



ANNUAL REPORT

2023/24

EMA LICENSING BOARD

<https://www.health.gov.bc.ca/ema>

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This Annual Report is a summary of activities for the April 1, 2023, to March 31, 2024, fiscal year.
Cover Photo Credit: Jessie Broeders. Location: Hope, BC

ABOUT US

EMA Licensing Board

The mandate of the Emergency Medical Assistants Licensing Board is to ensure all Emergency Medical Assistants (EMAs) in British Columbia comply with the [Emergency Health Services Act](#) and the Emergency Medical Assistants Regulation. This provides assurance to the public that competent, consistent, and appropriate care will be available during medical emergencies and inter-facility patient transfers.

The Board is empowered under the [Act](#) to examine, register and licence EMAs to practice in British Columbia, to set licence terms and conditions, and to investigate complaints. Annual continuing competence requirements are enforced by the Director, and individuals are directed to the Board as necessary to ensure licensees maintain a high standard of patient care.

The Board recommends and reviews legislative and regulatory changes to the Minister of Health, liaises with other out-of-hospital care bodies, and maintains collaborative relationships with interested parties across the health sector.

EMA Licensing Branch

The Emergency Medical Assistants Licensing Branch manages the operations of the Board, which includes managing the contracts for 29 subject matter experts for examinations, complex files reviews, and secondary company investigations as well as six location facilities where practical examinations take place. The Branch is funded and staffed by the Ministry of Health.

The Director, who also serves as the Registrar, provides leadership and direction regarding Branch operational deliverables including examinations, licensure and registration, management of the continuing competence program, facilitation of training program review and recognition, and the receipt and preliminary investigation of patient care complaints. The Director ensures that all Board and Branch activities are consistent with the legislative authority and strategic direction of both the Board and the Ministry of Health.

During 2023/24, the Branch added six new permanent, full-time positions; one Senior Policy Analyst, two Exam Managers, two Licensing Registry Officers, and one Complaint Officer. The Branch will continue to review resourcing requirements in 2024/25. As EMAs continue to complete training to remove restrictions and add endorsements resulting from the 2022 regulation changes, the capacity of the Branch to support this volume of work will be closely monitored. Likewise, the capacity of the complaints team will be further reviewed to support and maintain increased levels of complaints processing.

MESSAGE FROM THE CHAIR

The Honourable Adrian Dix
Minister of Health
Room 337 Parliament Buildings
Victoria BC V8V 1X4

Dear Minister Dix,

On behalf of the Emergency Medical Assistants Licensing Board (the “Board”), I am pleased to present you with our 2023/24 Annual Report, in accordance with the [Emergency Health Services Act](#), Section 6(8).

Throughout this reporting period, the Board has actively collaborated with partner organizations to support the development and implementation of quality training programs to facilitate the scope of practice expansion across all licence levels. These efforts have been crucial in ensuring that Emergency Medical Assistants (EMAs) are well-prepared to deliver these new services competently and safely in communities throughout British Columbia.

The changing demography of our communities and increasing demand for complex services requires the provision of out-of-hospital medical services to adapt. The Board has been actively engaged with training providers, service delivery partners, and ministry officials to ensure EMA Licensing is ready to meet the evolving needs of the public and sectors employing EMAs. This collaboration has allowed us to stay at the forefront of industry developments and adapt to new challenges as they arise.

I would also like to acknowledge the incredible work of Wendy Vowles, our Director and Registrar, and the hard-working members of the Branch. Wendy and her team have been instrumental in expanding the capacity of EMA Licensing to meet the growing needs of the public and the many industries that employ EMAs. Meeting staffing targets requires an adequate supply of licensed candidates. With the efforts of Wendy and her team, our capacity to examine candidates has increased over 50 percent, significantly enhancing our ability to deliver timely and effective services that support the province’s staffing initiatives.

Finally, it is difficult to sufficiently express my gratitude to my fellow Board members, Dr. Philip Yoon and Grant Ross, for their many years of excellent service to the public. Their dedication has truly been inspiring and instrumental in maintaining high standards within the EMA profession. Both members have indicated this is their final term of appointment, ending December 31st, 2024. Continuing their dedication to quality service for the public, they have been proactive in supporting the Ministry’s recruitment of quality candidates for their positions while also codifying their own experience and expertise to facilitate the rapid onboarding of new Board members. I have deeply appreciated the opportunity to work with these amazing individuals and wish them well.

The Board remains committed to the public’s wellbeing in regulating and supporting over 16,000 licensees in their service of the public. We welcome the opportunity to meet at your convenience to

discuss this report and continue our ongoing dialogue about the modernization of EMA regulation and the future of emergency medical services in our province.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Sinden', written in a cursive style.

Ryan Sinden
Chair
Emergency Medical Assistants Licensing Board



MESSAGE FROM THE REGISTRAR

The Honourable Adrian Dix
Minister of Health
Room 337 Parliament Buildings
Victoria BC V8V 1X4

Dear Minister Dix,

On behalf of the Emergency Medical Assistants Licensing Branch (the “Branch”), I am pleased to contribute to this Annual Report of the Emergency Medical Assistants Licensing Board (the “Board”) for the reporting period ending March 31, 2024.

In my second year as Acting Director and Registrar I am proud to continue to work with this tenacious team whose accomplishments continue to impress me. Through another year of change and evolution, the Branch has continued to keep pace with an increasing demand for licensing services as the EMA workforce continues to grow to meet the needs of British Columbians.

Growth

In 2023/24 we conducted over 4,000 medical practical examinations at various locations across the province - a 50 percent increase over 2022/23. With such rapid and unprecedented growth in Branch operational deliverables one of my main focuses in 2023/24 has been the continued expansion and strategic recruitment to the Branch team. Recruitment and retention within the Branch will remain a top priority as operationalization of the 2022 regulatory amendments continues to unfold.

