

Ornge Fact Sheet

Company Profile

Mission: Providing Ontario's patients with safe and timely care, transport and access to health services.

Vision: A trusted and responsive partner extending the reach of healthcare in Ontario.

Values: Safety, Preparedness, Integrity, Compassion, Excellence.

Organizational Facts

- + Provider of air ambulance and critical care land ambulance services
- + Serves all of Ontario – 1,000,000 km² , 13 million residents
- + Program began in 1977
- + Ornge established in 2006 – independent not for profit, volunteer Board of Directors
- + Ministry of Health and Long-Term Care funding and oversight
- + Transport Canada regulated

Ornge Services

- + Inter-facility transfers
- + On-scene response
- + Organ transport - organ retrieval from across North America

Levels of Care

- + Critical and Advanced Care Paramedics
- + Pediatric Transport Team

Operations Control Centre (OCC)

- + The Operations Control Centre is staffed 24 hours per day, 7 days per week, 365 days per year.
- + The OCC coordinates more than 20,000 medical transports annually.
- + The OCC receives more than 25,000 requests for transport per year.
- + Ornge paramedics and communications officers have assistance 24 hours per day from a Transport Medicine Physician in the OCC.
- + The Transport Medicine Physician plays an active role determine mode of transportation and level of care required for transport based on the patient's condition.
- + The Transport Medicine Physician allows Ornge to rapidly triage calls and ensure timely response to the most critically ill or injured patients.
- + Ornge's Operations Control Centre employs medical Communications Officers, Flight Planners, Transport Medicine Physicians and an Operations Control Manager.

Ornge Vehicle Summary

Ornge's fleet consists of Leonardo AW139s, Pilatus PC12s, and Crestline Commander Land Ambulances.

Ornge has a total of nine air bases and three land bases and subcontracts to Toronto Paramedic Services (TPS), which provide service in Metro Toronto.

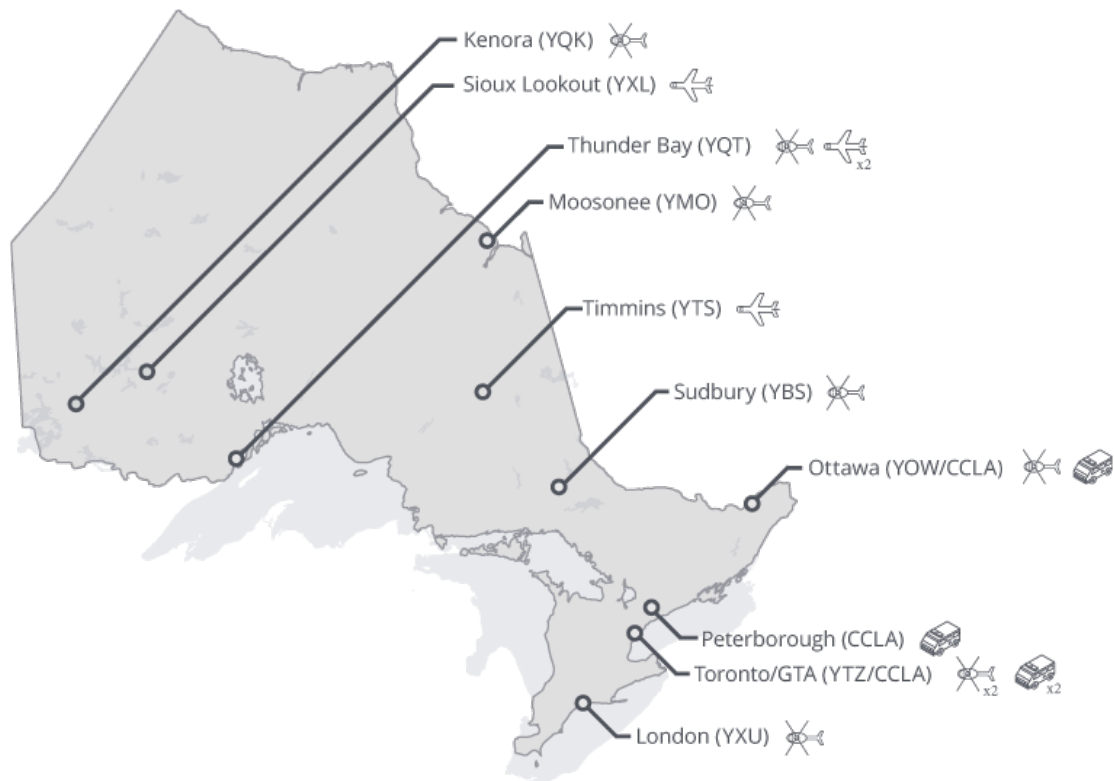
Ornge air ambulance bases:

- ✚ Kenora, Sudbury, Ottawa, Toronto, London and Moosonee operate AW139s.
- ✚ Thunder Bay operates both PC12s and an AW139.
- ✚ Sioux Lookout and Timmins operate PC12s.

Ornge land ambulance bases:

- ✚ Ottawa, Peterborough and Toronto and Mississauga operate Crestline Commander Land Ambulances.

Ornge Vehicle Location Map



Ornge by the Numbers

Number of transports by type of call:

- ✦ Total = 20,181 (1,284 Scene Calls, 18,897 Inter-facility)
 - Emergent = 10,782
 - Urgent = 4,612
 - Non-urgent 4,787
- ✦ Number of Transports by Assets
 - Fixed-wing = 3,673
 - Rotor-wing = 4,034
 - Standing Agreement Carriers = 6,907
 - Land Ambulance = 4,899
 - Other = 668 (Local Marine Transport Unit, Local Land EMS with Ornge Paramedics)
- ✦ Staffing Across the Organization
 - Aircraft Maintenance Engineers = 48
 - Paramedics = 204
 - Operations Control Centre = 58
 - Fixed-wing Pilots = 45
 - Rotor-wing Pilots = 87
 - Corporate Support Staff = 215