

AMPDS - ProQA 11.3		Resource Allocation Plan				Additional Resource
Complaint	Type	Response Mode	Queueable	EHSC Resource	First responder	
Abdominal pain						
Males <15	01O1	N/A		NL		
Females < 12	01O2	N/A		NL		
Override	01A0	Cold	Queue	BLS		
Abdominal pain	01A1	Cold	Queue	BLS		
Override	01C0	HOT		BLS		
Fainting or near fainting \geq 50	01C1	HOT		BLS		
Female, fainting (12-50 years)	01C2	HOT		BLS		
Male, pain above navel \geq 35 years	01C3	HOT		BLS		ALS for 12 Lead
Female, pain above navel \geq 45 years	01C4	HOT		BLS		ALS for 12 Lead
Override	01D0	HOT		HLA	YES	
Not alert	01D1	HOT		HLA	YES	
ALLERGIES / HIVES / STINGS						
No SOB or swallowing problem symptoms > 1hr	02O1	N/A		NL		
Spider bite (no previous reaction history)	02O2	N/A		NL		
Override	02A0	Cold	Queue	BLS		
No SOB or swallowing problem symptoms < 1hr	02A1	Cold	Queue	BLS		
Spider bite (previous reaction history)	02A2	Cold	Queue	BLS		
Override	02B0	Cold		BLS		
Unknown status - 3rd Party caller	02B1	HOT		BLS		
Override	02C0	HOT		BLS		
Special medications or injections used	02C1	HOT		BLS		
Difficulty breathing or swallowing	02C2	HOT		BLS	YES	
Override	02D0	HOT		HLA	YES	
Severe respiratory distress	02D1	HOT		HLA	YES	
Not alert	02D2	HOT		HLA	YES	
Condition worsening	02D3	HOT		HLA	YES	
Swarming attack (bee, wasp, etc.)	02D4	HOT		HLA	YES	
Snake bite	02D5	HOT		HLA	YES	
Override	02E0	HOT		HLA	YES	
Ineffective breathing	02E1	HOT		HLA	YES	
ANIMAL BITES						
Not dangerous distal body area	03O1	N/A		NL		
Non-recent injuries (\geq 6 hours)	03O2	N/A		NL		
Superficial bites	03O3	N/A		NL		
Override	03A0	Cold	Queue	BLS		
Not dangerous proximal body area	03A1	Cold	Queue	BLS		
Non-recent injuries (\geq 6hrs)	03A2	Cold	Queue	BLS		
Superficial bites	03A3	Cold	Queue	BLS		
Override	03B0	Cold		BLS		
Possibly dangerous body area	03B1	HOT		BLS	YES	
Serious haemorrhage	03B2	HOT		BLS	YES	
Unknown status - 3rd party caller	03B3	Cold		BLS		
Override	03D0	HOT		HLA	YES	
Unconscious or arrest	03D1	HOT		HLA	YES	
Not alert	03D2	HOT		HLA	YES	
Dangerous Body Area	03D3	HOT		HLA	YES	
Large animal	03D4	HOT		HLA	YES	
Exotic animal	03D5	HOT		HLA	YES	
Attack, or Multiple animals	03D6	HOT		HLA	YES	Police, Animal Control
ASSAULT						
Not dangerous distal body area	04O1A	N/A		NL		
Not recent injuries (\geq 6 hrs) to distal body area	04O2A	N/A		NL		

