • Dare to Innovate • Cultivate Partnerships • Serve with Purpose

Creamer, Samantha HLTH:EX

From: s.22
Sent: August 13, 2022 6:35 AM
To: Make A Complaint HLTH:EX
Subject: RE: Complaint Form for ACP

s.22

-----Original Message-----

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: August 11, 2022 1:41 PM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Complaint Form for ACP

Good Afternoon,

Thank you for your submission.

I was reviewing the Complaint Form and want to confirm the following :

- 1) Date of Incident. When did this Occur? Please provide the month/day/year.
- 2) Approximately what time? On the Complaint Form you mentioned s.22 . is this correct?

Once I receive this information I can move forward with this Complaint Form.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222 EMA Licensing Branch Complaints

Website | EMA Code of Ethics

-----Original Message-----

From: s.22

Sent: July 17, 2022 5:03 PM

To: s.22

Subject: Complaint Form for ACP

Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Hello, please find attached a completed complaint form.

Page 455 of 564 to/à Page 456 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: August 31, 2022 1:46 PM
To: Make A Complaint HLTH:EX
Subject: Re: Request for Information s.22

s.22

From: Make A Complaint HLTH:EX
Sent: Wednesday, August 31, 2022 7:50 AM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: RE: Request for Information s.22

Good Morning,

s.22

However, can you provide any recollection as a witness in the complaint against this EMA?

What did you observe from this EMA during this incident?

If you can provide a summary about that, this would be greatly appreciated.

Thanks,

Rajin

From: s.22

Sent: August 26, 2022 1:44 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; s.22

Subject: Re: Request for Information s.22

s.22

From: Make A Complaint HLTH:EX

Sent: Monday, August 22, 2022 10:15:27 AM

To: s.22

Cc: Make A Complaint HLTH:EX

Subject: Request for Information s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. **Please be advised that you are not the subject of this complaint but are contacted as a witness.**

Please provide your written response to my office by no later than **September 12, 2022** to makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

Creamer, Samantha HLTH:EX

From: s.22
Sent: September 11, 2022 4:18 PM
To: Make A Complaint HLTH:EX
Subject: Re: Request for Information s.22
Attachments: s.22

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

s.22

On Sep 2, 2022, at 3:22 PM, Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca> wrote:

Good Afternoon,

I'm just sending you a quick follow up email about the upcoming due date of September 12, 2022.

Have a great long weekend.

Rajin

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: August 22, 2022 10:13 AM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request for Information s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. **Please be advised that you are not the subject of this complaint but are contacted as a witness.**

Please provide your written response to my office by no later than **September 12, 2022** to makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

Creamer, Samantha HLTH:EX

From: s.22
Sent: September 27, 2022 7:27 PM
To: Make A Complaint HLTH:EX
Subject: RE: FW: Request for Information s.22

s.22

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: September 27, 2022 11:44 AM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: FW: Request for Information s.22
Importance: High

Good Morning s.22

Have you had a chance to review the PCR to assist you with your statement?

If you have and would like to add to your initial statement, please do so as soon as possible.

If you have reviewed and have nothing to add to you statement, please let me know in writing.

We require that you fully cooperate during this process.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: September 21, 2022 3:18 PM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: FW: Request for Information s.22

Hi s.22

If you find the redacted PCR helpful, please expand on your statement . If not, I will use the statement you have already provided below.

Regards,

Rajin

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: September 20, 2022 7:50 AM
To: s.22
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: FW: Request for Information s.22

Good Morning s.22

I have attached the redacted PCR.

Would this help?

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: s.22

Sent: September 18, 2022 11:25 AM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Re: FW: Request for Information s.22

s.22

On Sep 13, 2022 at 07:56, <Make A Complaint HLTH:EX> wrote:

Good Morning s.22

I'm just following up with you regarding the email I sent to you on August 22.

Your written response was due yesterday.

You are required to submit this response . Please submit this today.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: August 22, 2022 10:20 AM

To: s.22

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Request for Information s.22

Please find attached correspondence from the EMA Licensing Board for a request for information.

The Board is gathering information on this call and would like to obtain your personal recollection of the events as you were present as a witness. A copy of the complaint is enclosed to help you with identifying the call. **Please be advised that you are not the subject of this complaint but are contacted as a witness.**

Please provide your written response to my office by no later than **September 12, 2022** to makeacomplaint@gov.bc.ca

The Board has not formed any conclusions or opinions with respect to the merits of the complaint.

The process is confidential. A person must not disclose any information or records that form part of the investigation of a complaint or an own motion investigation except for the purposes of complying with the objectives of the Act or the Board rules.

You may be interested in the Board's [complaint process](#) as well as [Emergency Medical Assistants Licensing Board's Rules for Complaints, Investigations and Discipline Hearings](#) to better explain the complaint process.

Please feel free to reach out to the EMA Licensing Branch in case you require any further information (such as patient care records) regarding this complaint.

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

Creamer, Samantha HLTH:EX

From: Morgan, Monica EHS:EX
Sent: September 7, 2022 9:43 AM
To: Make A Complaint HLTH:EX
Subject: EMLB - Scope of Practice Misconduct
Attachments: EMLB - Complaint.pdf

Categories: Complaint Registration form- initial complaint

Hello,

Please find attached a complaint document for an event that occurred on ^{s.22} . It was brought to my attention on September 3rd.

