

This Letter of Understanding made as of the 12th day of January, 2011

Between:

The Canadian Union of Public Employees
Local 3324
("CUPE" or the "Union")

and

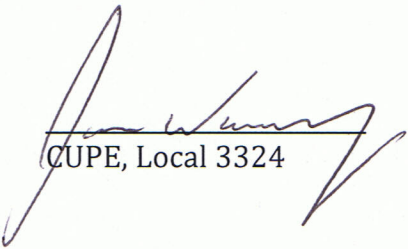
Island EMS Inc.
(the "Employer")

Whereas: The Employer has discovered the lack of resources within the system with respect to the Senior Operations Paramedic (SOP'S) in accordance with Article 13.06 of the Collective Agreement.

And Whereas: The Union has agreed to include SOP Alternates within the above mentioned Article of the collective agreement with the following term.

1. The Senior Operations Paramedic Alternate is expected to fulfill the SOP role as required to support operations. The SOP Alternate will be called up when additional SOP duties are required. Alternate SOP will only be compensated when they are acting in the role of SOP all other scheduled hours will be compensated at their current rate of pay. SOP Alternate duties may include, but are not limited to, the completion and submission of payroll for supervisory approval, special projects, fleet support, and call-in for staffing and provide additional operational support to the field as required. Major clinical, operational and human resource components of this position includes demonstrating clinical leadership, facilitating service direction, assisting staff in building capabilities, helping implement changes to improve service levels and maintaining ongoing relationships with external stakeholders.

2. A list of detailed duties will be included in the postings of such, above mentioned position.



CUPE, Local 3324



Island EMS Inc.