We have also been preparing for increased international applications for EMA licensure. The *International Credentials Recognition Act* came into effect in July 2024 and is intended to reduce barriers for internationally trained professionals seeking jobs in British Columbia. In 2023, Immigration, Refugees and Citizenship Canada’s new category-based selection feature of Canada’s Express Entry system issued invitations to a historic number of health workers to support a sustained supply over the medium and longer term. In 2023/24 the number of international EMA applications more than doubled from 2022/23.

Service

In the latter part of the fiscal the Branch partnered with the Justice Institute of British Columbia, to customize an Introduction to Trauma Informed Practice session for Branch staff. This training increased our ability to provide safe, trauma informed service to EMAs and those interest holders with whom we connect in the delivery of our services. Trauma informed practice also includes ensuring the safety of the team in the discharge of their responsibilities. Our service is delivered with respect and compassion, and I remain committed to ensuring a respectful work environment is maintained for all.

Responsibility

As the regulatory authority for EMAs in British Columbia, Emergency Medical Assistants Licensing has a level of responsibility akin to that of a Regulatory College including evaluation, licensing, examination, complaints investigations, and continuing competency assessment and adjudication. Appropriate, safe

pre-hospital and inter-facility transport care is of huge consequence to the public and it is this responsibility that guides every aspect of our work.

Forward

The focus of the next fiscal year will intensify our journey on incorporating culturally safe practices into the Branch's policies and processes. Our first significant project in this lens is the development of a Framework for Clinical Consultations. This framework will support Clinical Consultations with EMAs as outcomes of alternative dispute resolutions, discipline hearings, or voluntary consults.

The second half of 2024/25 will also see a transition of two thirds of the Board as Vice-Chair, Dr. Philip Yoon and Member, Grant Ross will be leaving their Board positions as of December 31, 2024. We have been fortunate to have had their guidance for these past 12 years (Dr. Yoon) and 6 years (Mr. Ross). Your integrity and dedication to the profession have been impactful and I am grateful for the experience.

I look forward to another year of growth and learning for the Branch as we continue to serve British Columbians.

Sincerely,



Wendy Vowles
Director, Registrar
Emergency Medical Assistants Licensing Branch

EMA LICENSING BOARD MEMBERS



RYAN SINDEN, MBA, DipHSc, PCP, CHAIR

Ryan Sinden works in both the fire service and BCEHS. Ryan started his full-time firefighting career in 2006. Within the fire service Ryan has and continues to be involved in many different specialty teams including high angle and confined space rescue, urban search and rescue, trench rescue, vehicle extrication, and water/ice rescue. Ryan has also been active in the private sector developing and teaching courses and providing contract rescue services in industry.

Ryan's career in paramedicine started in 2007 with BCEHS as a primary care paramedic. Working in the Okanagan, Whistler, and the Metro Vancouver area for the last number of years, Ryan has enjoyed experiencing the variety in service delivery that comes with different areas. Ryan's interest in training and education continued with his position as an instructor with the Justice Institute starting in 2008 where he teaches the Primary Care Paramedicine program.

In 2017, Ryan accepted a role with BCEHS Learning as a clinical educator. Ryan currently teaches various continuing education courses offered to BCEHS paramedics. Continuing education is important to Ryan leading him to complete his diploma in EMS from the Justice Institute in 2015, an Honours Degree in Business Administration from Simon Fraser University in 2016, and a Master of Business Administration (MBA) at the University of British Columbia in 2024.

Ryan was appointed to the Board April 27, 2020, and was reappointed in December of 2023 until December 31, 2025.

DR. PHILIP YOON, MD, MBA, VICE CHAIR



Dr. Yoon is a staff emergency physician at the Royal Columbian and Eagle Ridge Hospitals and is a Clinical Professor within the Department of Emergency Medicine at the University of British Columbia. He completed his medical and business administration training at the University of Alberta and has been in active emergency medicine practice for over 25 years.

Dr. Yoon has worked in clinical, administrative, educational and research roles in emergency medicine and EMS in Alberta, Nova Scotia, and British Columbia. He maintains a clinical and academic interest in pre-hospital and transport medicine and other areas related to medicine in austere environments.

Dr. Yoon also serves as a Navy Reserve Medical Officer in the Canadian Armed Forces. Since 2013, he has held the position of a Medical Director within British Columbia Emergency Health Services (BCEHS) and has held portfolios involving the EMS Physician Online Support service and the Clinical Hub.

Dr. Yoon was appointed to the Board in November 2012 and reappointed in December 2022 to a term ending December 31, 2024



GRANT ROSS, MSM, CCP, MEMBER

Grant Ross is a career paramedic, working for the British Columbia Ambulance Service since 1987. Starting as a Primary Care Paramedic in the Vancouver post, he obtained his Advanced Care Paramedic certification in 2006 and then completed his Critical Care/Flight Paramedic training in 2014. He is currently working at the Vancouver Airevac station. Throughout his career, Grant has contributed to the professional development of his peers as a preceptor, mentor, and field trainer at all paramedic levels.

In addition to patient care delivery, for the last 25 years, Grant has volunteered for the Paramedic Association of Canada and the Ambulance Paramedics of BC writing, reviewing, and revising the corporate bylaws. He is also the Chair of the Paramedic Association's Benevolent Committee. This committee is tasked with providing support to families of paramedics killed in the line of duty.

