

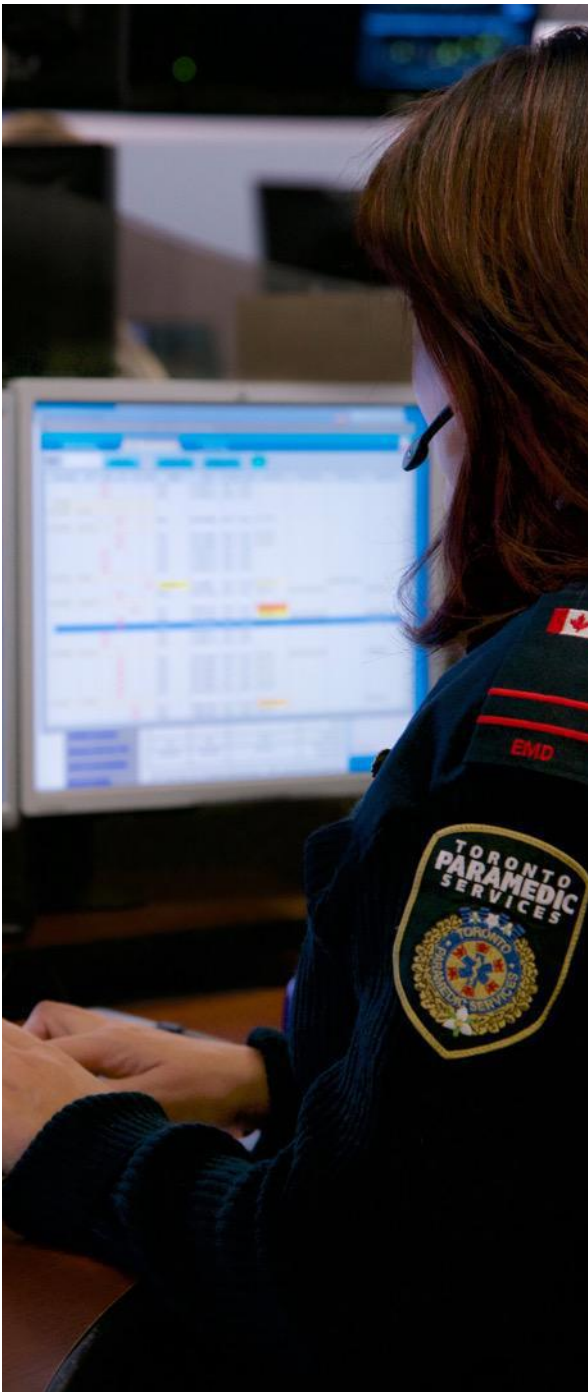


# Toronto Paramedic Services

Annual  
Report  
2016

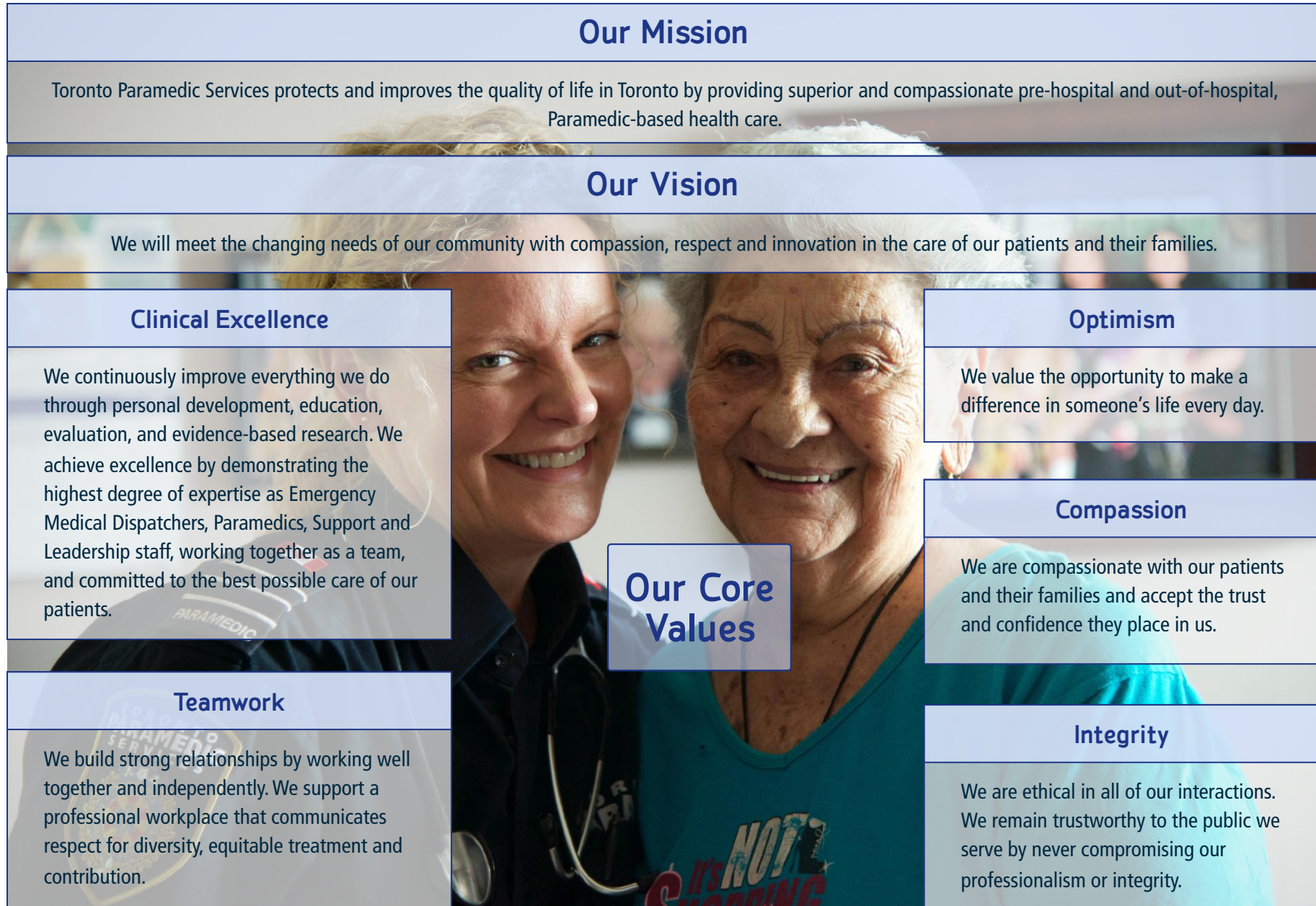


Paramedic Graduating Class, May 2016



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# Mission, Vision, Values



**Our Mission**

Toronto Paramedic Services protects and improves the quality of life in Toronto by providing superior and compassionate pre-hospital and out-of-hospital, Paramedic-based health care.