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Override	04A0A	Cold	Queue	BLS		
Not dangerous body area	04A1A	Cold	Queue	BLS		
Not recent injuries (≥ 6 hrs)	04A2A	Cold	Queue	BLS		
Override	04B0A	Cold		BLS		
Possibly dangerous body area	04B1A	HOT		BLS	YES	Police
Serious haemorrhage	04B2A	HOT		BLS	YES	Police
Unknown status (3rd party caller)	04B3A	Cold		BLS		
Override	04D0A	HOT		HLA	YES	Police
Unconscious, or arrest	04D1A	HOT		HLA	YES	Police
Not alert	04D2A	HOT		BLS	YES	Police
Abnormal breathing	04D3A	HOT		BLS	YES	Police
Dangerous body area	04D4A	HOT		BLS	YES	Police
Multiple victims	04D5A	HOT		BLS	YES	Police
SEXUAL ASSAULT						
Not dangerous distal body area	04O1S	N/A		NL		
Not recent injuries (≥ 6 hrs) to distal body area	04O2S	N/A		NL		
Override	04A0S	Cold		BLS		
Not dangerous body area	04A1S	Cold		BLS		
Not recent injuries (≥ 6 hrs)	04A2S	Cold		BLS		
Override	04B0S	Cold		BLS		
Possibly dangerous body area	04B1S	HOT		BLS	YES	Police
Serious haemorrhage	04B2S	HOT		BLS	YES	Police
Unknown status (3rd party caller)	04B3S	Cold		BLS		
Override	04D0S	HOT		HLA	YES	Police
Unconscious, or arrest	04D1S	HOT		HLA	YES	Police
Not alert	04D2S	HOT		BLS	YES	Police
Abnormal breathing	04D3S	HOT		BLS	YES	Police
Dangerous body area	04D4S	HOT		BLS	YES	Police
Multiple victims	04D5S	HOT		BLS	YES	Police
BACK PAIN (NON TRAUMA)						
Non traumatic back pain	05A1	Cold	Queue	BLS		
Non-recent traumatic back pain (≥ 6 hrs)	05A2	Cold	Queue	BLS		
Override	05C0	HOT		BLS		
Fainting /near fainting ≥ 50 years	05C1	HOT		BLS		
Override	05D0	HOT		BLS	YES	
Not alert	05D1	HOT		BLS	YES	
BREATHING PROBLEM						
Suffix added for A - Asthma is present						No suffix in CAD
Abnormal breathing	06C1	HOT		BLS	YES	
Cardiac history	06C2	HOT		HLA	YES	
Override	06D0	HOT		HLA	YES	
Severe respiratory distress	06D1	HOT		HLA	YES	
Not alert	06D2	HOT		HLA	YES	
Clammy	06D3	HOT		HLA	YES	
Override	06E0	HOT		HLA	YES	
Ineffective breathing (to be selected from Case Entry)	06E1	HOT		HLA	YES	
BURNS(Scalds) / EXPLOSION						
Suffix added for E - Explosion F - Fire						No suffix in CAD
Sunburn or minor burns(\leq hand size)	07O1	N/A		NL		
Override	07A0	Cold	Queue	BLS		
Burns $<18\%$ body area	07A1	Cold		BLS		Fire Rescue
Fire alarm (unknown situation)	07A2	Cold	Queue	BLS		Fire Rescue
Sunburn or Minor burns (\leq hand size)	07A3	Cold	Queue	BLS		

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Override	07B0	Cold		BLS		
Unknown status - 3rd Party caller	07B1	Cold		BLS		Fire Rescue
Override	07C0	HOT		BLS	YES	
Building fire - persons reported inside	07C1	HOT		BLS	YES	Fire Rescue
Difficulty breathing	07C2	HOT		BLS	YES	HTA
Large burns (≥ 18% body area)	07C3	HOT		HLA	YES	AIR
Override	07D0	HOT		HLA	YES	HTA
Multiple victims	07D1	HOT		HLA	YES	AIR/HTA
Unconscious or arrest	07D2	HOT		HLA	YES	HTA
Severe respiratory distress	07D3	HOT		HLA	YES	HTA
Not alert	07D4	HOT		HLA	YES	AIR/HTA
CARBON MONOX. / INHALATION / HAZMAT						
C.O. detector alarm (no priority symptoms)	08O1	Cold	Queue	BLS		Fire Rescue
Override	08B0	Cold		BLS		Fire Rescue
Alert, no difficulty breathing	08B1	Cold		BLS		Fire Rescue
Override	08C0	HOT		BLS	YES	Fire Rescue
Alert, difficulty breathing	08C1	HOT		BLS	YES	Fire Rescue/HTA
Override	08D0	HOT		HLA	YES	Fire Rescue/HTA
Unconscious/arrest	08D1	HOT		HLA	YES	Fire Rescue/HTA/AIR
Severe respiratory distress	08D2	HOT		HLA	YES	Fire Rescue/HTA
HAZMAT	08D3	Cold		BLS	YES	Fire Rescue/HTA
Not alert	08D4	HOT		HLA	YES	Fire Rescue/HTA
Multiple victims	08D5	HOT		HLA	YES	Fire Rescue/HTA
Unknown status - 3rd Party caller	08D6	HOT		BLS	YES	Fire Rescue/HTA
CARDIAC / RESPIRATORY						
Expected Death unquestionable (x through z)	09O1	Cold		BLS		
Override	09B0	Cold		BLS		
Obvious Death unquestionable (a through i)	09B1	Cold	Queue	BLS		Police
Override	09D0	HOT		HLA	YES	
Ineffective Breathing (discovered during Key Questions)	09D1	HOT		HLA	YES	
Override	09E0	HOT		HLA	YES	
Not breathing at all	09E1	HOT		HLA	YES	
Breathing uncertain (agonal)	09E2	HOT		HLA	YES	
Hanging	09E3	HOT		HLA	YES	
Strangulation	09E4	HOT		HLA	YES	
Suffocation	09E5	HOT		HLA	YES	
Underwater	09E6	HOT		HLA	YES	
CHEST PAIN (Non-Traumatic)						
Normal breathing (age < 12) no drugs or medication	10O1	N/A		NL		
Override	10A0	Cold	Queue	BLS		
Normal breathing (age 12-34)	10A1	Cold		BLS		
Normal breathing (age<12) medications taken	10A2	Cold		BLS		
Override	10C0	HOT		BLS		
Abnormal breathing	10C1	HOT		HLA	YES	
Cardiac history	10C2	HOT		HLA	YES	
Cocaine	10C3	HOT		HLA		
Normal breathing (age ≥ 35)	10C4	HOT		HLA	YES	
Override	10D0	HOT		HLA	YES	
Severe respiratory distress	10D1	HOT		HLA	YES	
Not alert	10D2	HOT		HLA	YES	
Clammy	10D3	HOT		HLA	YES	

