



# EC911

# WHAT'S NEW

November 2015

## WELCOME

COUNTY OF TWO HILLS  
NO. 21  
VILLAGE OF MYRNAM

In November we welcomed the east side of the County of Two Hills including the Village of Myrnam.

Historically within this county the Village of Derwent received its dispatch services from EC911.

We are now pleased to be providing the populations east of Highway 870 with that same service.

## CUSTOM PROTOCOLS

*Through consultations with Chief Brad Straty unique protocols that maximized the response capacities for Derwent fire department and for Myrnam fire Department were developed. These departments rely heavily on their volunteers and they have their own unique strengths and practices that serve the communities they serve!*

### Innovative ideas.

#### **Co-medical responses**

Given the distance from the nearest ambulance, the challenges of rural living and unique needs of their populations, a co-medical response plan was developed. The residents now receive the support they need from their local volunteers while waiting for an ambulance to arrive.

#### **Interconnecting to existing radio systems?**

Utilizing East Central 911's RoIP radio systems and existing Internet infrastructures we were able to get the job done in a cost-effective manner.

#### **Supportive text messaging services (STMS).**

On the back of every dispatch comes a text message for all the volunteer firefighters. These messages support user-friendly apps that ensure an appropriate response by all.

#### **Staying in touch with your neighbours.**

It's important to know that your neighbour has your back. The east side of the County of Two Hills works with its neighbours to the south from the County of Vermilion River in Clandonald and Dewberry's support of each other. While Clandonald and Dewberry typically could not communicate prior to this time they can now be interconnected to their neighbours and effectively communicate



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*"We are pleased to be working with EC911 and our neighbours in order to better serve our communities".*

*"Chief Brad Straty.*

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