Thank you,

Monica Morgan MA PIA (She/Her/They)
Manager, Clinical Operations – Cowichan Valley District
BC Ambulance Service – BCEHS
Provincial Health Services Authority
2582 Lewis St.
Duncan, BC V9L 2Z1
Mobile - (250) 510-1971

Administrative Assistant
Victoria Morran Victoria.Morran@bcehs.ca 250-952-5903



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Page 466 of 564 to/à Page 467 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: September 6, 2022 11:10 AM
To: Make A Complaint HLTH:EX
Subject: Crew concern

Categories: Complaint Registration form- initial complaint

s.22

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: September 21, 2022 10:02 AM
To: EHS Patient Care Records EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: Request for Patient Care Records for an incident that occurred on s.22
Attachments: 2.Request for PCR BCEHS- PCR, EC, ER, Clinicall, EPOS, 911 audio,.pdf

Please find attached a request for patient care documents request for an incident that occurred on s.22

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS POLICE AND STATUTORY AUTHORITY REQUESTS ONLY

Personal information contained on this form is collected under the *Freedom of Information and Protection of Privacy Act* and will be used only for the purpose of responding to your request.

SEE PAGE 2 FOR INSTRUCTIONS BEFORE COMPLETING

PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

* AGENCY		
<input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health		
AGENCY DETACHMENT EMA Licensing Branch	AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Parmar	* REQUESTOR'S GIVEN NAME(S) Rajin	* BADGE # 172037
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC V8W 2G2		* POSTAL CODE
* EMAIL ADDRESS makeacomplaint@gov.bc.ca	* TELEPHONE 236-478-1397	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)		

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

* REASON FOR REQUEST For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or	* AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 33.1(I)
--	---

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

<input type="checkbox"/> PATIENT CARE REPORT ATTACHED	EVENT/DISPATCH # s.22	* DATE OF SERVICE s.22	* TIME OF SERVICE unknown
PATIENT'S LAST NAME	PATIENT'S GIVEN NAME(S) unknown(male)		PATIENT'S DATE OF BIRTH s.22
* LOCATION AMBULANCE ATTENDED s.22			
PARAMEDIC - DRIVER'S NAME / # s.22	PARAMEDIC - ATTENDANT'S NAME / # s.22	HOSPITAL TRANSPORTED TO unknown	

PART 4 RECORDS OR INFORMATION REQUESTED

<input checked="" type="checkbox"/> 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)
<input checked="" type="checkbox"/> PATIENT CARE REPORT - (sent by regular mail)
ADDITIONAL INFORMATION OR RECORDS SOUGHT Event Chronology, Event register, Occurrence Reports, Clinical, EPOS and 911 audio can be provided digitally, First Responder Report and any other information specific to this PCR. Please convert employee number to Surname/ First Name and licence number.

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: September 27, 2022 2:21 PM
To: Make A Complaint HLTH:EX
Cc: Butler, Janice EHS:EX; Price, Nicola EHS:EX
Subject: BCEHS Referral - s.22
Attachments: s.22 EMALB REFERRAL LETTER -s.22 - Final Draft 26-09.pdf

Sensitivity: Confidential

Categories: Complaint Registration form- initial complaint

Good Afternoon,

Please find attached letter regarding a practice concern relating s.22
s.22

Please let us know if you require any other information through our records office.

Thanks,

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice
150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 Office: 778-617-2503 | 📱 Cell: 604-968-5839

Email: Leon.baranowski@bcehs.ca | Twitter: @leonbaranowski



Executive Assistant – Maria Pastorin

📞 Office: 778-572-2500 | Email: Maria.Pastorin@bcehs.ca

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I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əmaʔ təməxʷ, səliwətaʔ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

Confidentiality notice: The information contained in this email is confidential and may be privileged. It is intended solely for the use of the designated addressee(s). Any unauthorized viewing, disclosure, copying, distribution or use of information contained in this email is prohibited and maybe unlawful.

If you have received this email in error, please reply to the sender immediately to inform them that you are not the intended recipient and delete the email from your computer system.

Thank you.

Page 473 of 564 to/à Page 474 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Make A Complaint HLTH:EX
Sent: October 4, 2022 3:31 PM
To: EHS Patient Care Records EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: Request for Patient Records for an Incident that occurred on ^{s.22}
Attachments: 2.Request for PCR BCEHS- PCR, EC, ER, Clinicall, EPOS, 911 audio,.pdf

Good Afternoon,

Please find attached a request for patient care documents request for an incident that occurred on ^{s.22}

Thanks

Rajin | a/Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 236-478-1397 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS POLICE AND STATUTORY AUTHORITY REQUESTS ONLY

Personal information contained on this form is collected under the *Freedom of Information and Protection of Privacy Act* and will be used only for the purpose of responding to your request.

SEE PAGE 2 FOR INSTRUCTIONS BEFORE COMPLETING

PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

* AGENCY			
<input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health			
AGENCY DETACHMENT EMA Licensing Branch		AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Parmar		* REQUESTOR'S GIVEN NAME(S) Rajin	* BADGE # 172037
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC V8W 2G2			* POSTAL CODE
* EMAIL ADDRESS makeacomplaint@gov.bc.ca		* TELEPHONE 236-478-1397	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)			

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

* REASON FOR REQUEST For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or	* AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 33.1(l) .
--	---

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

<input type="checkbox"/> PATIENT CARE REPORT ATTACHED.		EVENT/DISPATCH #	* DATE OF SERVICE s.22	* TIME OF SERVICE
PATIENT'S LAST NAME unknown		PATIENT'S GIVEN NAME(S) unknown		PATIENT'S DATE OF BIRTH
* LOCATION AMBULANCE ATTENDED s.22				
PARAMEDIC - DRIVER'S NAME / # s.22	PARAMEDIC - ATTENDANT'S NAME / # s.22		HOSPITAL TRANSPORTED TO unknown	

PART 4 RECORDS OR INFORMATION REQUESTED

<input checked="" type="checkbox"/> 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)
<input checked="" type="checkbox"/> PATIENT CARE REPORT - (sent by regular mail)
ADDITIONAL INFORMATION OR RECORDS SOUGHT Event Chronology, Event register, Occurrence Reports , Clinically, EPOS and 911 audio can be provided digitally, First Responder Report and any other information specific to this PCR. Please convert employee number to Surname/ First Name and licence number.