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CHOKING						
Not choking now (can talk/cry, alert)	11O1	N/A		NL		
Override	11A0	Cold	Queue	BLS		
Not choking now (can talk/cry, alert)	11A1	Cold	Queue	BLS		
Override	11D0	HOT		HLA	YES	
Not alert	11D1	HOT		HLA	YES	
Abnormal breathing (Partial obstruction)	11D2	HOT		BLS	YES	
Override	11E0	HOT		HLA	YES	
Choking verified / Ineffective breathing.	11E1	HOT		HLA	YES	
CONVULSION / SEIZURE						
Suffix E added for Epilepsy						
No suffix in CAD						
No seizure and breathing regularly	12A1	Cold		BLS		
Override	12B0	Cold		BLS		
Breathing regularly not verified ≤ 35	12B1	HOT		BLS	YES	
Override	12C0	HOT		BLS		
Pregnancy	12C1	HOT		HLA	YES	
Diabetic	12C2	HOT		BLS	YES	
Cardiac history	12C3	HOT		HLA		
Override	12D0	HOT		HLA	YES	
Not breathing (after Key Questions)	12D1	HOT		HLA	YES	
Continuous or multiple seizures	12D2	HOT		HLA	YES	
Irregular breathing	12D3	HOT		HLA	YES	
Breathing regularly not verified ≥ 35	12D4	HOT		BLS	YES	
DIABETIC						
Suffix C added for Combative						
No suffix in CAD						
Alert and breathing normally (1st party)	13O1	N/A		NL		
Override	13A0	Cold	Queue	BLS		
Alert and behaving normally	13A1	Cold	Queue	BLS		
Override	13C0	HOT		BLS	YES	
Not alert	13C1	HOT		BLS	YES	
Abnormal behaviour	13C2	HOT		BLS		
Abnormal breathing	13C3	HOT		BLS	YES	
Override	13D0	HOT		HLA	YES	
Unconscious	13D1	HOT		BLS	YES	
DROWNING / DIVING ACCIDENT						
Alert and breathing normally (No injuries and out of water)	14O1	N/A		NL		
Alert and breathing normally (No injuries and out of water)	14A1	Cold	Queue	BLS		
Override	14B0	Cold		BLS		
Alert and breathing normally (injuries or in water)	14B1	Cold		BLS		Fire Rescue
Unknown status - 3rd Party caller	14B2	HOT		BLS		Fire Rescue
Override	14C0	HOT		BLS	YES	
Alert with abnormal breathing	14C1	HOT		BLS	YES	
Override	14D0	HOT		HLA	YES	
Unconscious	14D1	HOT		HLA	YES	AIR
Not alert	14D2	HOT		HLA	YES	
Diving, or suspected neck injury	14D3	HOT		BLS	YES	AIR
SCUBA accident	14D4	HOT		BLS	YES	AIR
ELECTROCUTION						
Suffix E added for Electrocution and L for Lighting						
No suffix in CAD						
Alert and breathing normally	15C1	HOT		BLS		
Override	15D0	HOT		HLA	YES	Power
Unconscious	15D1	HOT		HLA	YES	Power/AIR
Not disconnected from power	15D2	HOT		HLA	YES	Power/Fire Rescue