**Our Vision**

We will meet the changing needs of our community with compassion, respect and innovation in the care of our patients and their families.

**Clinical Excellence**

We continuously improve everything we do through personal development, education, evaluation, and evidence-based research. We achieve excellence by demonstrating the highest degree of expertise as Emergency Medical Dispatchers, Paramedics, Support and Leadership staff, working together as a team, and committed to the best possible care of our patients.

**Optimism**

We value the opportunity to make a difference in someone's life every day.

**Compassion**

We are compassionate with our patients and their families and accept the trust and confidence they place in us.

**Teamwork**

We build strong relationships by working well together and independently. We support a professional workplace that communicates respect for diversity, equitable treatment and contribution.

**Integrity**

We are ethical in all of our interactions. We remain trustworthy to the public we serve by never compromising our professionalism or integrity.

**Our Core Values**

# Our Strategic Direction

*In keeping with the City's Strategic Actions for 2013 – 2018, Toronto Paramedic Services strives to fulfill its mission through:*

## ORGANIZATIONAL EFFECTIVENESS AND EXCELLENCE

### Key Activities:

- Mitigate emergency calls through various clinical pathways
- Expand Community Paramedicine
- Improve citizen first response through public education and prevention

## CLINICAL EXCELLENCE

### Key Activities:

- Renew vision of clinical excellence as a key priority
- Maintain Communications Centre accreditation as a Centre of Excellence
- Maintain leadership in national and international medical research to promote integrated, evidence-based clinical care

## STRENGTHENING ORGANIZATIONAL EXCELLENCE

### Key Activities:

- Be an employer of choice
- Support employee engagement and professionalism
- Support employee and labour relationships

## OPTIMIZING STAFFING

### Key Activities:

- Implement new scheduling processes and software
- Continue to implement recommendations of the City Manager's Organizational & Service Review

## IMPROVING RESPONSE TIME

### Key Activities:

- By 2020, improve response times for life-threatening emergency calls to achieve 8:59 minutes, 90% of the time
- Reduce in-hospital offload delays
- Develop and implement comprehensive performance management targets for all program areas

## MAXIMIZING INFRASTRUCTURE EFFICIENCIES

### Key Activities:

- Complete Lean management project to re-engineer work flow processes in hospitals
- Following the expropriation of existing ambulance stations, construct the first multi-function station to increase effectiveness of the new operational model
- Participate in the development of the NG (Next Generation) 9-1-1 Project



## From the Chief

*On behalf of Toronto Paramedic Services, I want to thank you for your interest in our 2016 Annual Report. It highlights the amazing work of our Paramedics, Emergency Medical Dispatchers (EMDs), Support Staff and leadership team, all of whom have helped to provide the highest quality medical care to the public.*



One of our greatest achievements has been the reduction in Paramedic response times to life-threatening calls in each of the last 6 years. As a result of key operating efficiencies and improved dispatching technology, response times are now at their lowest in over a decade, despite increasing emergency call demand over the same period. Toronto Paramedic Services also continued to participate in research trials that influence Paramedic practice around the world.

In 2016, we continued to push forward with our employee engagement strategy, designed to improve the working conditions for all our staff.

We also launched an improved and easy-to-use web page to enable the public to thank any member of our staff or to provide other types of feedback. In addition, our Community Paramedicine Program continues to play a key role in the Toronto Seniors Strategy. The Program's success is based on the active role played by frontline Paramedics in providing more appropriate alternatives to repeated 911 responses for our city's most vulnerable.

We continued to implement business efficiencies, including a new vehicle and patient equipment tracking process to improve compliance with preventative maintenance requirements, and we upgraded the cardiac monitors used by our Paramedics to provide better care to the patients we serve.

Toronto Paramedic Services remains focused on providing evidence-based clinical care in a fiscally responsible manner.

The successes we have achieved, by taking on new challenges and opportunities, are due to the hard work and dedication of every member of our team who contribute to improving the quality of life for our patients, their families and our staff every day.

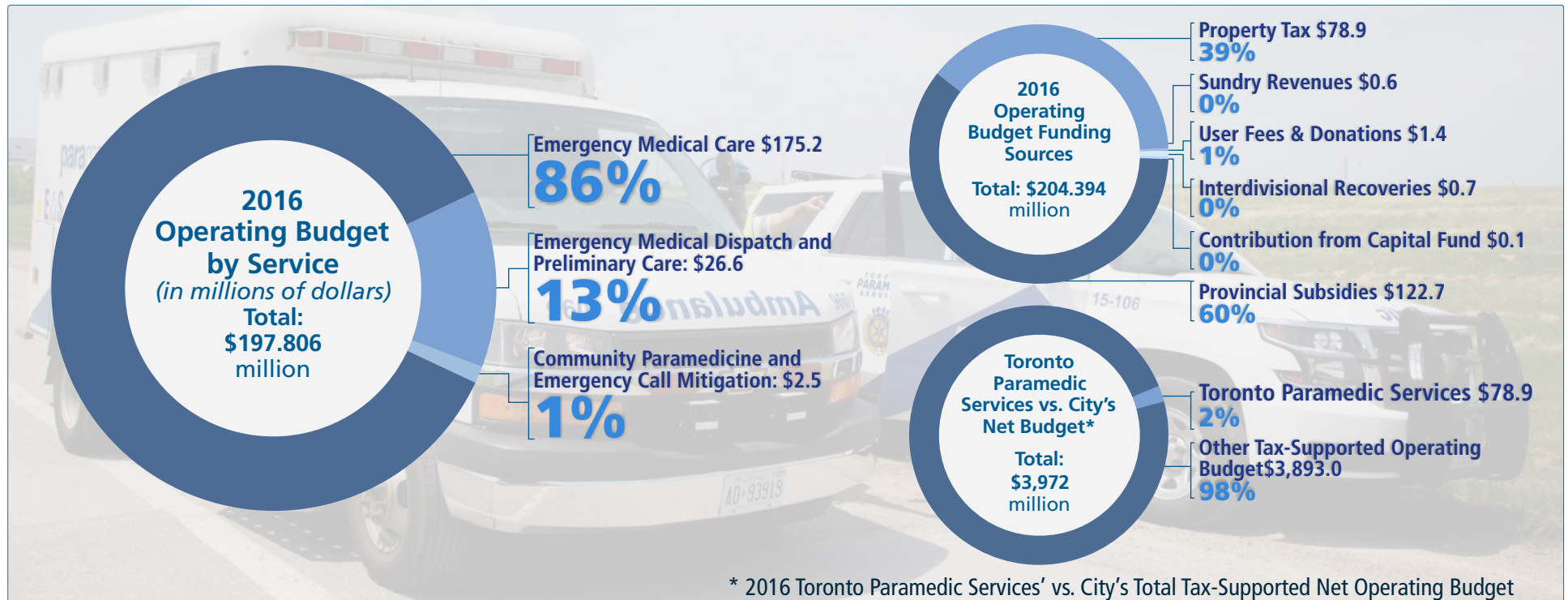
**Paul Raftis, Chief**

# 2016 Operating Budget

	<i>Gross</i> <b>Includes Provincial Funding</b> (thousands of dollars)	<i>Net</i> <b>City Funding Only</b> (thousands of dollars)
<b>Emergency Medical Care</b>	<b>175,224.1</b>	<b>77,554.0</b>
<b>Emergency Medical Dispatch and Preliminary Care</b>	<b>26,637.3</b>	<b>687.3</b>
<b>Community Paramedicine and Emergency Call Mitigation</b>	<b>2,532.1</b>	<b>704.9</b>
<b>Total Program Budget</b>	<b>204,393.5</b>	<b>78,946.1</b>

