

Saint John Police Medical Call Response

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The Saint John Police will streamline medical call response to enhance community safety and efficiency.

What is a medical call?

Medical calls consist of a range of health-related emergencies, including but not limited to personal injuries, heart attacks, seizures, suicide attempts, and drug overdoses.

Currently, the City of Saint John employs a three-tiered response involving Emergency Medical Services (EMS), Saint John Police, and Saint John Fire. This approach results in an overlapping of responses from multiple entities, diversion of police resources away from core policing responsibilities, and inefficiencies, particularly in cases where the call is strictly medical in nature.

As a result of collaboration with **Ambulance NB, Saint John Fire, and NB 9-1-1**, the Saint John Police have redefined their role in responding to medical calls. Moving forward, police will respond to medical calls during specific conditions, such as:

- Proximity to the incident

- Suspected criminal activity
- The presence of a violent individual

A **one-year pilot project** will launch on **February 1, 2025**, to evaluate the impact of these changes.

These changes reflect our commitment to delivering efficient and effective policing services. By focusing our resources on core duties, we can better serve our community and ensure that it remains safe, healthy, and secure for all to enjoy.

For more news, visit [Saint John Police Force | City of Saint John, New Brunswick](#)