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Power not off, or hazard present	15D3	HOT		HLA	YES	Power/Fire Rescue
Long fall (≥ 6 ft/ 2m)	15D4	HOT		HLA	YES	Power
Not alert	15D5	HOT		HLA	YES	Power
Abnormal breathing	15D6	HOT		HLA	YES	Power
Unknown status - 3rd Party caller	15D7	HOT		BLS	YES	Power
Override	15E0	HOT		HLA	YES	Power
Not breathing / ineffective breathing	15E1	HOT		HLA	YES	Power
EYE PROBLEM / INJURIES						
Minor eye injuries	16O1	N/A		NL		
Medical eye problems	16O2	N/A		NL		
Override	16A0	Cold	Queue	BLS		
Moderate eye injuries	16A1	Cold		BLS		
Minor eye injuries	16A2	Cold	Queue	BLS		
Medical eye problems	16A3	Cold		BLS		
Override	16B0	HOT		BLS		
Severe eye injuries	16B1	HOT		BLS	YES	
Override	16D0	HOT		HLA	YES	
Not alert	16D1	HOT		HLA	YES	
FALLS						
Suffix added for J - Jumper (suicide attempt)						No suffix in CAD
Public Assist (NO injuries & NO priority symptoms)	17O1	Cold	Queue	BLS		
Not dangerous distal body area	17O2	N/A		NL		
Non-recent injuries (> 6 hours), Distal body area	17O3	N/A		NL		
Override	17A0	Cold	Queue	BLS		
Not dangerous body area	17A1	Cold	Queue	BLS		
Non-recent injuries (> 6 hours), except Distal body area	17A2	Cold	Queue	BLS		
Override	17B0	Cold		BLS		
Possibly dangerous body area	17B1	HOT		BLS	YES	
Serious haemorrhage	17B2	HOT		BLS	YES	
Unknown status - 3rd Party caller	17B3	Cold		BLS		
Override	17D0	HOT		BLS	YES	
Dangerous body area	17D1	HOT		BLS	YES	
Long fall (> 6 ft / 2m)	17D2	HOT		BLS	YES	AIR
Not alert	17D3	HOT		HLA	YES	
Abnormal breathing	17D4	HOT		HLA	YES	
HEADACHE						
Breathing normally (1rst party) no priority symptoms	18O1	N/A		NL		
Override	18A0	Cold	Queue	BLS		
Breathing normally without first party verification	18A1	Cold	Queue	BLS		
Override	18B0	Cold		BLS		
Unknown status - 3rd party caller	18B1	Cold		BLS		
Override	18C0	HOT		BLS		
Not alert	18C1	HOT		HLA	YES	
Abnormal breathing	18C2	HOT		BLS	YES	
Speech problems	18C3	HOT		BLS		
Sudden onset of severe pain	18C4	HOT		BLS		
Numbness	18C5	HOT		BLS		
Paralysis	18C6	HOT		BLS		
Change in behaviour (<3 hrs)	18C7	HOT		BLS		
HEART PROBLEMS						
Heart rate >50 and <130, no priority symptoms	19A1	Cold	Queue	BLS		
Chest pain < 35 (NO priority symptoms)	19A2	Cold	Queue	BLS		
Override	19B0	Cold		BLS		