## 2016 Service Deliverables

- 24-hour emergency medical response for the City of Toronto from 45 ambulance stations located across the city.
- Target response times to life-threatening emergency calls within 12 minutes 90% of the time.
- Continue to use the Community Paramedicine Program to re-direct specific patient groups to appropriate preventative, out-of-hospital medical care, thereby minimizing or eliminating their reliance on 911 and the hospital system.
- Provide First-Aid/CPR and public access defibrillation training courses to 13,900 people comprising external clients and City staff.
- Maintain and provide oversight for approximately 1,523 Automated External Defibrillators (AEDs) in 2016.



### FAST FACTS

- Toronto Paramedic Services is the largest municipal paramedic ambulance service in Canada.
- Paramedics transported 222,538 emergency patients to hospital in 2016, a 5% increase from 2015.
- 1,074 Paramedics and 125 Emergency Medical Dispatchers

### TRENDS

- Emergency patient transports increased by 44% between 2006 and 2016 from 154,026 to 222,538.
- From 2016 to 2018, emergency patient transports are expected to grow at a rate of 4% due to a growing and aging population.
- Paramedic staffing levels were relatively unchanged from 2002 until 2013 with the approval of 51 positions; this was followed with 56 positions in 2014, 56 positions in 2015 and 57 positions in 2016.



# Operations

Gord McEachen, Deputy Chief

*The Operations section is directly responsible for providing evidence-based emergency medical care and transportation by Paramedics with ambulances and emergency response vehicles.*

## ACHIEVEMENTS

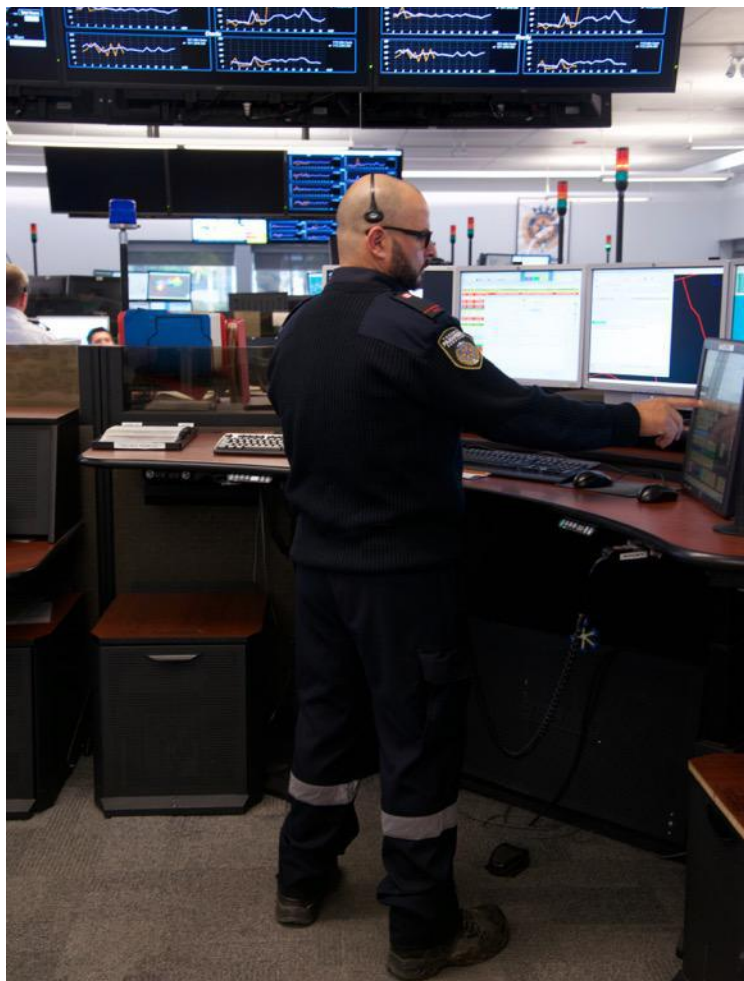
- Working with TCEU Local 416, CUPE Local 79, the Ministry of Health and Long-Term Care (MOHLTC), the Ministry of Labour (MOL), and the City's Corporate Health and Safety section, Toronto Paramedic Services undertook a thorough review of its policies and procedures around Paramedic safety. As a result, a number of revised policies were implemented in order to strengthen existing processes and better support Paramedic safety.
- Under the guidance of our process improvement expert, Toronto Paramedic Services formed a working group to enhance Paramedic wellness through improvements in meal break compliance and reduction in end-of-shift overtime. Team members come from a variety of work units across the Division and include representatives of both unions.
- As a result of direct feedback from staff during their participation in the employee engagement process, a number of measures were implemented in 2016 to improve working conditions for Paramedics. These included dedicated Superintendents to support part-time Paramedics, plans for observation shifts for Paramedics in the Communications Centre, and internal customer service training for frontline Superintendents.
- As result of a 4-year staffing plan approved by Council in 2013, ambulance availability has improved on weekends and during peak times of demand. In turn, these additional resources have contributed to improved response time performance and more equitable distribution of workload for Paramedics.



# Communications Centre

Garrie Wright, Deputy Chief

*The Central Ambulance Communications Centre (CACC), which is funded by the Ministry of Health and Long-Term Care (MOHLTC), provides an ambulance dispatch service that includes 911 call receiving, dispatch and real-time system performance. It includes the design, operation and maintenance of radio, telephone and computerized communications equipment. The CACC also provides training to its dispatchers, and creates and maintains map location data.*



## ACHIEVEMENTS

- Toronto Paramedic Services established a joint working group comprising Emergency Medical Dispatchers (EMDs) and management staff, to address various areas within the Communications Centre, including shift schedules, uniforms and education and quality improvement. The goal of the working group is to improve communication between EMDs and management, thereby creating a more positive work environment.
- The Communications Centre implemented part-time Call Taker positions in September 2016. 16 more candidates started their classroom orientation and training in the fall. These staff will augment the existing staffing complement, providing greater flexibility in scheduling and greater peak time coverage.
- Toronto Paramedic Services successfully completed a Peer Service Review by the Ministry of Health and Long-Term Care on November 8 & 9, 2016. This process examined all aspects of the Communications Centre's performance and provides invaluable external quality assurance. A Final Report on findings is anticipated in 2017.
- Toronto Paramedic Services has continued to develop and implement improved computer-aided dispatch technology and processes in the Communications Centre. The CAD upgrade project will be implemented in early 2017, and will provide scalable functionality to enhance the deployment of ambulances and to improve response time performance.



