

The Board

The Emergency Medical Assistants Licensing Board (the “Board”) is a statutory decision-maker established under the *Emergency Health Services Act*, RSBC 1996, c. 182 (the “Act”). The Board is not part of BC Emergency Health Services (“BCEHS”) or any regional health authority. The Board acts independently of the Government of British Columbia. The Board has jurisdiction over emergency medical assistants, including first responders, emergency medical responders, and all licence levels of paramedics.

Complaint Process

Upon receipt of a complaint, the Board may dismiss the complaint without initiating an investigation, pursuant to section 4 of the Rules, if it determines the complaint: (a) is trivial, frivolous, vexatious or made in bad faith; (b) does not contain allegations that could lead to a determination that falls within the Board’s jurisdiction under the Act; or (c) does not contain allegations that, if admitted or proven, are sufficiently serious to warrant further investigation.

If the Board does not summarily dismiss a complaint under section 4 of the Rules, the Board may direct an investigation into the complaint under section 6 of the Rules or invoke Section 8 of the Act in which case the Board may (a) set limits or conditions on the practice of the profession by the emergency medical assistant, or (b) suspend the licence of the emergency medical assistant. Section 8 of the Act can be invoked by the Board when it considers it necessary to protect the public prior to the completion of an investigation or until a disciplinary hearing concludes.

After the completion of an investigation, the Board may take any of the steps set out in section 7 of the Rules, including: (a) take no further action; (b) seek to resolve the matter through mediation; (c) resolve the matter with the agreement of the person under investigation by way of an alternative dispute resolution; or (d) direct the Director to issue a citation and proceed to disciplinary hearing.

If the Board proceeds to a disciplinary hearing, the Board may, after a hearing, dismiss the complaint or determine, pursuant to section 7(1) of the Act, that the emergency medical assistant: (a) incompetently carried out their duties; (b) breached a term or condition of their licence; or (c) suffers from a physical ailment, emotional disturbance or an addiction to alcohol or drugs that materially impairs their ability to act as an emergency medical assistant.

If the Board makes such a determination, the Board may, pursuant to section 7(3) of the Act: (a) impose conditions on the emergency medical assistant's licence; (b) suspend their licence for a term the Board considers appropriate; (c) revoke the emergency medical assistant's licence; or (d) bar the person from being licensed under the Act for a period the Board consider appropriate.

The Board does not have authority to provide monetary compensation to complainants (including refunds for fees paid to BCEHS for ambulance services). The Board also does not have the authority to compel an emergency medical assistant to provide compensation or a formal apology to a complainant.