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Unknown status - 3rd Party caller	19B1	HOT		BLS	YES	
Override	19C0	HOT		BLS	YES	
Firing of AICD	19C1	HOT		HLA		
Abnormal Breathing	19C2	HOT		HLA	YES	
Chest Pain \geq 35yrs	19C3	HOT		HLA		
Cardiac history	19C4	HOT		HLA		
Cocaine	19C5	HOT		BLS		
Heart rate $<50, \geq 130$, no priority symptoms	19C6	HOT		HLA		
Override	19D0	HOT		HLA	YES	
Severe respiratory distress	19D1	HOT		HLA	YES	
Not alert	19D2	HOT		HLA	YES	
Clammy	19D3	HOT		HLA	YES	
HEAT / COLD EXPOSURE						
Suffix added H - Heat or C - Cold exposure						No suffix in CAD
Alert with 1st party verification - no priority symptoms	20O1	N/A		NL		
Override	20A0	Cold	Queue	BLS		
Alert without 1st party verification - no priority symptoms	20A1	Cold	Queue	BLS		
Override	20B0	Cold		BLS		
Change in skin colour	20B1	Cold		BLS		
Unknown status - 3rd Party caller	20B2	Cold		BLS		
Override	20C0	HOT		BLS		
Cardiac history	20C1	HOT		BLS		
Override	20D0	HOT		BLS	YES	
Not alert	20D1	HOT		BLS	YES	
Multiple victims (with priority symptoms)	20D2	HOT		HLA	YES	
HAEMORRHAGE/LACERATIONS						
Minor haemorrhage	21O1	N/A		NL		
Nosebleed (<35)	21O2	N/A		NL		
Non-bleeding laceration (situation)	21O3	N/A		NL		
Override	21A0	Cold	Queue	BLS		
Not dangerous haemorrhage	21A1	Cold	Queue	BLS		
MINOR haemorrhage	21A2	Cold	Queue	BLS		
Override	21B0	Cold		BLS		
Possibly dangerous haemorrhage	21B1	HOT		BLS		
Serious haemorrhage	21B2	HOT		BLS		
Bleeding disorder or blood thinners	21B3	Cold		BLS		
Override	21C0	HOT		BLS		
Haemorrhage through tubes	21C1	HOT		BLS		
Override	21D0	HOT		BLS	YES	
Dangerous haemorrhage	21D1	HOT		BLS	YES	
Not alert	21D2	HOT		HLA	YES	
Abnormal breathing	21D3	HOT		HLA	YES	
INACCESSIBLE INCIDENT/OTHER ENTRAPMENTS						
Suffix added for A - Above ground, M - Multiple victims, B - Both						No suffix in CAD
No longer trapped (no injuries)	22A1	Cold	Queue	BLS		Fire Rescue
Override	22B0	Cold		BLS		Fire Rescue
No longer trapped (unknown injuries)	22B1	Cold		BLS		Fire Rescue
Peripheral Entrapment only	22B2	Cold		BLS		Fire Rescue
Unknown Status (investigation)	22B3	Cold		BLS		Fire Rescue
Override	22D0	HOT		HLA		Fire Rescue
Mechanical / Machinery Entrapment	22D1	HOT		HLA		Fire Rescue
Trench Collapse	22D2	HOT		HLA		Fire Rescue/HTA/AIR

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Structure Collapse	22D3	HOT		HLA		Fire Rescue/HTA
Confined space Entrapment	22D4	HOT		HLA		Fire Rescue/HTA
Inaccessible terrain situation	22D5	Cold		BLS		Fire Rescue
Mudslide / Avalanche	22D6	HOT		HLA		Fire Rescue
OVERDOSE / INGESTION / POISONING						
Suffix added for A - Accidental, I - Intentional, P - Poison Control						No suffix in CAD
Poisoning - without priority symptoms	23O1	N/A		DPIC		
Override	23B0	Cold		BLS		
Overdose - without priority symptoms	23B1	Cold		BLS		
Override	23C0	HOT		BLS		
Violent (Police must secure)	23C1	HOT		HLA		Police/HTA
Not alert	23C2	HOT		BLS		
Abnormal breathing	23C3	HOT		BLS		HTA
Antidepressants (tricyclics)	23C4	HOT		HLA		
Cocaine or derivative	23C5	HOT		BLS		
Narcotics (heroin)	23C6	HOT		BLS		
Acid or alkali (lye)	23C7	HOT		BLS		HTA
Unknown status - 3rd party caller	23C8	HOT		BLS		Police
Poison Control request	23C9	HOT		BLS		
Override	23D0	HOT		HLA	YES	
Unconscious	23D1	HOT		HLA	YES	
Severe respiratory distress	23D2	HOT		HLA	YES	
PREGNANCY / CHILDBIRTH / MISCARRIAGE						
Water's broken (no contractions)	24O1	N/A		NL		
1st trimester haemorrhage or miscarriage - 1st party	24O2	N/A		NL		
Override	24A0	Cold	Queue	BLS		
1st trimester haemorrhage or miscarriage not 1st party	24A1	Cold		BLS		
Override	24B0	Cold		BLS		
Labour - 2nd or 3rd trimester (delivery not imminent)	24B1	Cold		BLS		
Unknown status - 3rd Party caller	24B2	Cold		BLS		
Override	24C0	HOT		BLS		
2nd trimester haemorrhage or miscarriage	24C1	HOT		BLS		
1st trimester serious haemorrhage	24C2	HOT		BLS		
Override	24D0	HOT		HLA	YES	
Breech or cord	24D1	HOT		HLA	YES	
Head visible / out	24D2	HOT		HLA	YES	
Imminent delivery (3rd trimester)	24D3	HOT		HLA	YES	
3rd trimester bleeding	24D4	HOT		HLA	YES	
High risk complications	24D5	HOT		HLA	YES	
Baby born (ALS/ITT if problem w/ baby)	24D6	HOT		HLA	YES	
PSYCHIATRIC/ ABNORMAL BEHAVIOUR / SUICIDE ATTEMPT						
Suffix added for V - Violent, W - Weapons, B - Both						No suffix in CAD
Non-suicidal, (1st party, alert and awake)	25O1	N/A		NL		
Suicidal (non-threatening 1st party, alert and awake)	25O2	N/A		NL		
Override	25A0	Cold	Queue	BLS		
Non-suicidal and alert	25A1	Cold	Queue	BLS		
Suicidal (not threatening) and alert	25A2	Cold	Queue	BLS		
Override	25B0	Cold		BLS		
Serious haemorrhage	25B1	HOT		BLS	YES	Police
Non-Serious or Minor haemorrhage	25B2	Cold		BLS		Police
Threatening Suicide	25B3	Cold		BLS		Police