Communications Systems Engineering staff (from left to right): Systems Integrator Wenwei Wang, Commander Irina Pantofaru, Systems Integrator Bayardo Lopezpineda

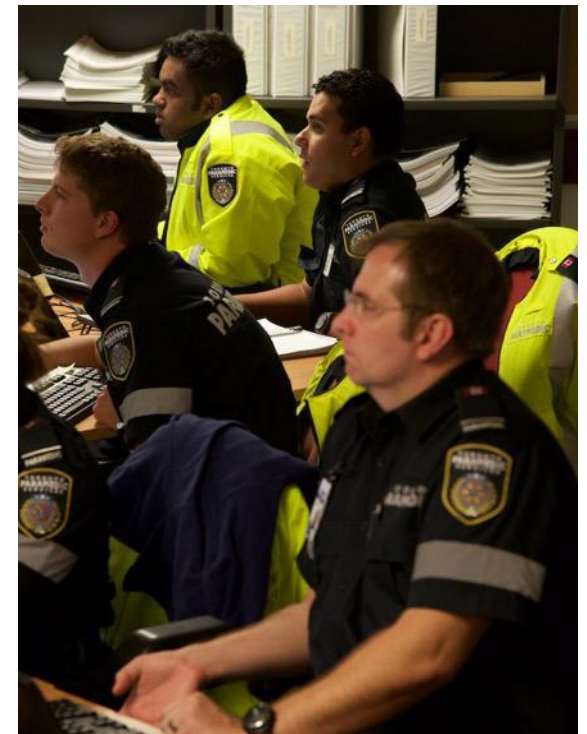
# Program Development and Service Quality

Michael Neill, Deputy Chief

*The Program Development and Service Quality section supports frontline operations through emergency planning, community-focused health care, maintenance of legislative compliance and quality standards, delivery of evidence-based education to staff and the public, and provision of accurate information to the public regarding Toronto Paramedic Services.*

## ACHIEVEMENTS

- Toronto Paramedic Services' Community Paramedicine Program continued to play an integral role in reducing call volume pressures and providing the most appropriate, mobile patient care to vulnerable Toronto communities and residents – as affirmed by City Council in July 2013 per the City Manager's Service and Organizational Review.
- Training to improve mental health amongst Paramedics was introduced in 2016. This training, obtained from the Mental Health Commission of Canada (MHCC), is designed to reduce stigma and promote resiliency using the concept of the mental health continuum. Originally developed by the Canadian Armed Forces, it has been successfully adapted for use by paramedic, police and fire services.
- Toronto Paramedic Services continued to recruit a diverse workforce in 2016, hiring Paramedics and Emergency Medical Dispatchers (EMDs) with a range of cultural backgrounds and fluency in languages that include Cantonese, French, Punjabi, Mandarin, Spanish, Vietnamese, German, Tamil, Korean, Farsi, as well as American Sign Language.
- In partnership with Toronto Employment and Social Services (TESS), funding was confirmed for a third class of the Primary Care Paramedic training program, aimed at allowing low-income individuals from diverse communities to become life-saving professionals by mitigating their costs and helping them become self-reliant. The next class is scheduled to start in early 2017.
- Toronto Paramedic Services' Public Access Defibrillation (PAD) program continued to save lives by allowing bystander medical interventions to begin sooner. At the end of 2016, Toronto Paramedic Services' Safe City Program oversaw the maintenance of 1,547 automated external defibrillators (AEDs) at workplaces and facilities throughout the city of Toronto with 9 lives saved.



# Operational Support

Rhonda Hamel-Smith, Deputy Chief

*The Operational Support section is critical in supporting Toronto Paramedic Services' frontline Paramedic and EMD services, by providing functions that include fleet services, facilities maintenance, staff scheduling, materials management, equipment maintenance services, finance and administration, and communication systems engineering.*



Accounting Assistant,  
Cheryl Belle



Automotive Mechanic,  
Ross Lobello

## ACHIEVEMENTS

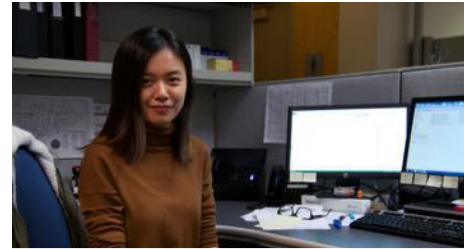
- With the direct feedback of over 80 frontline Paramedics, Toronto Paramedic Services initiated the evaluation of new self-loading power stretchers, in an effort to continue to reduce workplace injuries. In addition, Paramedic feedback was instrumental in allowing Toronto Paramedic Services to choose a new cardiac monitor in order to provide improved patient care. Roll-out of the new monitors commenced in the fall of 2016.
- Construction began on Toronto Paramedic Services' first-ever multifunction station. The station is to be completed by early 2017 and will be situated near the new Humber River Hospital. The new station will incorporate some of the latest environmental efficiencies, including solar panels and a "green" roof for energy collection and retention. Due to its strategic geographic location, this new station will be used as part of our active deployment plan.
- With the leadership of our process improvement expert, a new vehicle and patient equipment tracking process was implemented in 2016 to improve compliance with preventative maintenance requirements.
- Toronto Paramedic Services continued to work with Toronto Fire Services and Toronto Police Service in meeting all timelines and benchmarks of the Toronto Radio Infrastructure Project (TRIP), which will provide integration and interoperability of computer-aided dispatch (CAD) systems and allow better after-hour coverage on vital IT systems. There have already been significant improvements in "in-building radio communications" for paramedics, full system redundancy, and transparent communications inside the subway system and in various large public buildings.
- in 2016, Fleet Services added 27 new ambulances to the Fleet as well as 22 remounts.



