

CHECK AGAINST DELIVERY

Remarks by City Manager Joe Pennachetti on the release of the Alexandra St Report – Oct 8, 2009

I want to begin by also expressing my deepest sympathies to Mr. Hearst's family on their loss.

It is a set of very unfortunate circumstances that has brought us here today.

As Chief Farr noted, the report of the Ministry of Health Investigator found that there was a preventable delay in responding to the call on June 25th.

This is a very serious matter and we will respond to the report's findings accordingly.

The Chief has outlined the actions that EMS is already taking to implement the recommendations contained in that report.

As the Chief mentioned in his remarks, one of the actions already underway is a review of the staging policy.

In light of the Chief's work and the recommendations contained in the report, the Mayor has asked me to work with the Province to review the staging process. I will be

setting up a working group with representation from EMS, the Ministry of Labour, Ministry of Health and Long-Term Care and the unions.

This group will conduct a complete review of the staging process, including the checks and balances that are in place for such calls, to ensure the ongoing safety of both paramedics and their patients.

We will take any action necessary as a result of that review.

I have also assured the Mayor that I will provide the necessary oversight to ensure there is complete follow through on all of the recommendations in the report.

I will monitor the work that is currently underway, ensure progress is made on the remaining recommendations and provide direction should further action be necessary.

I want you to know that the City takes this matter very seriously.

That is why Chief Farr asked the Ministry of Health and Long-Term Care to conduct an investigation back in July, and why we stand here today to provide the results of that investigation and tell the public the other actions we intend to take.

I want to reassure Torontonians that EMS, with oversight from my office, will dedicate itself to implementing the recommendations in a manner that fully addresses the concerns that have been identified. We will, of course, do all we can in future to avoid delays such as the one that occurred on June 25th.

Work on implementing all of the recommendations will go forward as quickly as possible and is a priority for the City of Toronto.

But I want the public to know that EMS will continue to respond to the hundreds of thousands of calls it receives for emergency assistance each year. EMS will continue to provide residents with the highest quality of ambulance and emergency medical service.

Thank you.