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Jumper (threatening)	25B4	Cold		BLS		Police/Fire Rescue
Near hanging, strangulation, or suffocation (alert)	25B5	Cold		BLS	YES	Police
Unknown status (3rd party caller)	25B6	Cold		BLS		Police
Override	25D0	HOT		HLA	YES	Police
Not alert	25D1	HOT		HLA	YES	
Dangerous haemorrhage	25D2	HOT		HLA	YES	Police
SICK PERSON (Specific Diagnosis)						
No priority symptoms - not 3rd party no complaint identified	26O1	NL		NL		
Non priority symptoms - boils	26O2	NL		NL		
Non priority symptoms - bumps (non-traumatic)	26O3	NL		NL		
Non priority symptoms - can't sleep	26O4	NL		NL		
Non priority symptoms - can't urinate (w/out abd pain)	26O5	NL		NL		
Non priority symptoms - catheter (in/out w/out haemorrhaging)	26O6	NL		NL		
Non priority symptoms - constipation	26O7	NL		NL		
Cramps/spasms/joint pain (in extremities non traumatic)	26O8	NL		NL		
Non priority symptoms - cut off ring request	26O9	NL		NL		
Non priority symptoms - deafness	26O10	NL		NL		
Non priority symptoms - defecation / diarrhoea	26O11	NL		NL		
Non priority symptoms - earache	26O12	NL		NL		
Non priority symptoms - enema	26O13	NL		NL		
Non priority symptoms - gout	26O14	NL		NL		
Non priority symptoms - haemorrhoids/piles	26O15	NL		NL		
Non priority symptoms - hepatitis	26O16	NL		NL		
Non priority symptoms - hiccups	26O17	NL		NL		
Non priority symptoms - hungry	26O18	NL		NL		
Non priority symptoms - nervous	26O19	NL		NL		
Non priority symptoms - object stuck (nose,ear,etc.)	26O20	NL		NL		
Non priority symptoms - object swallowed (w/out choking or SOB)	26O21	NL		NL		
Non priority symptoms - penis problems/pain	26O22	NL		NL		
Non priority symptoms - rash/skin disorder (w/out difficulty breathing)	26O23	NL		NL		
Non priority symptoms - venereal disease (STD)	26O24	NL		NL		
Non priority symptoms - sore throat (w/out difficulty breathing or SOB)	26O25	NL		NL		
Non priority symptoms - toothache	26O26	NL		NL		
Non priority symptoms - transportation only	26O27	NL		NL		
Non priority symptoms - wound infected (focal or surface)	26O28	NL		NL		
Override from Omega	26A0	Cold	Queue	BLS		
No priority symptoms - 3rd party no complaint identified	26A1	Cold	Queue	BLS		
Non priority symptoms - boils	26A2	Cold	Queue	BLS		
Non priority symptoms - bumps (non-traumatic)	26A3	Cold	Queue	BLS		
Non priority symptoms - can't sleep	26A4	Cold	Queue	BLS		
Non priority symptoms - can't urinate (w/out abd pain)	26A5	Cold	Queue	BLS		
Non priority symptoms - catheter (in/out w/out haemorrhaging)	26A6	Cold	Queue	BLS		
Non priority symptoms - constipation	26A7	Cold	Queue	BLS		
Cramps/spasms/joint pain (in extremities non traumatic)	26A8	Cold	Queue	BLS		
Non priority symptoms - cut off ring request	26A9	Cold	Queue	BLS		
Non priority symptoms - deafness	26A10	Cold	Queue	BLS		
Non priority symptoms - defecation / diarrhoea	26A11	Cold	Queue	BLS		
Non priority symptoms - earache	26A12	Cold	Queue	BLS		
Non priority symptoms - enema	26A13	Cold	Queue	BLS		
Non priority symptoms - gout	26A14	Cold	Queue	BLS		
Non priority symptoms - haemorrhoids/piles	26A15	Cold	Queue	BLS		
Non priority symptoms - hepatitis	26A16	Cold	Queue	BLS		
Non priority symptoms - hiccups	26A17	Cold	Queue	BLS		