Grant is the Past President and founding Board member of the Canadian Paramedic Memorial Foundation, a registered charity seeking to build a national monument in Ottawa to showcase paramedicine and pay respect to fallen Canadian paramedics. In March 2024, Grant received the Meritorious Service Medal (MSM) from the Governor General of Canada.

Grant was appointed to the Board on December 31, 2018, and reappointed in December 2022 to a term ending December 31, 2024.



POLICY UPDATES

The Emergency Medical Assistants Licensing Board approves policy within its legal authority under the [Emergency Health Services Act](#) and [Emergency Medical Assistants Regulation](#). In alignment with best practice, the Board publishes all policies on its [website](#) and all policies are reviewed annually and revised as necessary.

FIRST RESPONDER CHALLENGE POLICY

In March 2023, the Board approved a new policy to allow Emergency Medical Responder (EMR) licence applicants undergoing licensing examinations to challenge the EMA First Responder (EMA FR) exams. If successful, applicants would be eligible for an EMA FR licence to allow them to seek employment while awaiting an EMR practical exam. The purpose of the policy is to increase flexibility in the pathways to licensure without compromising standards for practitioner competency and patient safety.

In 2023/24, six EMR licence applicants challenged the EMA FR exam under this policy with a 100 percent success rate.

EMA FR INITIAL & RENEWAL LICENCE REQUIREMENTS

The EMA FR Initial and Renewal Licence Requirements [Policy](#) was updated in December 2022 to remove the Jurisprudence exam requirement for EMA FR licence renewals. The purpose of this was to streamline the licence renewal requirements for EMA FRs and align their jurisprudence exam requirements with other licence categories.

As a result, only 18 Jurisprudence exam candidates in 2023/24 were EMA FRs renewing their licence compared to 925 exam candidates in 2022/23, a 98 percent decrease.



POSITION STATEMENTS & COMMUNICATIONS

Position statements and communications issued by the Emergency Medical Assistants Licensing Board are published on its [website](#).

BCEHS CLINICAL PRACTICE GUIDELINES

In June 2023, the Board issued a [position statement](#) on BC Emergency Health Services (BCEHS) Clinical Practice Guidelines. This statement was developed in response to enquiries received by the Board upon publication of the guidelines. The purpose of the statement was to recognize BCEHS' authority under the [Emergency Health Services Act](#) to develop and operationalize provincial practice guidelines, to note that the guidelines may not supersede the [Emergency Medical Assistants Regulation](#) and services outlined within for each licence category. This position statement also highlights the requirement of successful completion of Board-recognized training for EMAs to incorporate new skills or technologies into practice, enabling removal of licence restrictions or addition of endorsements by the Branch.

OPERATIONAL VS. LEGAL SCOPE OF PRACTICE

In July 2023, the Board issued a [position statement](#) on Operational vs. Legal Scope of Practice. The purpose of this statement was to clearly define the Legal Scope of Practice, as per the [Emergency Medical Assistants Regulation](#) and specified list of services that an EMA can legally perform for each licence level. The Legal Scope of Practice specified within the Regulation provides the widest set of parameters for EMA practice at any given licence level. In contrast, the Operational Scope of Practice is established by each employer/organization that employs EMAs. Operational Scope of Practice can be a subset or comprise the entire Legal Scope of Practice parameters for a given licence level. The Board acknowledges the responsibilities of the employer/organization for establishing Operational Scope of Practice and the EMA in adhering to it, in compliance with sections (b) and (g) of the [Code of Ethics](#).



PROJECTS

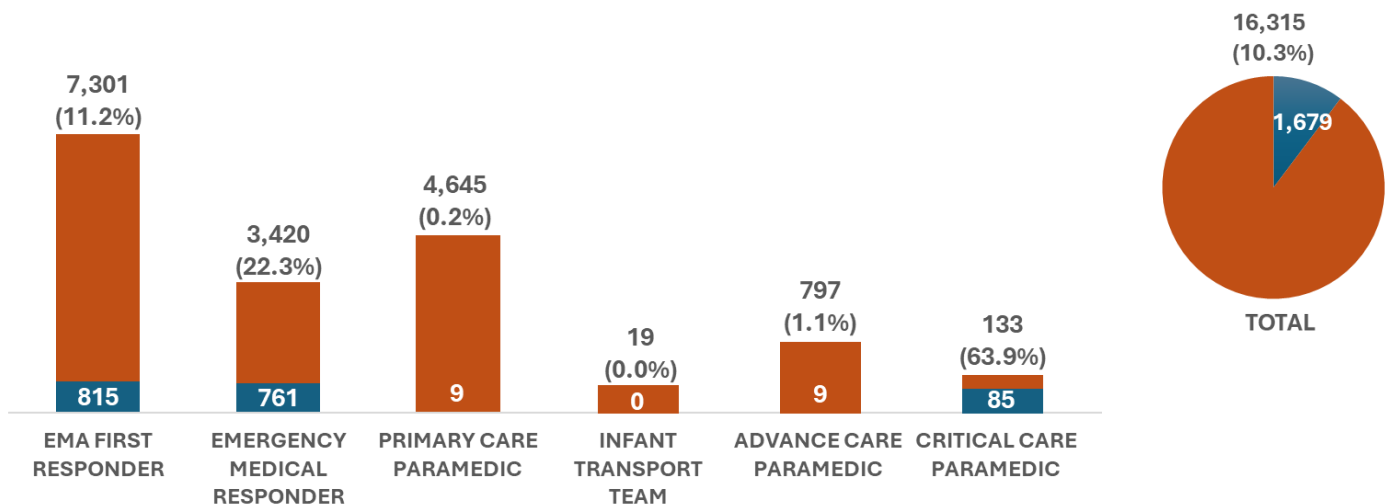
EMA REGULATION CHANGES – SCOPE OF PRACTICE

In September 2022, a [Ministerial Order](#) identifying EMA [Regulation](#) changes was issued. These changes were based on recommendations from the Board in consultation with interested parties. The amendments to the EMA [Regulation](#) enable increased scope of practice for EMAs who complete the required training and licensure. An EMA Scope of Practice [Frequently Asked Questions](#) document was posted to the Board’s [website](#) and is updated as new scope change questions arise.