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

Creamer, Samantha HLTH:EX

From: Armour, Richard EHS:EX
Sent: December 9, 2021 2:09 PM
To: Make A Complaint HLTH:EX
Cc: Baranowski, Leon EHS:EX; Rockwell, Karen EHS:EX; Elliott, Jason EHS:EX; Wan, Wilson EHS:EX
Subject: s.22 - BCEHS/EMALB Referral
Attachments: EMALB Referral Letter.pdf

Categories: Complaint Registration form- initial complaint

Good afternoon,

Please find attached a letter of complaint/referral from BCEHS regarding a licensed Primary Care Paramedic in our employment.

Should you require further information regarding the assessments, supports, development plans or competency assessments which have led to this referral, please contact our risk team with a formal request for information.

With best wishes,

Richard Armour *BParamedPrac, MSc, MParamedicine (Critical Care), AACPara*

I/ Paramedic Practice Leader

BC Emergency Health Services

Cell: (604) 220-4207 | **Email:** richard.armour@bcehs.ca



Recent Publications

I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əmaʔt̓ təməxʷ, səliłwətaʔt̓ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

Page 479 of 564 to/à Page 480 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Armour, Richard EHS:EX
Sent: December 13, 2021 9:42 AM
To: Make A Complaint HLTH:EX
Cc: Baranowski, Leon EHS:EX; Rockwell, Karen EHS:EX; Elliott, Jason EHS:EX; Wan, Wilson EHS:EX
Subject: RE: s.22 - BCEHS/EMALB Referral

Categories: Complaint Registration form- initial complaint

Good morning Tabitha,

The initial complaint to BCEHS was related to two events s.22
s.22

Best wishes,

Richard Armour *BParamedPrac, MSc, MParamedicine (Critical Care), AACPara*

I/ Paramedic Practice Leader

BC Emergency Health Services

Cell: (604) 220-4207 | **Email:** richard.armour@bcehs.ca



Recent Publications

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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: December 9, 2021 2:27 PM
To: Armour, Richard EHS:EX <Richard.Armour@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Rockwell, Karen EHS:EX <Karen.Rockwell@bcehs.ca>; Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>; Wan, Wilson EHS:EX <Wilson.Wan@bcehs.ca>
Subject: RE: s.22 - BCEHS/EMALB Referral

Hi Richard,

Just want to confirm this was one incident that occurred?

In order to obtain more information from the risk management team they require the date/time/location/event number the incident occurred, would you be able to provide that information?

Thank you.

Tabitha | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)



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From: Armour, Richard EHS:EX <Richard.Armour@bcehs.ca>
Sent: December 9, 2021 2:09 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Rockwell, Karen EHS:EX <Karen.Rockwell@bcehs.ca>; Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>; Wan, Wilson EHS:EX <Wilson.Wan@bcehs.ca>
Subject: s.22 - BCEHS/EMALB Referral

Good afternoon,

Please find attached a letter of complaint/referral from BCEHS regarding a licensed Primary Care Paramedic in our employment.

Should you require further information regarding the assessments, supports, development plans or competency assessments which have led to this referral, please contact our risk team with a formal request for information.

With best wishes,

Richard Armour *BPParamedPrac, MSc, MPParamedicine (Critical Care), AACPara*

I/ Paramedic Practice Leader

BC Emergency Health Services

Cell: (604) 220-4207 | **Email:** richard.armour@bcehs.ca



[Recent Publications](#)

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Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: December 17, 2021 10:07 AM
To: Make A Complaint HLTH:EX
Subject: Request of information -s.22
Attachments: s.22

Categories: Patient Records BCEHS

Good morning,

Please find attached the requested information for an event which took place on s.22

The paramedics who attended both scenes were:

s.22

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: August 26, 2022 7:49 AM
To: Baranowski, Leon EHS:EX; Make A Complaint HLTH:EX; Butler, Janice EHS:EX
Cc: Johnson, Eugene HLTH:EX
Subject: RE: s.22

Hi Leon

Thank you so much 😊

Cheers,
Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: August 25, 2022 4:05 PM
To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Hi Christine,

Adding in @Butler, Janice EHS:EX as she has been working with her team on the information,

Thanks,

Leon

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: August 25, 2022 9:10 AM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: RE: s.22

Good morning

I am just following up on the request below 😊

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: August 2, 2022 12:34 PM

To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: RE:s.22

Hi Christine,

Thanks for this. I will follow up with the team.

Thanks,

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 Office: 778-617-2503 | 📱 Cell: 604-968-5839

Email: Leon.baranowski@bcehs.ca | Twitter: @leonbaranowski

BCEHS | BC Emergency
Provincial Health Services Authority
Health Services

Executive Assistant – Maria Pastorin

📞 Office: 778-572-2500 | Email: Maria.Pastorin@bcehs.ca

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Confidentiality notice: The information contained in this email is confidential and may be privileged. It is intended solely for the use of the designated addressee(s). Any unauthorized viewing, disclosure, copying, distribution or use of information contained in this email is prohibited and maybe unlawful.