Senior Budget Analyst,  
Michael Chan Ah Song



Equipment Repair Technician,  
Sandra Fearon



Accounting Assistant,  
Shannon Liu



Equipment Repair Technician,  
Derry-Nigel Williams



Support Assistants,  
Christine Ienco & Maria Disbrowe



Equipment Repair Technician,  
Wayde Lansing



Support Assistant,  
Anna Santaguida



Materials Management Clerk,  
Rob Chiasson



Materials Management Clerk,  
Guy Pecora



Senior Radio Communications  
Technician, Ron Zamir



Support Assistant,  
Marla Waisglass



Automotive Mechanic,  
Dave Baxter



Oxygen Equipment Technician,  
Manny Carneiro



Automotive Mechanic,  
Steve Pinnell

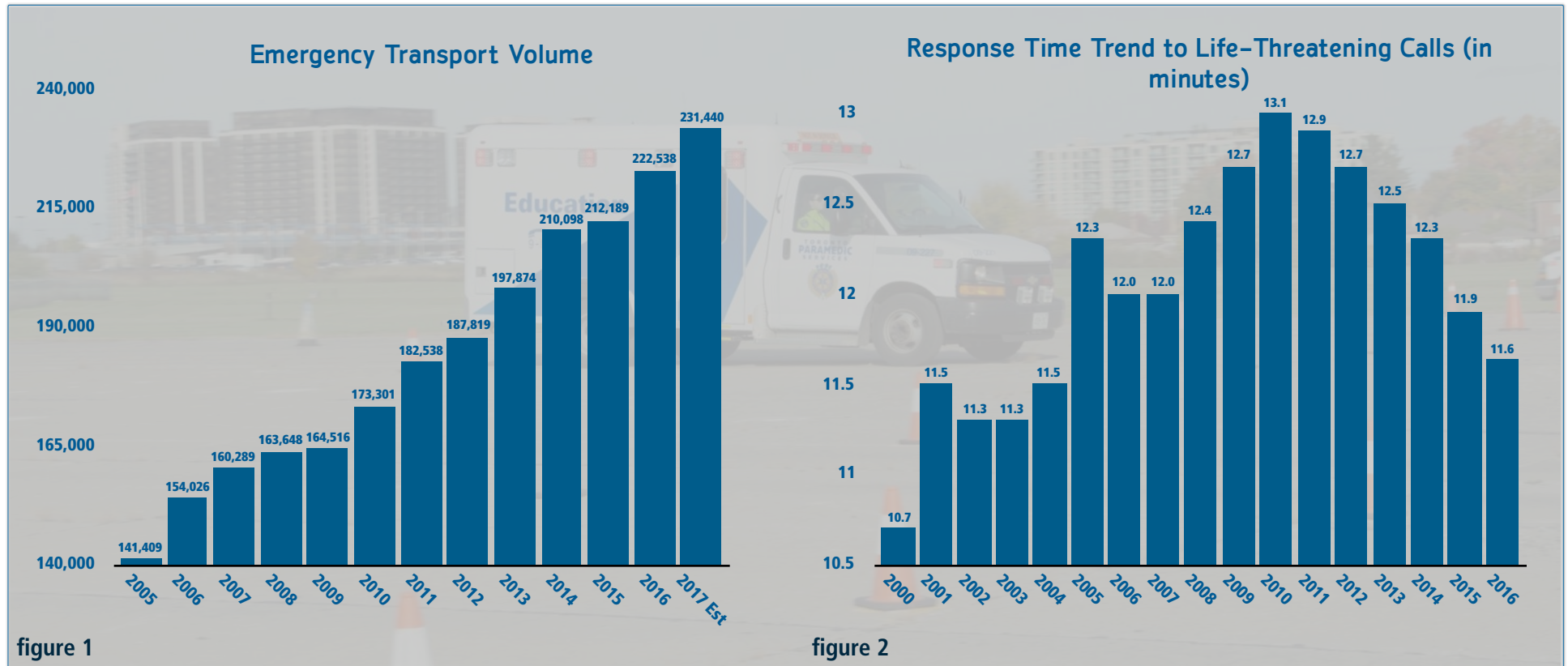


Equipment Repair Technician,  
Dave Smith



General Handyworker,  
Stanley Chislett

# Performance



## Number of Emergency Transports

In 2016, the number of emergency transports provided by Toronto Paramedic Services was 222,538 – an increase of 44% since 2006 when emergency transports totalled 154,026. This is attributable to a growing and aging population. Emergency transport volumes are projected to continue growing by 2 to 4% per year, reaching approximately 230,000 by 2017 (see figure 1).

## Response Time (Length of time for Toronto Paramedic Services to arrive at an emergency scene)

Figure 2 above shows Toronto Paramedic Services’ 90th percentile response time trend for life-threatening calls. While emergency transports have continued to increase since 2005, response times are now at their lowest in that same time span. Toronto Paramedic Services’ Patient Safety Advocate (PSA) function continues to focus on response time performance both in real-time and retrospectively to ensure that our patients receive a timely response.

# Research and Clinical Excellence

*Toronto Paramedic Services continues to participate in a variety of research trials in an effort to ensure that evidence-based care is provided to our patients. These studies not only validate the effectiveness of care already provided by Toronto Paramedics, but also drive critical changes that improve patient outcomes and set standards and best practices for prehospital providers worldwide.*

## In the course of the past year, Toronto Paramedics have participated in a number of studies that have included:

- Use of cooling by Paramedics to increase the survival rate of cardiac arrest patients. This trial was the largest of its kind in the world, and was part of a province-wide study under the supervision of Dr. Laurie Morrison and her research team at St. Michael's Hospital. The trial demonstrated that starting cooling early in the Paramedic setting led to improvements in therapy provided in-hospital, ultimately benefiting cardiac arrest patients.
- Trial of two drugs that are designed to be administered by Paramedics en route to hospital: one to minimize the damage caused by acute strokes, the other aimed at improving the outcome for patients who have suffered traumatic brain injuries. Both of these trials are ongoing.
- Administration of early antibiotic treatment and fluids by Paramedics en route to hospital to treat patients suffering from life-threatening signs and symptoms as a result of an infection. Paramedics were provided training for this study in 2016 with an anticipated launch of the trial in February 2017.

It is a privilege for Toronto Paramedic Services to be a part of this exciting research. These studies, as with previous ones, continue to be instrumental in helping guide and transform the future of Paramedic practice in Toronto and elsewhere.

## Post-Cardiac Arrest Survival

Dr. Laurie Morrison and her staff at Rescu continue to track the survival rate of cardiac arrest patients treated and transported by Toronto Paramedic Services. Specifically, they monitor and report on how many of these cardiac patients not only survive to receive care and treatment in hospital, but also do well enough to

return home. Data shows that from 2004, when out-of-hospital cardiac arrest (OHCA) survival rates were 2% (for all cardiac rhythms) to the first 6 months of 2016, OHCA survival rates grew to over 6.8%. In conjunction with the life-saving instructions of Emergency Medical Dispatchers (EMDs) and the critical care provided by Paramedics, the intervention of bystanders in providing immediate cardiopulmonary resuscitation (CPR) and/or assistance from an automated external defibrillator (AED) are other important parts of survival.