Since early 2023, the Branch has been receiving training submissions that address scope increase services. As programs are reviewed and recognized by the Board, they are available to EMAs to support their training needs. As of March 28, 2024, 1,679 or just over 10 percent of all licensed EMAs had met the increased scope of practice training and licensure requirements. Engagement activity continues with EMAs, training agencies, and employers as we look ahead to the end of the transition period in September 2024.

EMAs WITH RESTRICTIONS REMOVED ON MARCH 28, 2024, BY LICENCE CATEGORY

TOTAL EMAs IN LICENCE CATEGORY
(% RESTRICTIONS REMOVED)



EXAM QUALITY CONTROL

The purpose of the project is to ensure practical examinations are conducted effectively and to enable examiners to examine with confidence and consistently apply marking criteria across all candidates to ensure prospective EMAs are assessed competently and fairly. Work completed on the project to achieve these outcomes includes, the development of examiner supports including assessment tools, the implementation of a sustainable exam bank management strategy, and a strategy for the ongoing adoption of technology to improve exam efficiency for examiners, candidates, and Branch members.

As of April 2023, practical exams conducted throughout the province have been recorded to promote consistency, transparency, and fairness in practice. This change was introduced after the Branch successfully piloted the video recording of practical examinations in February and March of 2023.

CONTINUING COMPETENCE

A review of the [Continuing Competence Requirements Policy](#) was completed during 2022 and implemented as of April 1, 2023. [Continuing competence](#) has been an annual requirement for EMAs in the EMR licence category and above since 2011 and is embedded in [Part 4](#) of the EMA Regulation. The updated policy provides greater flexibility for EMAs in selecting educational activities and better predictability in the credits received for those activities.

In 2022/23, prior to implementation of the updated policy, there were 734 registrants in shortfall of meeting their continuing competence requirements. In 2023/24, the first reporting period impacted by the updates, only 303 registrants were in shortfall indicating that the updated policy is having the desired effect by allowing for a broader choice of educational activities and fair distribution of credits.



RESULTS FROM 2023/24

EMAs BY LICENCE CATEGORY

TOTAL EMAs REGISTERED IN BRITISH COLUMBIA

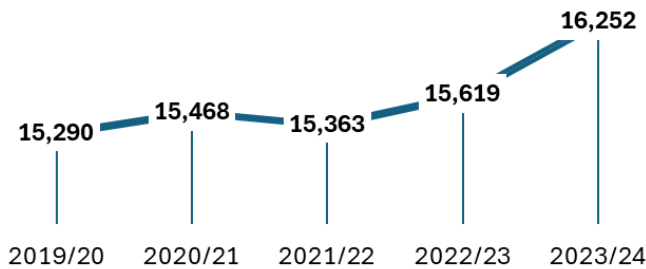


FIGURE 1.

On March 31, 2024, there were 16,252 Emergency Medical Assistants (EMAs) licensed to practice in BC (Figure 1). This continues the upward trend in total EMAs registered year over in the last five years, and represents an increase of 633, or a 4 percent increase, over the previous year.

EMA First Responders (FR) represent the largest proportion of EMA licence categories at 45 percent, a 1 percent increase over the previous year (Figure 2 and Table 1). However, the number of EMA FRs identifying as female was the lowest of all EMA licence categories at 13 percent, compared to 87 percent identifying as male and less than 1 percent undisclosed (Figure 2). In comparison, Primary Care Paramedics (PCPs), representing 28 percent of all registrants, had the highest number of individuals identifying as female amongst all licence categories at 41 percent, with 59 percent identifying as male and less than 1 percent undisclosed (Figure 2).

The change in EMA licence categories at March 31, 2024, over the previous year was:

- EMA FR 7,277 (↑ of 65, or 1 percent)
- Emergency Medical Responder (EMR) 3,411 (↑ of 490, or 17 percent)
- PCP 4,620 (↑ of 22, or less than 1 percent)
- Infant Transport Team (ITT) 19 (↓ of 2, or 10 percent)
- Advanced Care Paramedic (ACP) 792 (↑ of 57, or 8 percent)
- Critical Care Paramedic (CCP) 133 (↑ of 1, or 1 percent)

EMAs BY LICENCE CATEGORY AND GENDER

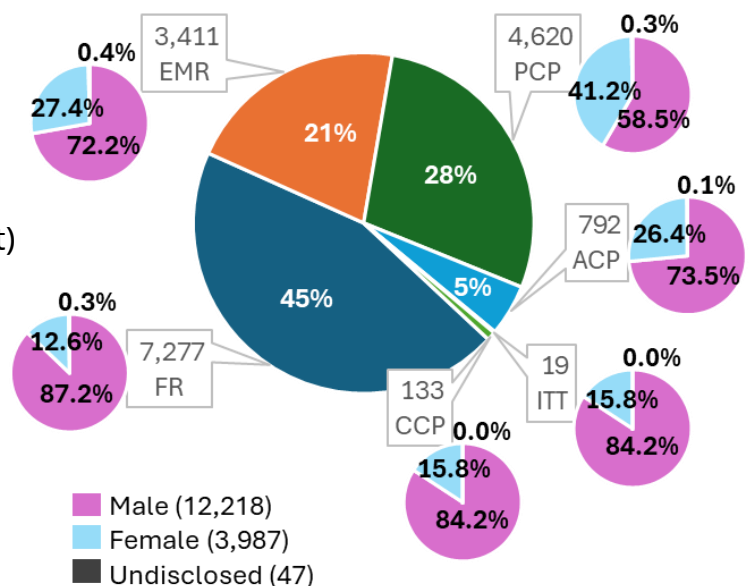


FIGURE 2.