If you have received this email in error, please reply to the sender immediately to inform them that you are not the intended recipient and delete the email from your computer system.

Thank you.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Sent: July 28, 2022 3:29 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: s.22

Hi Leon

As per our discussion today, there were 2 complaints against s.22

s.22

s.22 I did request the investigation report and educational assessment for s.22 on May 15, 2022, but I have not yet had a response.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Armour, Richard EHS:EX
Sent: March 10, 2022 8:28 AM
To: Make A Complaint HLTH:EX
Cc: Baranowski, Leon EHS:EX; Christian, Michael EHS:EX; Price, Nicola EHS:EX; Elliott, Jason EHS:EX
Subject: s.22 - EMA Referral
Attachments: s.22 EMA Referral Letter.pdf

Categories: Complaint Registration form- initial complaint

Good afternoon,

Please find attached a letter of complaint/referral from BCEHS regarding a licensed Advanced Care Paramedic in our employment.

Should you require further information regarding the assessments, supports, development plans or competency assessments which have led to this referral, please contact our risk team with a formal request for information.

With best wishes,

Richard Armour *BParamedPrac, MSc, MParamedicine (Critical Care), AACPara*

I/ Paramedic Practice Leader

BC Emergency Health Services

Cell: (604) 220-4207 | **Email:** richard.armour@bcehs.ca



Recent Publications

Please note my last day of full-time work with BCEHS is April 1st

I acknowledge that I live, play and work on the traditional, ancestral and unceded territories of the šxʷməθkʷəy̓əmaʔt̓ təməxʷ, səliłwətaʔt̓ təməxʷ, S'ólh Téméxw and Skwxwú7mesh-ulh Temíxw.

Page 501 of 564 to/à Page 502 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Stonehouse, Kali EHS:EX
Sent: June 1, 2022 12:11 PM
To: Elliott, Jason EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: FW: Request for development plans, competency framework and case reviews on ^{s.22}
Attachments: 1. ^{s.22} EMA Referral Letter.pdf; 2. Request for patient care documents- Incident date.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon Jason,

I inquired with James about how to process this request, and he advised that I was to send it to you for follow up as this goes beyond a standard statutory authority request.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: May 26, 2022 10:44 AM
To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request for development plans, competency framework and case reviews on ^{s.22}

Please find attached a request for any development plans, competency framework documents and case reviews that pertain to ^{s.22} that led BCEHS to have concerns about ^{s.22} ability to practice at an ACP level. Please also find attached a letter from Richard Armour.

Thank you.
Board Officer, Emergency Medical Assistants Licensing Branch



Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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APPLICATION FOR THE RELEASE OF PATIENT CARE RECORDS

POLICE AND STATUTORY AUTHORITY REQUESTS ONLY

Personal information contained on this form is collected under the *Freedom of Information and Protection of Privacy Act* and will be used only for the purpose of responding to your request.

SEE PAGE 2 FOR INSTRUCTIONS BEFORE COMPLETING

PART 1 REQUESTOR DETAILS - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

* AGENCY <input type="checkbox"/> POLICE <input type="checkbox"/> CORONER <input type="checkbox"/> CROWN COUNSEL <input checked="" type="checkbox"/> OTHER Ministry of Health			
AGENCY DETACHMENT EMA Licensing Branch		AGENCY UNIT Victoria	* AGENCY FILE NO. s.22
* REQUESTOR'S LAST NAME Flamand		* REQUESTOR'S GIVEN NAME(S) Christine	* BADGE # s.22
* MAILING ADDRESS, (STREET #, CITY, PROVINCE) 1405 Douglas, 5th Floor Victoria BC			* POSTAL CODE V8W 2G2
* EMAIL ADDRESS makeacomplaint@gov.bc.ca		* TELEPHONE 778-974-6260	* FAX (250) 952-1222
<input type="checkbox"/> * LETTERHEAD IDENTIFICATION INCLUDED (PLEASE SEE INSTRUCTIONS)			

PART 2 - COMPLETION OF THIS SECTION IS MANDATORY

* REASON FOR REQUEST For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or	* AUTHORIZING STATUTE AND SECTION NUMBER OF INVESTIGATION FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 33.1(l) .
--	---

PART 3 PATIENT AND EVENT INFORMATION - FIELDS MARKED WITH AN ASTERISK (*) REQUIRE MANDATORY COMPLETION

<input type="checkbox"/> PATIENT CARE REPORT ATTACHED		EVENT/DISPATCH #	* DATE OF SERVICE	* TIME OF SERVICE
PATIENT'S LAST NAME		PATIENT'S GIVEN NAME(S)		PATIENT'S DATE OF BIRTH
* LOCATION AMBULANCE ATTENDED				
PARAMEDIC - DRIVER'S NAME / #		PARAMEDIC - ATTENDANT'S NAME / #		HOSPITAL TRANSPORTED TO

PART 4 RECORDS OR INFORMATION REQUESTED

<input type="checkbox"/> 911 AUDIO RECORDING - CD/DVD COPY - (sent by regular mail)	
<input checked="" type="checkbox"/> PATIENT CARE REPORT - (sent by regular mail)	
ADDITIONAL INFORMATION OR RECORDS SOUGHT I received a letter from Richard Armour in regards to BCEHS's concerns of ACP , s.22 development plan, competency framework and case reviews that led you to have concerns over s.22 an ACP Level.	
Please provide the practicing at	

INSTRUCTIONS

Fill out the application form completely.
Missing or incorrect information will delay processing and disclosure.