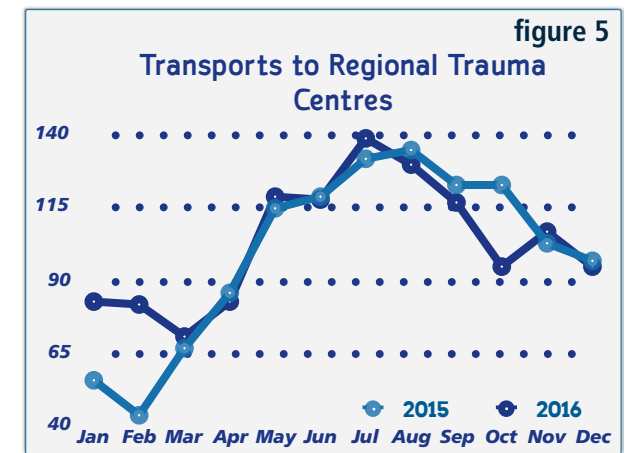
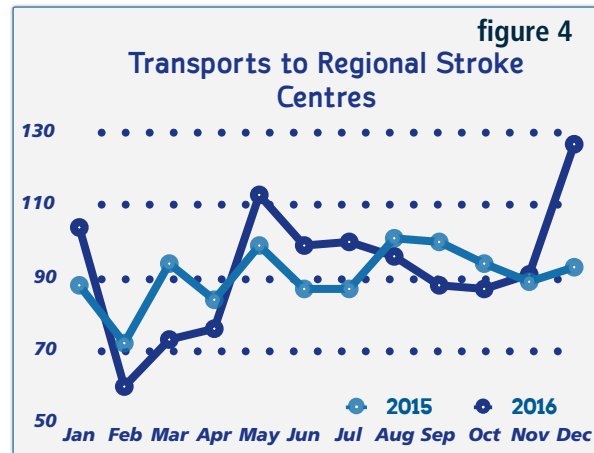
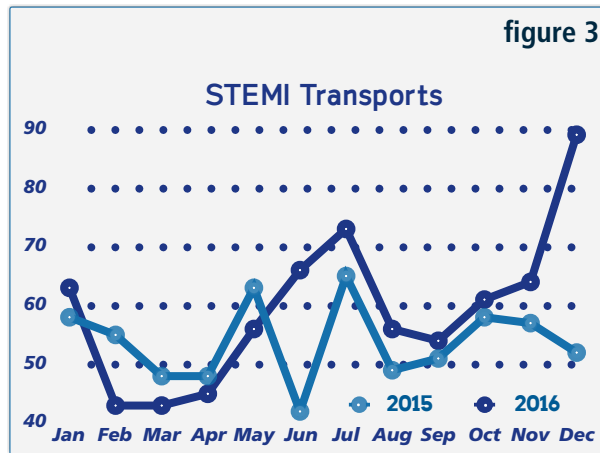


## Advanced Treatments for Heart Attack, Stroke, Trauma and Acute Medical Conditions

Toronto Paramedic Services has expanded its STEMI (a type of heart attack), stroke and trauma patient care programs to reduce prehospital mortality. These programs continue to demonstrate improved survival outcomes and make critical differences in the quality of life of our patients.

The STEMI program allows Paramedics to take patients suffering a specific type of heart attack (known as STEMI) directly to heart catheterization labs and bypass peripheral hospitals – based on a successful research study that demonstrated the benefit for patients.

The trends in figures 3, 4 and 5 below demonstrate the vital role that Paramedics play in providing care for patient suffering from heart attacks (through STEMI transports), strokes and trauma.





# A Look at Community Paramedicine

*Toronto Paramedic Services' Community Paramedicine Program was created in the fall of 1999. It uses a variety of programs and approaches that focus on health promotion and injury prevention to help connect the most vulnerable population of patients to the most appropriate entry into the healthcare system. The Program matches each patient's particular needs, while alleviating unnecessary emergency responses and emergency room visits.*

## Community Referrals by EMS (CREMS)

Since 2006, the CREMS program has provided a mechanism for frontline Paramedics who respond to 911 emergency calls to make specific healthcare referrals based on a determination that a patient is in need of additional care or support services. Referrals are made to the appropriate Community Care Access Centre (CCAC) to arrange for further assessment, and to determine the types of available service that are best suited to each patient's needs, thereby reducing future trips to the emergency department. In 2016, there were 4,498 referrals – a 10% increase over 2015.

## Community Agency Notification (CAN)

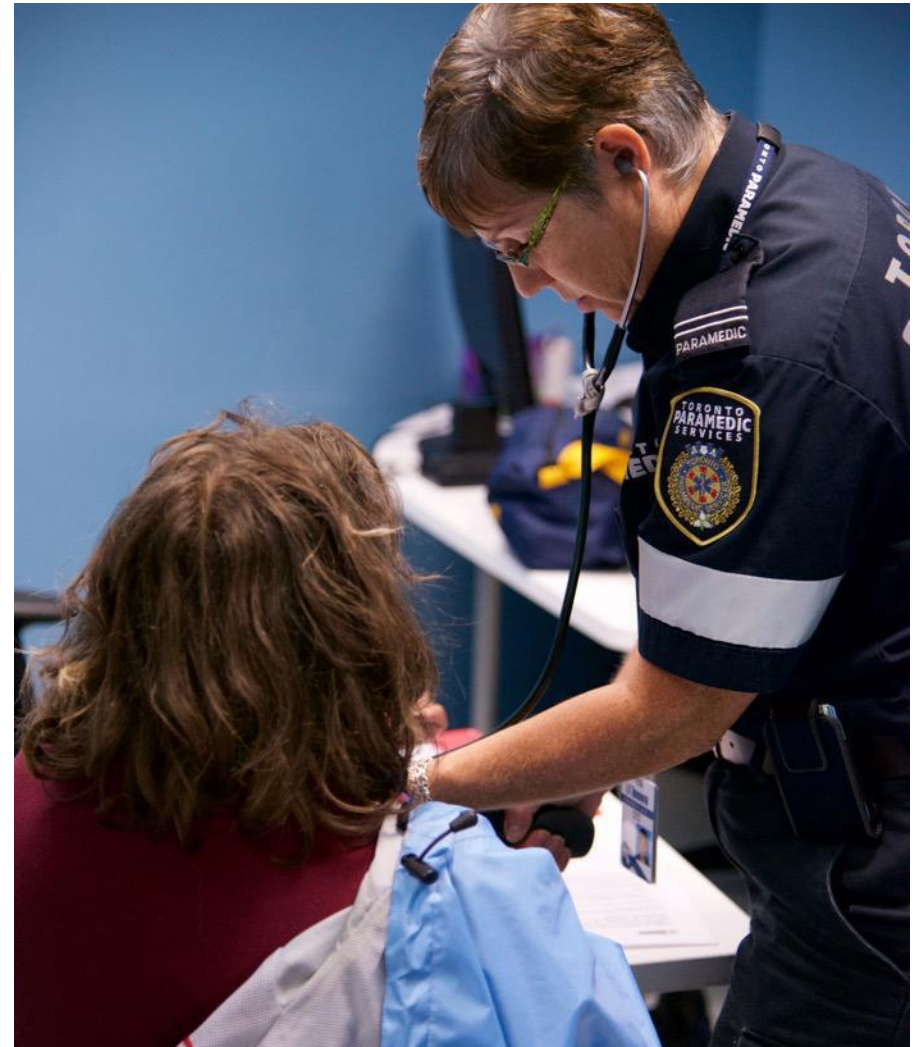
While CREMS enables Paramedics to link patients with community support agencies, the CAN program ensures patients stay connected with those agencies, such as during a medical emergency when Paramedics are usually involved in the response and care of such patients. The program notifies community agencies in real-time when their clients have been in contact with Toronto Paramedics. This allows community agencies to better respond to their clients' changing needs.

