

#409 1029 View Street -Response Guidelines

Audience: All Victoria District Paramedics, Unit Chiefs, Victoria Dispatch Staff

Date: April 30, 2025

Subject: #409-1029 View Street Response Guidelines

What's New?

All crews must remain situationally aware and proceed with caution when tasked to events at 409-1029 View Street.



When assigned to an event by Dispatch, the following is to be followed:

- Lone responders and LARU units are **prohibited** from responding to this location alone.
- Address is flagged in CAD – Follow all Special Situation or Safety Recommendations.
- Dispatch to contact Sierra 40 at 250-480-8493 and advise of event at this location.
- Consider co-response with Sierra 40.
- Conduct a Point of Care Risk assessment and always remain vigilant.

- Both crew members are to carry portable radios (and have them turned on) and keys for increased communication and to provide for quick access to the vehicle for use as a safe zone if scene conditions deteriorate.
- Remain situationally aware and be proficient with Code 33 Protocol.
- Consider Police for crew safety if bonafide threats or risk of violence are identified.
- Always maintain situational awareness, conduct ongoing Point of Care Risk Assessments (PCRA) throughout the call.
- Report violent encounters to your supervisor and worker representative.
- Follow Refusal of Unsafe Work Policy as required.

Additional Information:

- SOP: Right to Refuse Unsafe Work [Policy](#)
- Employee Responsibilities: [Refusal of Unsafe Work Advisory Form](#)
- Supervisor Responsibilities: [Managing Refusal of Unsafe Work Form](#)
- All Crews to be familiar with/review [10-33 procedure](#).
- Safety checks by Dispatch are established at 30-minute intervals.
- Supervisors and managers to monitor responses to this location through observation of response data and conversations with all partner agencies and brief staff on any observed changes or information relevant to this address.
- Further engagement and communication will be maintained with Island Health.
- This advisory document has been compiled from recommendations compiled by management, frontline supervisors and worker representatives and is an active document and will likely be reviewed and updated as this fluid situation continues.
- Safety is the responsibility of all crew. If you have observations, information or suggestions to better this guide please forward them to your Manager, Supervisor or a member of your Safety Committee. All ideas have value and may prevent unnecessary harm.
- Remain up to date with current and past Violence Prevention Refresher training.

Thank you all and stay safe!