Certain statutory authorities must also include the following:

- **ICBC Special Investigation Unit officers** must include a copy of their letter of appointment as a special constable.
- **WorkSafeBC Investigators** must include a copy of their identification card.
- **Ministry of Children and Family Development social workers** must provide a copy of their letter of delegation under s. 96 of the *Child, Family and Community Service Act*.
- **Coroners** must include a copy of an Order to Seize.

Requestors conducting an investigation on behalf of another agency (e.g. police on behalf of the coroner) must provide a letter from the agency verifying on whose behalf the investigation is being conducted.

Once completed, please return to the following address:

BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria BC V8W 9P1

FAX: 250.953.3119
PHONE: 250.356.2113
WEB: <http://www.bcehs.ca/health-info/patient-care-records/request-your-patient-care-record>
EMAIL: patientrecords@bcehs.ca

Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: July 21, 2022 2:39 PM
To: Make A Complaint HLTH:EX
Subject: RE: Request for development plans, competency framework and case reviews on s.22
Attachments: s.22 ACP Orientation Development Plan (V2).pdf; s.22 ACP Orientation Development Plan (V3).docx; s.22 ACP Orientation Cohort 2021-03 - all documentations.pdf

Hi Christine I seem to have missed this one!!

Files attached.

Regards,

Jason

**Jason Elliott (he/him) | I/Director, Risk Management |
Quality, Safety, Risk Management & Accreditation**
BC Emergency Health Services
Provincial Health Services Authority
M: 604- 812-3075 | **W:** 604- 775-1741 | **E:** jason.elliott@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: June 7, 2022 11:01 AM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Request for development plans, competency framework and case reviews on s.22

Hi Jason

Are you able to help me out with this request?

Thanks
Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

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From: Stonehouse, Kali EHS:EX <Kali.Stonehouse@bcehs.ca>
Sent: June 1, 2022 12:11 PM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: Request for development plans, competency framework and case reviews on s.22

Good afternoon Jason,

I inquired with James about how to process this request, and he advised that I was to send it to you for follow up as this goes beyond a standard statutory authority request.

Cheers,

Kali Stonehouse (they / them) | Release of Information Analyst |
Quality, Safety, Risk Management & Accreditation
BC Emergency Health Services
Provincial Health Services Authority
T: (236) 478-2454 | E: kali.stonehouse@bcehs.ca



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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: May 26, 2022 10:44 AM
To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Request for development plans, competency framework and case reviews on s.22

Please find attached a request for any development plans, competency framework documents and case reviews that pertain to s.22 that led BCEHS to have concerns about s.22 ability to practice at an ACP level. Please also find attached a letter from Richard Armour.

Thank you.

Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
PO Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 250-952-1502 | Fax: 250-952-1222
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Creamer, Samantha HLTH:EX

From: Deakin, Jonathan EHS:EX
Sent: June 17, 2022 9:10 AM
To: Make A Complaint HLTH:EX
Cc: Hanna, Stephanie EHS:EX; Elliott, Jason EHS:EX
Subject: Schedule 3 Violations
Attachments: EMALB Referral_s.22 .docx

Categories: Christine

To whom it may concern,

Please see the attached letter regarding multiple schedule 3 violations involving a former BCEHS employee. Feel free to contact me if you have any questions.

Regards,

Jon Deakin
Paramedic Practice Leader | Clinical & Professional Practice
M:250-889-6895 | Office:250-952-1819
Jenna Sue-Wong – Administrative Assistant
E: jenna.suewong@bcehs.ca



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Page 511 of 564 to/à Page 512 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: August 26, 2022 7:48 AM
To: Baranowski, Leon EHS:EX; EHS Patient Care Records EHS:EX; Butler, Janice EHS:EX
Cc: Make A Complaint HLTH:EX
Subject: RE: Investigation and HR reports

Hi Leon,

Thank you so much 😊

Cheers,

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: August 25, 2022 4:05 PM
To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>; EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>; Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Investigation and HR reports

Hi Christine,

Adding in @Butler, Janice EHS:EX as she has been working with her team on the information,

Thanks,

Leon

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: August 25, 2022 9:08 AM
To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Investigation and HR reports

Good morning

I am just following up on the request below.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: July 29, 2022 2:29 PM

To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>

Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Investigation and HR reports

Good afternoon,

We received a letter from Jon Deakin in regard to s.22 conduct. Please find attached a request for the BCEHS Investigation and HR Reports.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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Creamer, Samantha HLTH:EX

From: Flamand, Christine L HLTH:EX
Sent: July 28, 2022 3:52 PM
To: Baranowski, Leon EHS:EX
Subject: RE:s.22

Yes I will look at it tomorrow and send in a request for information to EHS patient care records and cc you.

Thank you for all your help with these 😊

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: July 28, 2022 3:51 PM
To: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Subject: RE: s.22

Thanks Christine.

How do you want to approach this one?

Would you like to start our revised process with this and requesting info?