**1,972** CAN notifications in 2016

**45** partner organizations (27 active and 18 in development) under the CAN program

**Partners include** Community Support Services (CSS) sector agencies, Community Mental Health and Addictions (CMH&A) sector agencies, the Community Care Access Centres (CCACs), Health Links, and primary care sector organizations

**3,372** active CAN clients



## Independence at Home (IAH)

This 12-month pilot initiative, funded by the Ministry of Health and Long-Term Care (MOHLTC), involves two Community Paramedics following up regularly with seniors living in specific Toronto Community Housing sites who have a history of multiple calls for Paramedic service. The goal of the IAH program is to ensure that seniors at higher risk of healthcare issues have appropriate supports in place to manage their medical and social conditions, ultimately reducing their reliance on 911 and the hospital system.

## “House Calls” for Medically Complex Patients

The goal of this MOHLTC-funded pilot program is to incorporate Community Paramedic home visits into the House Calls program, which involves an interdisciplinary mobile team providing frail and vulnerable homebound seniors with medical assessments and care at home rather than in hospital. This pilot initiative aims to demonstrate that integrating the work of Toronto Paramedic Services with the House Calls program can reduce 911 calls, emergency department visits and hospitalizations, as well as reduce the number of re-admissions that occur within a 30-day period for these seniors.

## Our commitment is to:

- Increase CREMS referrals by 10% annually to ensure that vulnerable patients are identified and put into contact with the appropriate Community Care Access Centre or provincial programs.
- Increase the number of home visits to the most vulnerable patients by Community Paramedics.
- Continue participation in Provincial Community Paramedicine working groups, and continue collaboration with other Community Paramedicine Programs across Ontario and abroad to establish and validate best practices.
- Continue participation in the Health Links program within the city of Toronto, and continue to be involved with the larger, multi-service Local Health Integration Networks (LHINs) surrounding the city.
- Work with the MOHLTC to continue support of the Community Paramedicine program and existing Community Paramedic staffing in conjunction with an expanded scope of clinical practice.



The Honourable Mario Sergio, Minister, responsible for Senior Affairs (centre), joined by Toronto's Community Paramedics (from left to right): Mark Yandt, Michelle Grant, Siobhan Carlin, Debbie Wicks at Alzheimer Society training seminar

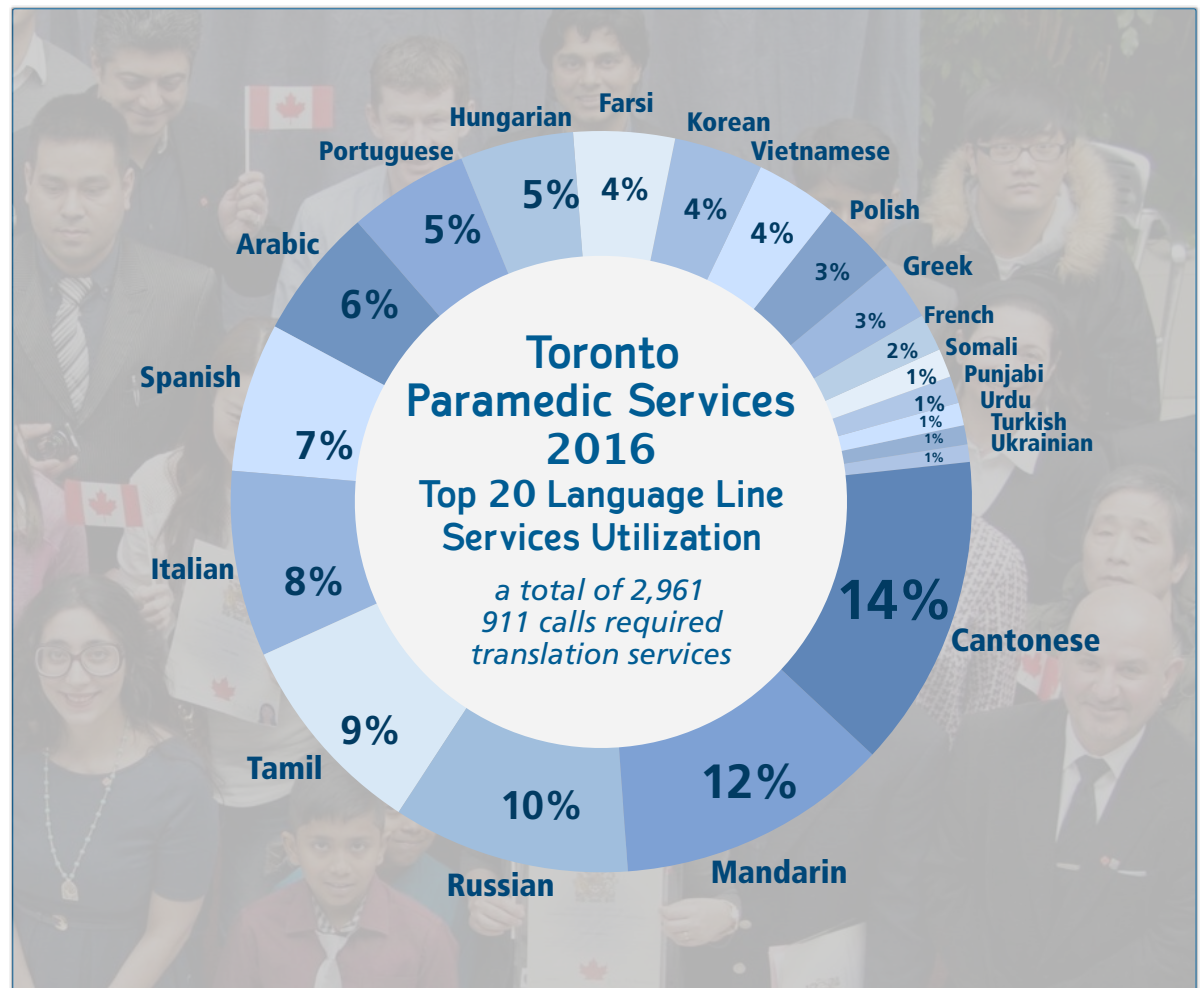
# Customer Service

In keeping with our commitment to provide excellent customer care to Toronto's diverse community, Toronto Paramedic Services employs a service in our Communications Centre known as "Language Line". This service allows 911 callers to access life-saving Paramedic services in any one of over 240 different languages. In 2016, our Emergency Medical Dispatchers (EMDs) used Language Line almost 3,000 times to gather critical information to provide the most appropriate care to those in need. The chart below depicts the top 20 languages for which Language Line was used in 2016.