FIVE-YEAR REGISTRATION COMPARISON

	2019/20	2020/21	2021/22	2022/23	2023/24
FR	8,091	7,747	7,439	7,212	7,277
EMR	2,311	2,435	2,679	2,921	3,411
PCP	4,158	4,495	4,427	4,598	4,620
ACP	594	645	658	735	792
ITT	25	25	23	21	19
CCP	111	121	137	132	133
TOTAL	15,290	15,468	15,363	15,619	16,252

TABLE 1.

The increase in EMRs is a trend that has continued over the last several years and is the result of an increasing number of larger fire departments licensing EMAs at the EMR level. The number of ITT licence holders continues in an expected decline as there are no longer recognized training programs available for this licence category and new team members are trained and licensed at the higher license category of Critical Care Paramedic.

WHERE EMAs WORK

The majority of EMAs are EMA FRs who work as fire fighters or fire rescue personnel providing emergency services such as scene assessment, identifying and attending to any life-threatening injuries and illnesses until BC Emergency Health Services (BCEHS) arrives on the scene. EMRs provide basic life-saving emergency medical care, typically in rural and remote areas or for large, urban fire departments. PCPs provide more advanced patient care, encompass most BC paramedics, and work throughout the province. ACPs specialize in advanced care of medical and trauma patients including advanced cardiac care. CCPs specialize in critical care services including critically ill and/or injured patient inter-facility transport and air medical response.



Photo credit: Dean Kwasny
Mill Bay Fire Department

CCPs and ITT paramedics specialize in the critical care of high-risk maternity, neo-natal and pediatric patients.

EXAMINATIONS

WRITTEN EXAMINATIONS

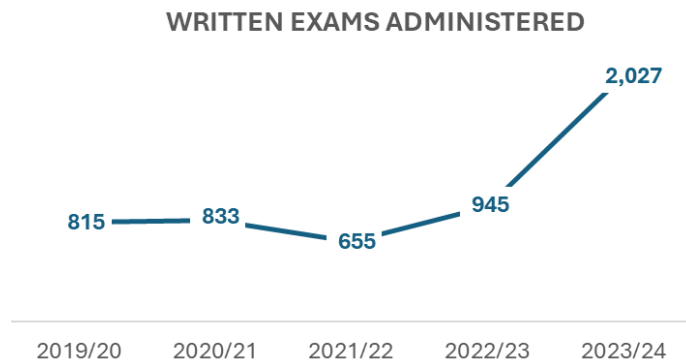


FIGURE 3.

There were 2,027 written exams completed during 2023/24 (Figure 3), a 114 percent increase over the previous year. Written exams are primarily written by candidates who are applying for an initial licence or a new licence level (1,907). The remainder wrote to reinstate a licence (55), as the result of a Board hearing (27), a continuing competence requirement (18), and for international applications (20).

Additionally, 2,821 EMA FR written exams were completed during 2023/24. EMA FRs write an exam every three years to renew their licenses in lieu of continuing competence requirements. This resulted in 1,400 EMA FRs writing renewal exams in 2023/24. In addition, 1,069 exams were written as a requirement to obtain a new EMA FR licence, and 352 for reinstating an expired licence.

PRACTICAL EXAMINATIONS

The Branch conducted 47 scheduled practical exam sessions during 2023/24, for a total of 3,434 exams. Scheduled practical exams were conducted at six locations across BC (Figure 4).

SCHEDULED PRACTICAL EXAMS COMPLETED BY LOCATION

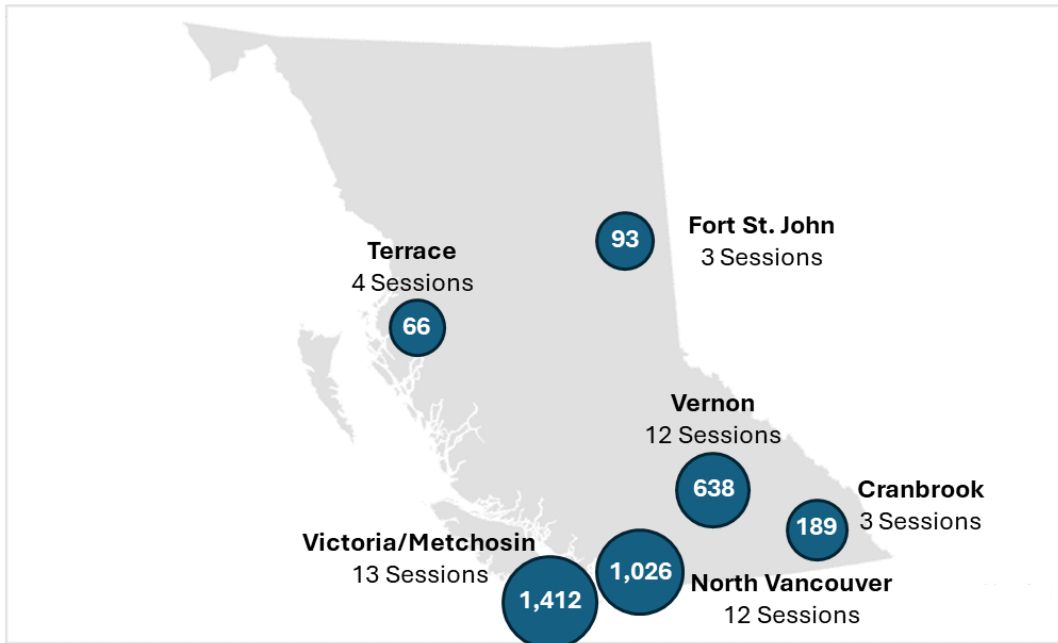


FIGURE 4.