Cheers,

Leon

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: July 28, 2022 3:48 PM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Subject: RE:s.22

My apologies Leon

I did find the ^{s.22} letter it was put in the wrong spot.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
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From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: July 28, 2022 3:43 PM
To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>
Subject: s.22

Hi Leon

We have not received a letter regarding s.22 yet please resend it to me.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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Creamer, Samantha HLTH:EX

From: Woolley, Stuart EHS:EX
Sent: June 17, 2022 9:29 AM
To: Make A Complaint HLTH:EX
Subject: RE: BCHES Referral

Hello Christine,

Apologies for the late response,

I'm not able to provide that information directly, it will need to be requested via records.

For our Risk managers – the best contact will be Jason Elliott, Director of Risk Management – Jason.elliott@bcehs.ca

Apologies I can't help more on this,

Kindest regards,

Stuart

Stuart Woolley *FdSci, DipHe, PGCert, MCPara, ACP*
Paramedic Practice Leader | Clinical & Professional Practice
BC Emergency Health Services, Clinical and Medical Programs
150 – 2955 Virtual Way, Vancouver BC V5M 4X6
📞 **Office:** 778-405-3042 | 📱 **Cell:** 604-812-2897
Email: Stuart.Woolley@bcehs.ca | **Twitter:** @Northernmedic



Administrative Assistant – Jenna Sue-Wong
Email: Jenna.suewong@bcehs.ca

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I acknowledge that I live and work on the traditional, ancestral and unceded territories of the Sto:Lo, Katzie, Squamish and Tsleil-Wututh Nations.

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: June 15, 2022 11:30 AM
To: Woolley, Stuart EHS:EX <Stuart.Woolley@bcehs.ca>
Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: FW: BCHES Referral
Importance: High

Hi Stuart

I just have a couple questions for you. First – What action if any has BCEHS taken in regards to ^{s.22} Second – How do I get in touch with your risk team?

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health
Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1
Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222
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From: Woolley, Stuart EHS:EX <Stuart.Woolley@bcehs.ca>
Sent: June 2, 2022 1:22 PM
To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>; DeRuiter, David EHS:EX <David.DeRuiter@bcehs.ca>
Subject: BCHES Referral
Importance: High

Dear EMALB,

Following an internal BCEHS investigation, with respect to conduct concerns of a Primary Care Paramedic and following a file review from Clinical & Medical Programs, I am referring the complaint to yourself for consideration.

Please see the attached letter with information.

Kindest regards,

Stuart Woolley

Stuart Woolley *FdSci, DipHe, PGCert, MCPara, ACP*
Paramedic Practice Leader | Clinical & Professional Practice
BC Emergency Health Services, Clinical and Medical Programs
150 – 2955 Virtual Way, Vancouver BC V5M 4X6
📞 **Office:** 778-405-3042 | 📱 **Cell:** 604-812-2897
Email: Stuart.Woolley@bcehs.ca | **Twitter:** @Northernmedic



Administrative Assistant – Janessa Tom

📞 **Office:** 236 468-1411 | **Email:** Janessa.Tom@bcehs.ca

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Page 520 of 564 to/à Page 521 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: June 17, 2022 10:50 AM
To: Flamand, Christine L HLTH:EX; EHS Patient Care Records EHS:EX
Cc: Johnson, Eugene HLTH:EX; Make A Complaint HLTH:EX
Subject: RE: Information regarding BCEHS referral letter
Attachments: s.22 .pdf

Categories: Christine

Hi Cristine,

The information release is co-ordinated through our records release office where you normally request Patient Care records and the like. In this way you can get the information you require starting with the normal application process. For this request, I'll forward on and start the ball rolling.

@EHS Patient Care Records EHS:EX please process the attached. The information is a little specialised so you will, no doubt be sending it to me to get the information.

Regards,

Jason

**Jason Elliott (he/him) | I/Director, Risk Management |
Quality, Safety, Risk Management & Accreditation**
BC Emergency Health Services
Provincial Health Services Authority
M: 604- 812-3075 | **W:** 604- 775-1741 | **E:** jason.elliott@bcehs.ca



Theresa Bazin
Executive Assistant | Quality, Safety, Risk Management and Accreditation
T. 778.974.3229 | E. Theresa.Bazin@bcehs.ca

I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: June 17, 2022 10:06 AM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Information regarding BCEHS referral letter

Hello Jason,

I received a letter from Stuart regarding PCP s.22 , please see the attached letter. Stuart mentioned to me in an email that I should reach out to you with the questions I had below.

1. I was wondering if you could tell me what action if any has already been taken in regards to s.22
2. If I have other letters from BCEHS, in regards to complaints about EMA's where BCEHS has already done an investigation, are you the person I should request this information from, for our Board to review?

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

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Creamer, Samantha HLTH:EX

From: Baranowski, Leon EHS:EX
Sent: August 2, 2022 12:40 PM
To: Flamand, Christine L HLTH:EX
Cc: Make A Complaint HLTH:EX; Johnson, Eugene HLTH:EX
Subject: RE: s.22

Categories: Christine

Hi Christine,

Thanks for this,

We will follow up.

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice
150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 **Office:** 778-617-2503 | 📱 **Cell:** 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** @leonbaranowski



Executive Assistant – Maria Pastorin

📞 **Office:** 778-572-2500 | **Email:** Maria.Pastorin@bcehs.ca

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Thank you.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Sent: July 28, 2022 3:41 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>; Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>

Subject: s.22

Hi Leon

On June 2, 2022, I received a letter regarding s.22 from Stuart Woolley. ON June 17th, Mr Woolley told me to reach out to Jason Elliott for assistance. On June 17, 2022, I reached out to Mr. Elliott and on July 21, 2022, I sent a follow up email to Mr. Elliott. I have not received a response form BCEHS yet.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

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Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: October 20, 2022 2:38 PM
To: Flamand, Christine L HLTH:EX
Subject: RE: Information regarding BCEHS referral letter
Attachments: s.22 Blackline.pdf

Hi Christine,

We finally have a process in hand for these files. Apologies for the delay. Attached is the information you were looking for regarding this file. As you appreciate, third party information that does not relate to s.22 conduct has been redacted.