AMPDS - ProQA 11.3		Resource Allocation Plan				
Complaint	Type	Response Mode	Queueable	EHSC Resource	First responder	Additional Resource
Non priority symptoms - hungry	26A18	Cold	Queue	BLS		
Non priority symptoms - nervous	26A19	Cold	Queue	BLS		
Non priority symptoms - object stuck (nose,ear,etc.)	26A20	Cold	Queue	BLS		
Non priority symptoms - object swallowed (w/out choking or SOB)	26A21	Cold	Queue	BLS		
Non priority symptoms - penis problems/pain	26A22	Cold	Queue	BLS		
Non priority symptoms - rash/skin disorder (w/out difficulty breath)	26A23	Cold	Queue	BLS		
Non priority symptoms - venereal disease (STD)	26A24	Cold	Queue	BLS		
Non priority symptoms - sore throat (w/out difficulty breathing or)	26A25	Cold	Queue	BLS		
Non priority symptoms - toothache	26A26	Cold	Queue	BLS		
Non priority symptoms - transportation only	26A27	Cold	Queue	BLS		
Non priority symptoms - wound infected (focal or surface)	26A28	Cold	Queue	BLS		
Override	26B0	Cold		BLS		
Unknown status - 3rd Party caller	26B1	Cold		BLS		
Override	26C0	HOT		BLS		
Altered level of consciousness	26C1	HOT		BLS		
Cardiac history (complaints 2 - 28 not identified)	26C2	HOT		BLS		
Override	26D0	HOT		BLS	YES	
Not alert	26D1	HOT		BLS	YES	
STAB / GUNSHOT / PENETRATING TRAUMA						
Suffix added for S - Stab, G - Gunshot, P - Penetrating Trauma						No suffix in CAD
Non recent, peripheral wounds (>6h)	27A1	Cold	Queue	BLS		
Override	27B0	Cold		BLS		
Non-recent (> 6 hrs) single central wound	27B1	Cold		BLS		
Known single, peripheral wound	27B2	Cold		BLS		
Serious haemorrhage	27B3	HOT		BLS	YES	
Unknown status - 3rd Party caller	27B4	Cold		BLS		
Obvious Death (explosive GSW to head)	27B5	Cold		BLS		
Override	27D0	HOT		HLA	YES	Police
Unconscious/arrest	27D1	HOT		HLA	YES	Police/AIR
Not alert	27D2	HOT		HLA	YES	Police
Central wounds	27D3	HOT		HLA	YES	Police/AIR
Multiple wounds	27D4	HOT		HLA	YES	Police
Multiple victims	27D5	HOT		HLA	YES	Police
STROKE / CVA						
Suffix added for L - Less than, G - Greater than, U - Unknown (Time with Symptoms)						No suffix in CAD
Normal breathing (age < 35)	28A1	HOT		BLS		
Override	28B0	HOT		BLS		
Unknown status - 3rd Party caller	28B1	Cold		BLS		
Override	28C0	HOT		BLS		
Not alert	28C1	HOT		BLS	YES	
Abnormal breathing	28C2	HOT		BLS	YES	
Speech or movement problems	28C3	HOT		BLS		
Numbness or tingling	28C4	HOT		BLS		
Vision problems	28C5	HOT		BLS		
Sudden onset of severe headache	28C6	HOT		BLS		
Stroke History	28C7	HOT		BLS		
Breathing normally >35	28C8	HOT		BLS		
TRAFFIC/TRANSPORTATION ACCIDENTS						
No injuries (confirmed)	2901	Cold		BLS		Fire Rescue
1st party caller, injury to not dangerous distal area	2902	Cold		BLS		Fire Rescue
Override	29A0	Cold		BLS		Fire Rescue