The Branch also conducted 28 special exam sessions at the request of BCEHS and fire departments throughout the province, for a total of 676 exams. Special session practical exams were conducted at eleven different communities across BC, as well as several locations across the Lower Mainland (Figure 5).

SPECIAL SESSION PRACTICAL EXAMS COMPLETED BY LOCATION

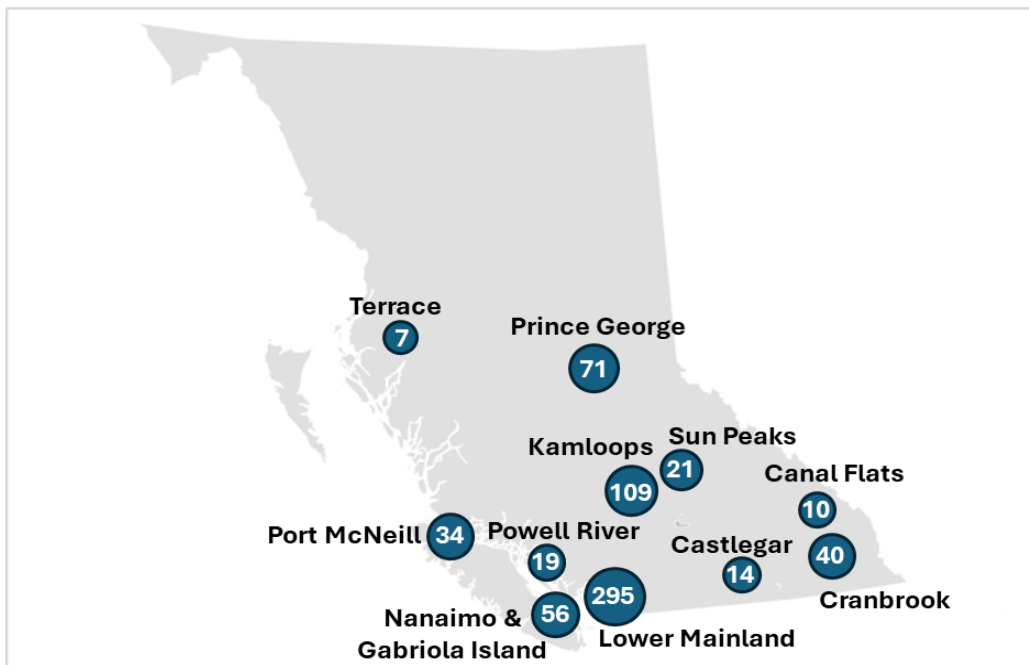


FIGURE 5.

During the 47 scheduled and 28 special exam sessions in 2023/24, the Branch administered a total of 4,110 practical exams, a 50 percent increase over the 2,736 completed in 2022/23 (Figure 6).

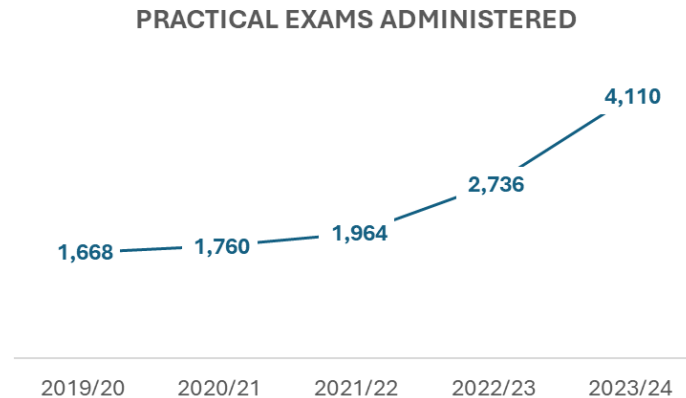


FIGURE 6.

JURISPRUDENCE EXAMINATIONS

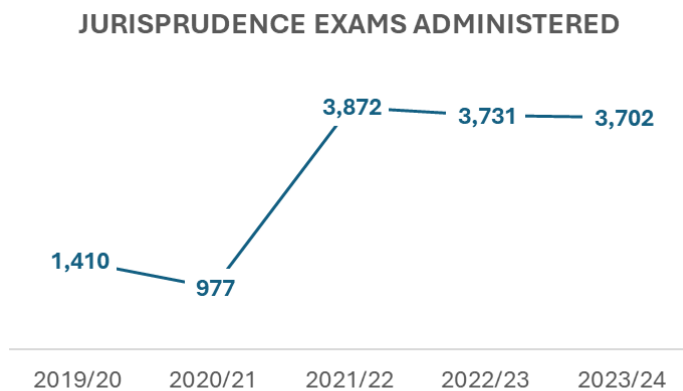


FIGURE 7.