Best Regards,

Jason

**Jason Elliott (he/him) | Leader, Policy, Records Release & Risk Management |
Clinical Governance and Professional Practice**

BC Emergency Health Services

& Provincial Health Services Authority

M: 604- 812-3075 | W: 604- 775-1741 | E: jason.elliott@bcehs.ca



I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Sent: June 17, 2022 10:06 AM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Cc: Johnson, Eugene HLTH:EX <Eugene.Johnson@gov.bc.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: Information regarding BCEHS referral letter

Hello Jason,

I received a letter from Stuart regarding PCP^{s.22} please see the attached letter. Stuart mentioned to me in an email that I should reach out to you with the questions I had below.

1. I was wondering if you could tell me what action if any has already been taken in regards to s.22
2. If I have other letters from BCEHS, in regards to complaints about EMA's where BCEHS has already done an investigation, are you the person I should request this information from, for our Board to review?

Thanks

Christine | a/Board Officer, Emergency Medical Assistants Licencing Branch

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Page 528 of 564 to/à Page 535 of 564

Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: August 17, 2022 2:07 PM
To: Make A Complaint HLTH:EX
Subject: Complaint Registration Form
Attachments: Complaint Registration EMALB.pdf

Categories: Complaint Registration form- initial complaint

s.22

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Withheld pursuant to/removed as

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: October 5, 2022 1:00 PM
To: Flamand, Christine L HLTH:EX
Cc: Make A Complaint HLTH:EX
Subject: Re: Complaint Registration Form

s.22

From: s.22
Sent: October 5, 2022 12:49:55 PM
To: Flamand, Christine L HLTH:EX
Cc: Make A Complaint HLTH:EX
Subject: Re: Complaint Registration Form

s.22

From: Flamand, Christine L HLTH:EX
Sent: October 4, 2022 2:37:40 PM
To: s.22
Cc: Make A Complaint HLTH:EX
Subject: RE: Complaint Registration Form

Hi s.22

Are you able to pin down a specific date or patient for me so I can obtain more information for this case?

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca<<mailto:makeacomplaint@gov.bc.ca>> | Phone: 778-974-6260 Fax: 250-952-1222

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From: s.22

Sent: August 17, 2022 2:07 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Complaint Registration Form

s.22

Creamer, Samantha HLTH:EX

From: s.22
Sent: October 14, 2022 10:45 AM
To: Make A Complaint HLTH:EX
Subject: Complaint
Attachments: s.22

Categories: Complaint Registration form- initial complaint

s.22

Page 542 of 564 to/à Page 543 of 564

Withheld pursuant to/removed as

s.22

From: Baranowski, Leon EHS:EX
Sent: August 2, 2022 1:21 PM
To: Make A Complaint HLTH:EX
Cc: Butler, Janice EHS:EX; Flamand, Christine L HLTH:EX; Hanna, Stephanie EHS:EX
Subject: BCEHS s.22 Referral - Resend
Attachments: s.22 EMALB.pdf

HI Make a Complaint team.

Please find attached letter regarding s.22 and conversation. and a BCEHS complaint from May 2021. Resending as part of our audit

Christine/Jan/Stephanie – For awareness and follow up once EMALB requests information,

Thanks.

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His
Director | Clinical & Professional Practice
 BC Emergency Health Services, Clinical Governance & Professional Practice
 150 – 2955 Virtual Way, Vancouver BC V5M 4X6
Office: 778-617-2503 | **Cell:** 604-968-5839

Email: Leon.baranowski@bcehs.ca | **Twitter:** [@leonbaranowski](https://twitter.com/leonbaranowski)



Executive Assistant – Maria Pastorin

📞 Office: 778-572-2500 | Email: Maria.Pastorin@bcehs.ca

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your computer system.
Thank you.

Page 545 of 564

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s.22

Creamer, Samantha HLTH:EX

From: Hanna, Stephanie EHS:EX
Sent: August 2, 2022 9:42 PM
To: Baranowski, Leon EHS:EX; Flamand, Christine L HLTH:EX
Cc: Butler, Janice EHS:EX; Make A Complaint HLTH:EX
Subject: RE: BCEHS^{s.22} Referral - Resend

Hello,

Yes, I can confirm that the employee is ^{s.22}

Many thanks,

S

Stephanie Hanna (she/her/hers)
I/HR Manager, BCEHS
PHSA Human Resources
Cell: 778-873-2569
Stephanie.Hanna@bcehs.ca

I acknowledge that my place of work is within the unceded traditional territory of the Snunymuxw First Nation.



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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Sent: August 2, 2022 2:10 PM
To: Hanna, Stephanie EHS:EX <Stephanie.Hanna@bcehs.ca>; Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>
Cc: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: BCEHS^{s.22} Referral - Resend

Hi Christine,

@Hanna, Stephanie EHS:EX will be able to confirm. My understanding is that it is ^{s.22} and the initial letter was spelt incorrectly.