AMPDS - ProQA 11.3		Resource Allocation Plan				
Complaint	Type	Response Mode	Queueable	EHSC Resource	First responder	Additional Resource
1st party caller, not dangerous injuries to proximal area	29A1	Cold		BLS		Fire Rescue
Override	29B0	HOT		BLS		Fire Rescue
Injuries	29B1	HOT		BLS		Police/Fire Rescue
Multiple victims (one unit)	29B2	HOT		BLS	YES	Police/Fire Rescue
Multiple victims - additional units	29B3	HOT		BLS	YES	Police/Fire Rescue
Serious haemorrhage	29B4	HOT		BLS	YES	Police/Fire Rescue
Other Hazards	29B5	HOT		BLS		Police/Fire Rescue
Unknown status (3rd party caller)	29B6	HOT		BLS		Police/Fire Rescue
Override	29D0	HOT		HLA	YES	Police/Fire Rescue
Major Incident - multiple victims	29D1	HOT		HLA	YES	Police/Fire Rescue
High mechanism - ped, rollover, etc.	29D2	HOT		HLA	YES	Police/Fire Rescue/AIR
HAZMAT	29D3	HOT		BLS	YES	Police/Fire Rescue/HTA
Pinned (trapped) victim	29D4	HOT		HLA	YES	Police/Fire Rescue/AIR
Not alert	29D5	HOT		HLA	YES	Police/Fire Rescue
TRAUMATIC INJURIES (Specific)						
Not dangerous distal body area	30O1	N/A		NL		
Non-recent injuries (>6 hrs) to distal body area	30O2	N/A		NL		
Splinters (< 2.5 cm)	30O3	N/A		NL		
Override	30A0	Cold	Queue	BLS		
Not dangerous proximal body area	30A1	Cold	Queue	BLS		
Non-recent injuries (>6 hrs) except distal body area	30A2	Cold	Queue	BLS		
Override	30B0	Cold		BLS		
Possibly dangerous body area	30B1	HOT		BLS	YES	
Serious haemorrhage	30B2	HOT		BLS	YES	
Override	30D0	HOT		HLA	YES	
Dangerous body area	30D1	HOT		HLA	YES	
Not alert	30D2	HOT		HLA	YES	
Abnormal breathing	30D3	HOT		HLA	YES	
UNCONSCIOUS / FAINTING (Near)						
Single or near fainting, and alert (< 35 yrs)	31A1	Cold	Queue	BLS		
Override	31C0	HOT		BLS		
Alert, abnormal breathing	31C1	HOT		BLS		
Cardiac history	31C2	HOT		HLA	YES	
Multiple fainting episodes	31C3	HOT		BLS		
Single or near faint - alert (> 35 yrs)	31C4	HOT		BLS		
Female 12 – 50 yrs, abdominal pain	31C5	HOT		BLS		
Override	31D0	HOT		HLA	YES	
Unconscious (after Key Questions)	31D1	HOT		HLA	YES	
Severe respiratory distress	31D2	HOT		HLA	YES	
Not alert	31D3	HOT		HLA	YES	
Override	31E0	HOT		HLA	YES	
Ineffective breathing	31E1	HOT		HLA	YES	
UNKNOWN PROBLEM (Man Down)						
Standing, sitting up, moving, talking	32B1	Cold		BLS		
Medical alert notifications	32B2	Cold		BLS		
Unknown status - 3rd Party caller	32B3	Cold		BLS		
Override	32D0	HOT		BLS	YES	
Life status questionable	32D1	HOT		BLS	YES	
TRANSFER / INTERFACILITY / PALLIATIVE CARE						
Suffix added for T - Transfer, P - Palliative						No suffix in CAD
Acuity I (no priority symptoms)	33A1	Cold	Queue	BLS		
Acuity II (no priority symptoms) scheduled	33A2	Cold	Queue	BLS		

AMPDS - ProQA 11.3		Resource Allocation Plan				
Complaint	Type	Response Mode	Queueable	EHSC Resource	First responder	Additional Resource
Acuity III (no priority symptoms)	33A3	Cold	Queue	BLS		
Override	33C0	HOT		BLS		
Not Alert (acute changes)	33C1	HOT		BLS		
Abnormal breathing (acute onset)	33C2	HOT		BLS		
Significant haemorrhage or shock	33C3	HOT		BLS		
Possible acute heart problems or MI (heart attack)	33C4	HOT		HLA		
Acute severe pain	33C5	HOT		BLS		
Emergency response requested	33C6	HOT		BLS		
Override	33D0	HOT		HLA		
Suspected cardiac or respiratory arrest	33D1	HOT		HLA	YES	

Definitions

Primary Resource

- HLA - Highest Level Available
- BLS - Basic Life Support
- DPIC - Drug and Poison Information Centre
- NL - BC NurseLine
- FR - First Responder

Additional Resources

- Fire Rescue - Fire rescue, extrication, or rescue specialty resources
- FD - Fire Department
- Res - Rescue
- AIR - Activate Autolaunch Protocol where applicable
- HTA - Technical Advisor (HTA) - HAZMAT, Dangerous goods, CBRN, resources
- Power - Hydro - Power utility resource
- SAR - Provincial Emergency Program Search and Rescue
- AC - Animal Control - Local or government resources for animal control

Response Mode

- N/A = Call that is referred (eg NL, DPIC)
- Queue = Routine Response that can be held
- Cold = Code 2 - Routine Response
- HOT = Code 3 - Emergency Response