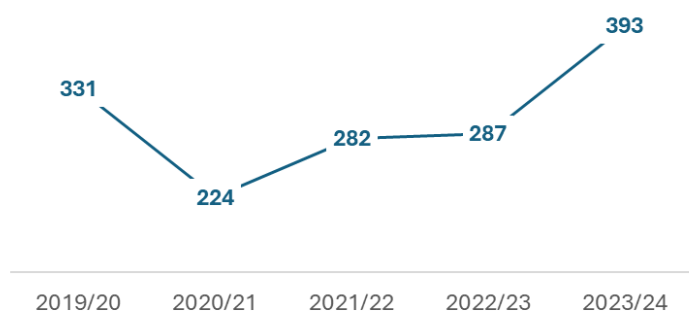
The jurisprudence exam addresses legislation, regulation, and policies and is administered to ensure EMAs are familiar with their legal obligations and the governance of their practice. The Branch administered 3,702 jurisprudence exams in 2023/24 (Figure 7). Most jurisprudence exam candidates (82 percent) were applying for an initial licence. The number of EMA FRs completing the jurisprudence exam declined drastically compared to the previous year, as they are no longer required to complete the exam to renew

their licence if they renew before their licence expires. Only 18 exam candidates in 2023/24 were EMA FRs renewing their licence, a decrease of 98 percent from the 925 candidates in 2022/23. Of the remainder, 205 were candidates gaining BC licensure through the Canada Free Trade Agreement; 43 were transferring internationally; 362 were licence reinstatements; and 38 were requirements of a Board hearing.

COPR EXAMINATIONS

The Canadian Organization of Paramedic Regulators' (COPR) [Entry to Practice Exam](#) was developed through a rigorous process and is periodically evaluated. COPR has offered national examinations for PCPs and ACPs since 2012. The COPR written examination is developed using the National Occupational Competency Profile (NOCP) for paramedics as a blueprint.

COPR EXAMS



The EMA Licensing Board has used the COPR Entry to Practice Exam for PCP and ACP licence categories in BC since November 2015. The COPR PCP and ACP exams are used in BC, Alberta, Saskatchewan, Manitoba, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador.

FIGURE 8.

During 2023/24, 393 COPR exams were attempted by BC candidates (Figure 8), an increase of 37 percent over the previous year, including:

- 372 in the PCP licence category, an increase of 35 percent over the previous year, and
- 21 in the ACP licence category, an increase of 90 percent over the previous year.

BC PCP candidates had an 84 percent success rate, as compared to the national rate of 72 percent. BC ACP candidates had a 100 percent success rate, as compared to the national rate of 84 percent. BC expects to continue seeing a larger cohort of ACP candidates in future years as there is an additional training institution providing an ACP training program in the province.

CONTINUING COMPETENCE

The continuing competence requirements for EMAs at the EMR level and higher are outlined in [Part 4](#) of the EMA Regulation. In each reporting period, EMAs are required to submit 20 patient contacts and 20 continuing education credits to maintain their licence. These requirements are in place to ensure EMAs maintain a high level of competent practice and consistent patient care.

Met Requirements by Deadline	5,966	82.4%
Referred to Hearing	573	7.9%
Relinquished Licence	261	3.6%
Licence Expired	353	4.9%
Successfully Adjudicated	39	0.5%
Met Requirements through Exams	3	0.0%
Unsuccessfully Adjudicated	9	0.1%
Licence Revoked by Board	39	0.5%

TABLE 2.

EMAs submit and view their continuing competence online using the [Emergency Medical Assistants Continuing Competence System](#) (EMACCS). EMACCS allows EMAs to manage their continuing education and patient contact totals throughout the year to ensure they meet their annual requirements. Licensees receive an automated notification once they have met their annual requirements, and if the requirements are not met, the branch contacts licensees via email multiple times reminding them of their regulatory obligation.

In the 2022/23 reporting period 7,243 EMAs were required to submit continuing competence. The outcome of 2022/23 submissions, which occurred during 2023/24, are identified in Table 2 above.

COMPLAINTS

The EMA Licensing Board, in support of its mandate to protect the public, is empowered under the [Emergency Health Services Act](#) to investigate complaints regarding patient care, breaches of the [EMA Code of Ethics](#) (Schedule 3 of the [EMA Regulation](#)), breaches of the terms and conditions of an EMA licence, and when necessary, conduct hearings. Complaints originate from the public and from healthcare professionals, including EMAs, who have a [duty to report](#) suspected incompetent practice, impairment, and breaches of the Code of Ethics. The Board processes complaints in accordance with the [Act](#) and the [Board’s Rules for Complaints, Investigations and Discipline Hearings](#) (Figure 8).