Thanks,

Leon

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: August 2, 2022 1:37 PM

To: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>; Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>;

Hanna, Stephanie EHS:EX <Stephanie.Hanna@bcehs.ca>

Subject: RE: BCEHS s.22 Referral - Resend

Hi Leon

Would you please confirm if the spelling of s.22 first name is correct? I have a s.22 in our system but not a s.22 and thus far there are no complaints against a s.22

Thanks

Christine | Board Officer, Emergency Medical Assistants Licensing Branch
Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

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From: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Sent: August 2, 2022 1:21 PM

To: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Cc: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>; Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>;

Hanna, Stephanie EHS:EX <Stephanie.Hanna@bcehs.ca>

Subject: BCEHS s.22 Referral - Resend

Hi Make a Complaint team,

Please find attached letter regarding s.22 and a BCEHS complaint from May 2021. Resending as part of our audit and conversation.

Christine/Jan/Stephanie – For awareness and follow up once EMALB requests information,

Thanks,

Leon Baranowski, MSc, MEd, FHEA, MCPARA, ACP - He/Him/His

Director | Clinical & Professional Practice

BC Emergency Health Services, Clinical Governance & Professional Practice

150 – 2955 Virtual Way, Vancouver BC V5M 4X6

📞 Office: 778-617-2503 | 📱 Cell: 604-968-5839

Email: Leon.baranowski@bcehs.ca | Twitter: @leonbaranowski

BCEHS | BC Emergency
Health Services
Provincial Health Services Authority

Executive Assistant – Maria Pastorin

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Thank you.

Creamer, Samantha HLTH:EX

From: Elliott, Jason EHS:EX
Sent: November 3, 2022 1:14 PM
To: Make A Complaint HLTH:EX
Subject: RE: Request for Investigation information/materials - s.22
Attachments: s.22 Blackline Records.pdf

Hi Christine,

Investigation file for s.22 as requested.

This should just leave s.22 now, but please let me know if there are others!

Regards,

Jason

**Jason Elliott (he/him) | Leader, Policy, Records Release & Risk Management |
Clinical Governance and Professional Practice**

BC Emergency Health Services

& Provincial Health Services Authority

M: 604- 812-3075 | W: 604- 775-1741 | E: jason.elliott@bcehs.ca



I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Sent: October 21, 2022 12:41 PM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>; Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Subject: RE: Request for Investigation information/materials - s.22

I really appreciate the update everyone 😊

Jason no need to apologize, we will hopefully move forward together as a well-oiled machine (BCEHS & EMALB).

Have a wonderful weekend everyone 😊

Christine

From: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>
Sent: October 21, 2022 12:16 PM
To: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Subject: RE: Request for Investigation information/materials -s.22

Hi Christine,

Not to worry, I think I have everything now for^{s.22} (with my colleagues for review). Below is a table with the files I've handled in the last few weeks, if you could just confirm if you are awaiting any more that are not on the list and I will process those immediately so we can move forward with a clean slate!

As we have an agreed process now, I do not anticipate these files, or any new files, stalling, but if they do, please reach out to me as I will be handling all these requests personally from here on! Apologies again for the lengthy delays – the problems sit (sat) firmly in my camp.

File Name	Status
s.22	Have Material - File with FOI for review (expected soon)
	Have Material - File with FOI for review (expected soon)
	Have (uncorrupted) Material - File with FOI for review (expected soon)
	Material with EMALB – File Closed
	Material with EMALB – File Closed
	Material with EMALB – File Closed

Have a great weekend,

Jason

**Jason Elliott (he/him) | Leader, Policy, Records Release & Risk Management |
Clinical Governance and Professional Practice**

BC Emergency Health Services

& Provincial Health Services Authority

M: 604- 812-3075 | W: 604- 775-1741 | E: jason.elliott@bcehs.ca



I acknowledge that I work on the traditional, ancestral and unceded territories of the First Peoples of this land we now call British Columbia, and I thank the Quw'utsun First Nation whose wise, gentle stewardship has allowed the land I settled on in Duncan to flourish for millenia.

From: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>
Sent: October 21, 2022 11:57 AM
To: Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>; Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>
Cc: Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>
Subject: RE: Request for Investigation information/materials -s.22

Thanks, Christine – looks like we have a process hiccup on this end.

Bear with me and we'll get it sorted out.

Cheers

Jan

From: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Sent: October 21, 2022 9:53 AM

To: Butler, Janice EHS:EX <Janice.Butler@bcehs.ca>; Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>; Elliott, Jason EHS:EX <Jason.Elliott@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: FW: Request for Investigation information/materials - s.22

Hi Jan

Here is the original request as per my conversation with Leon back in Sept. I also added two emails from August from Leon that included yourself and Stephanie Hannah, that includes a copy of the original letter sent into us.

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

Email: makeacomplaint@gov.bc.ca | Phone: 778-974-6260 Fax: 250-952-1222

[EMA Licensing Branch Complaints Website](#) | [EMA Code of Ethics](#)

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From: Flamand, Christine L HLTH:EX <Christine.Flamand@gov.bc.ca>

Sent: September 16, 2022 10:57 AM

To: EHS Patient Care Records EHS:EX <patientrecords@bcehs.ca>; Baranowski, Leon EHS:EX <Leon.Baranowski@bcehs.ca>

Cc: Make A Complaint HLTH:EX <makeacomplaint@gov.bc.ca>

Subject: Request for Investigation information/materials - s.22

Good morning

Please find my request for BCEHS investigation materials in regard to s.22

Thanks

Christine | Board Officer, Emergency Medical Assistants Licencing Branch

Ministry of Health

Po Box 9625 Stn Prov Govt, Victoria BC V8W 9P1

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Withheld pursuant to/removed as

s.22