



## OPERATIONS ADVISORY

**To:** All Medical First Responder (MFR) Agencies

**From:** Emergency Health Services – MFR Program

**Date:** May 22, 2025

**Subject:** Temporary delivery Process for MFR PCRs, Supplies and re-registrations until certainty in the Canada Post issue is resolved

Dear MFR Agency Partners,

We are aware of the pending Canada Post service disruption and the potential impact it may have on the mailing of MFR Patient Care Reports (PCRs), supplies and re-registrations shipped directly from the MFR office in Dartmouth.

Please note that **consumable medical products shipped from our medical supplier, Medline, will continue to be delivered via their regular courier service.**

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### Temporary Mailing Measures to and from the MFR Services Office

Until further notice:

- 1. Complete PCRs for Every Call**

It remains essential that all MFR Patient Care Reports are completed accurately and thoroughly for every call your agency responds to.

- 2. Securely Store Completed PCRs**

Store all completed PCRs in a secure location within your agency until they are to be sent.

- 3. Temporary Shipping Method**

To ensure continuity, **Purolator Courier will be the solution used until certainty in the Canada Post issue is resolved.** Purolator will be used to ship all items previously sent via Canada Post, including:

- Zoll supplies

- Medication kits
  - PCR books
  - New MFR registrations
  - MFR re-registrations
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### **Submitting PCRs During the Disruption**

- Agencies are expected to continue following the standard monthly PCR submission process.
- **Cardiac arrest and high-acuity calls** - PCRs must still be submitted within seven days of the incident.

### **Process for obtaining a Purolator Waybill**

1. Contact MFR Services at **mfrservices@emci.ca**
2. Indicate that you require a Purolator waybill for PCR submission
3. Include the pickup address for the package

MFR Services will generate a Purolator waybill and send it to you via email so you can continue submitting your PCRs without delay.

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We appreciate your cooperation and continued dedication to serving your communities. We hope this disruption is resolved quickly and that regular mailing services resume soon.

If you have any questions or urgent concerns, please don't hesitate to contact the EHS MFR team directly.

Thank you for your understanding and support during this time.

Sincerely,

**Michael Lockett, PCP**

Operations Supervisor

Medical First Response & Interoperability

**Emergency Health Services**

Ambulance Operations Management

Cell: (902) 532-8280

Email: [michael.lockett@emci.ca](mailto:michael.lockett@emci.ca)

Web: [www.emci.ca](http://www.emci.ca)

Web: [www.ehsmfr.ca](http://www.ehsmfr.ca)