OVERVIEW OF COMPLAINTS PROCESS*

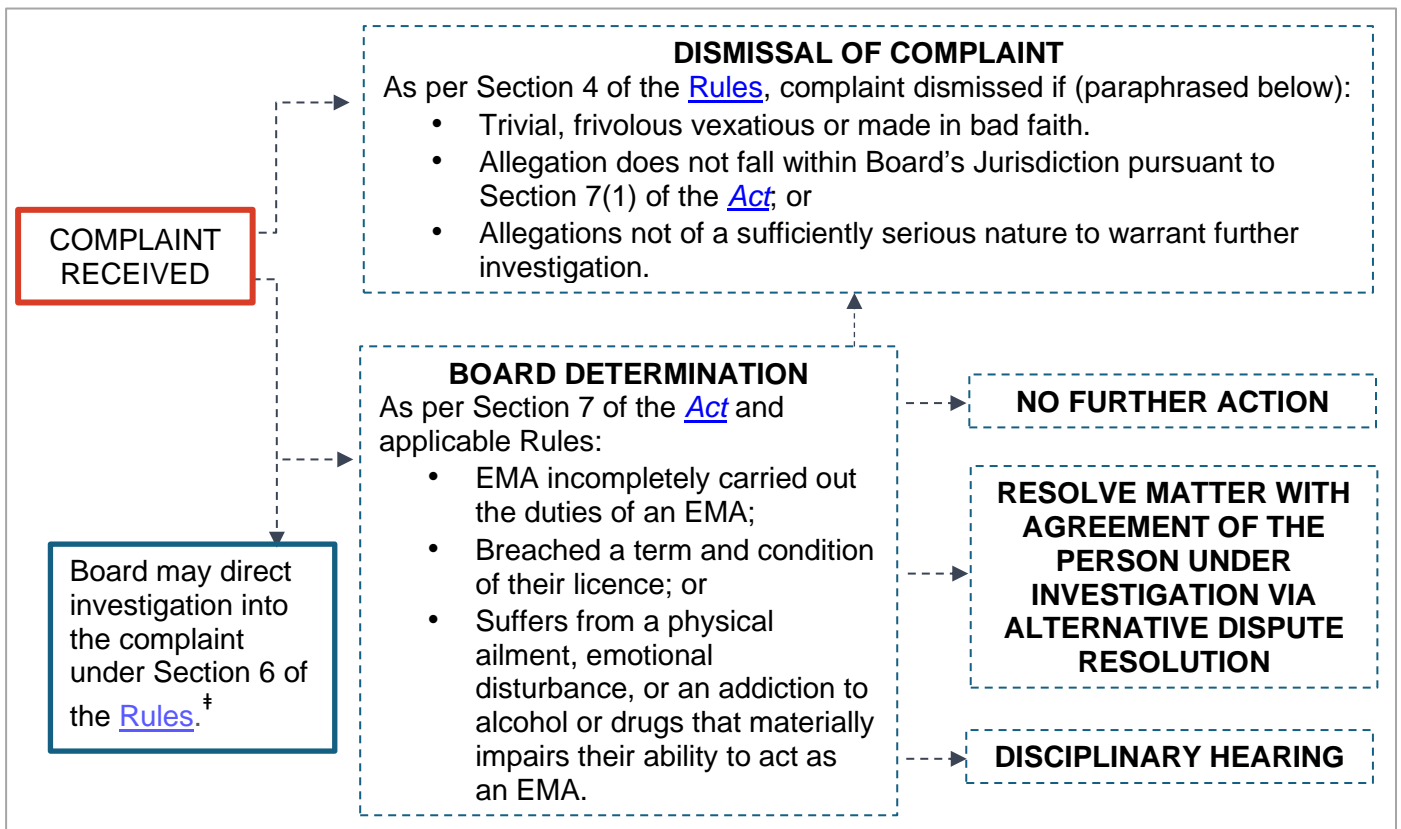


FIGURE 9.

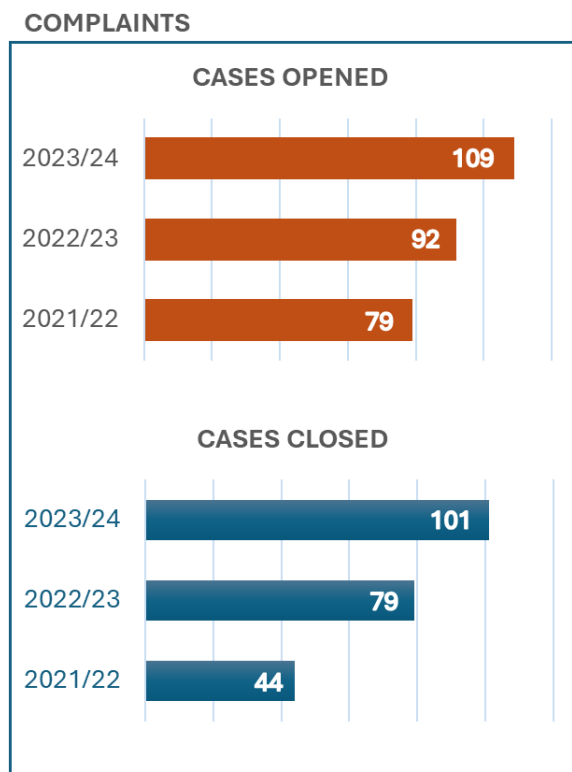
*The Board processes complaints in accordance with the [Act](#) and the [Rules](#). Please refer to relevant sections within the [Act](#) and [Rules](#) for complete details. Further details on the complaints process can also be found on the Board’s [website](#).

†The Board may invoke Section 8 of the [Act](#) to (a) set limits or conditions on the practice of the profession by the EMA, or (b) suspend the licence of the EMA. Section 8 can be invoked if necessary to protect the public prior to completion of an investigation or conclusion of a disciplinary hearing.

The Board is committed to more collaborative resolutions focused on educational outcomes through continuous learning and maintaining and exceeding EMA standards outlined in the [Act](#) and [Regulations](#), including the [Code of Ethics](#). The Board may therefore have a registrant complete courses, clinical consultations, and other remedial activity, depending on the circumstances of the complaint and the findings of the investigation and/or hearing. In some

cases, the Board may also determine if time-limited terms, conditions, or suspensions should be imposed on a registrant's licence. The Board also has the authority to investigate complaints on former EMAs as per section 7 of the Act.

A complaint case is closed by the Board upon dismissal or when the terms of the alternative dispute resolution agreement or hearing penalty decision have been satisfied by the registrant.



From April 1, 2023, to March 31, 2024, the Board opened 109 complaint files, an increase of 18 percent from the 92 files opened in 2022/23 (Figure 9). Of the 109 complaint files opened, 49 were deemed not to be within the Board's authority pursuant to Section 4.1(b) of the [Rules](#) (out of jurisdiction) and dismissed. The Board closed 101 complaint investigations in 2023/24 as compared to 79 from the previous year (Figure 9), an increase of 28 percent. The marked increase in closed cases over the previous year was due to an increase in Branch resources.

The details of the cases that resulted in disciplinary action may be published on the Board's [website](#) as they arise.

FIGURE 10.