



May 16, 2023

Mr. Ian Watson
Chair, Board of Directors
EM/ANB Inc.
520 King Street
Fredericton, NB E3B 6G3

RE: EM/ANB Inc. 2023-2024 Mandate Letter

Dear Mr. Watson:

In our roles, we are entrusted to provide the province with the absolute best service possible. It is a privilege that we each share, and it is at the core of what we do and why we are here.

This letter provides an updated overview of your responsibilities for the year ahead, and I look forward to all that we can accomplish together with our shared vision and purpose.

As a Crown body under the *Accountability and Continuous Improvement Act*, I expect that you and your Board will apply sound governance principles guided by effective strategy that delivers on your mandate.

As government, we are dedicated to ensuring the needs of residents are put first. Guiding us in our work is a collective focus on our overall priorities, including:

- an energized private sector;
- vibrant and sustainable communities;
- an affordable, responsive and high-performing organization;
- dependable public health care;
- world-class education; and
- the environment.

It is government's expectation that the Board work through the Department of Aboriginal Affairs for advice and support on the Crown's Duty to Consult throughout all initiatives.

Minister/Ministre
Health/Santé

P.O. Box/C.P. 5100 Fredericton New Brunswick/Nouveau-Brunswick E3B 5G8 Canada

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Through your leadership as Chair, I expect the Board to deliver upon the priority areas outlined below:

Priority Areas	Expected Result / Outcome	Timeline
Provincial Health Plan	Active participation in the execution of the provincial health plan, including implementation of multi-patient transport units and expansion of mobile x-ray technology.	March 31, 2024
ANB Dispatch	Review performance of current Computer Aided Dispatch system and ensure management implementation of resulting recommendations.	Completion of review and recommendations before November 30, 2023.
CommunityCareNB	Implementation of a patient care information system for the Extra-Mural Program (EMP).	March 31, 2024
Health Link	Implementation of NB Health Link clinics in every health zone to offer primary health care services to New Brunswickers awaiting a permanent primary care provider.	June 30, 2023
Auditor General Report Response	Continued collaboration with the Department in addressing the issues identified in the 2020 Auditor General's report on Ambulance Services.	Ongoing
2023-2024 Annual Plan	Completed annual plan that is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> and submitted for my approval and signature.	Submitted for my approval by March 31, 2023. Published on your website no later than June 30, 2023.
2022-2023 Annual Report	Completed annual report that is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> – including an update on the status of Auditor General recommendations provided to EM/ANB Inc. in the past 5 years – and submitted for my approval and signature.	Submitted for my approval by August 31, 2023. Filed with the Clerk of the Legislative Assembly within 30 days of my approval.

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I have every confidence that we have a team that is prepared to lead with fairness, focus and to make tough and balanced decisions to keep our province moving forward. It is an honour to serve the people of New Brunswick.