Toronto Paramedic Services also recognizes the importance of responding to customer concerns. In 2016, 179 complaints were received, representing less than one-tenth of a per cent of the over 380,000 emergency responses provided by Paramedics. In addition, despite the increase in call volume, the overall number of complaints received by Toronto Paramedic Services in 2016 decreased for the second year in a row by approximately 27%, compared to 2015. Meanwhile, the service received compliments for our staff from 441 individuals which illustrates an increase of more than 29%.



Toronto Paramedic Services' Customer Service Improvement Team



# Health and Safety

## Psychological Health and Wellness

Through 2016, Toronto Paramedic Services continued to develop its Psychological Health and Wellness Plan for all staff. This comprehensive plan was implemented in February 2017 and was designed in cooperation with and response to recommendations made by the City's Ombudsman. Assistance and advice were also provided by the City's Employee Assistance Program (EAP) experts. The Plan outlines our approach to safeguard employee wellness, strengthen resilience and eliminate stigma, while consolidating the many programs already in place. The Plan clearly identifies prevention and intervention strategies as well as the various resources available to all staff, including our in-house Peer Resource Team.

## Paramedic Safety

Working with TCEU Local 416, CUPE Local 79, the Ministry of Health and Long-Term Care (MOHLTC), the Ministry of Labour (MOL), and the City's Corporate Health and Safety section, Toronto Paramedic Services undertook a thorough review of its policies and procedures around Paramedic safety. As a result, a number of revised policies were implemented to strengthen existing processes and better support Paramedic safety.



Demonstrating the new power stretcher

## Power Stretchers

Toronto Paramedic Services conducted an 18-week trial of self-loading power stretchers. Based on the critical feedback of Paramedics involved with the trial, the Stryker Power Pro XT with Power Load was chosen to replace the existing model. Implementation of the power stretchers will occur in 2017 and is expected to reduce the incidence of lifting injuries among Paramedics, thereby improving their overall health and safety.

## Mobile Work Platform with Safety Cage

Ken Eastveld, (Superintendent, Radio Communications) received an honourable mention at the 17th Annual City of Toronto Joint Health and Safety Recognition event for his work on creating and implementing a mobile work platform with safety cage. This work platform allows Toronto Paramedic Services radio communications technicians to access and work on antennas on the roofs of ambulances while mitigating the risk of falling.



Mobile Work Platform

# News and Events

## Public Information & Media

In 2016, Toronto Paramedic Services continued its “Make the Right Call” public awareness campaign which ran for six weeks in the spring and fall. TTC bus shelters were added to the media mix in 2016 as well as a double-page spread in “On the Go” magazine, through video board mentions at Blue Jays games, and on Instagram. These additions increased the public impressions to over 26,400,000 for the campaign.

The campaign was designed to educate residents and visitors about when to call 911 for a Paramedic and when it is more appropriate to seek medical attention from another source such as a family doctor, walk-in clinic or over the phone from Telehealth Ontario. Approximately 30% of Toronto Paramedic Services’ calls for help are for medical conditions that are not considered immediately life-threatening.

As part of Toronto Public Service Week celebrations in 2016, Toronto Paramedic Services was joined by Toronto City Councillor Paula Fletcher to host a re-opening celebration of 43 Station on Pape Avenue in Leslieville, which had just undergone renovations. Coinciding with the event was an emotional patient-paramedic reunion (see photos this page).



Cutting the ribbon at 43 Station after renovations, joined by Ward 30 City Councillor Paula Fletcher (centre).

## Follow Us Online

*Toronto Paramedic Services continues to grow its social media and web presence and provide information to the public:*

[torontoparamedicservices.ca](http://torontoparamedicservices.ca)

[twitter.com/torontomedics](https://twitter.com/torontomedics)

[www.facebook.com/TorontoMedics](https://www.facebook.com/TorontoMedics)

[www.youtube.com/user/TorontoMedics](https://www.youtube.com/user/TorontoMedics)



Patient reunion with Robert Cummings (centre with cane) and the Paramedics who saved his life.

## Safe City Program

*Since 2004, Toronto Paramedic Services' Safe City Program has enabled the public to help Paramedics save lives. In 2016, the Safe City Program delivered 573 training courses in first aid, CPR and AED skills to over 7,700 people. Successful partnerships have also been established with the Heart and Stroke Foundation of Ontario (HSFO), Heart and Stroke National Office, the Mikey Network, and with provincial and federal governments to support the growth of the Safe City Program's Public Access Defibrillation program.*

Our partners have generously funded many of the 1,547 automated external defibrillators (AEDs) located across the city. The Safe City Program continues to manage all of these devices, of which approximately 40% are located in City-operated facilities such as community centres, ice rinks, swimming pools, municipal buildings, and in all TTC and Toronto Police facilities. In 2016, there were 20 uses of these AEDs, with 9 lives saved.

The Safe City Program also continued to upgrade its AEDs to enable a smoother transition of care to Paramedics' cardiac monitors. The upgraded devices provide real-time feedback to the user about proper CPR techniques.



Commander, Community Safeguard Services, Gayle Pollock; PAD Site Officer, Dino Vilaro; Paramedic, Tasos Nicolaou; Support Assistants, Heather Swanton and Kimya Mignott



CPR and AED class at Emergency Services Headquarters

# Community and Public Engagement

*Toronto Paramedic Services employees are very generous and community-oriented. Here are some highlights from 2016:*

- Almost \$96,000 contributed to the City of Toronto United Way campaign through payroll deductions and donations.
- 25 volunteer Toronto Paramedic Services employees drove the floats in Toronto's annual Santa Claus Parade.
- Delivered over 200 unwrapped toys to CTV/Salvation Army Toy Mountain Drive.
- Collected over \$8,000 in donations from sale of blue epaulettes and pins for Movember Foundation.
- Collected over \$6,000 in donations from sale of pink epaulettes and pins for Ontario Breast Cancer Foundation during October.
- Over 200 craft items delivered to Toronto's Camp Ooch for kids with cancer on Friday, August 19.
- Over 1,900 pounds of food and over \$3,300 in cash collected by volunteers during the St. Patrick's Day Parade for the Daily Bread Food Bank.
- Over 50 public presentations made to service groups by Toronto Paramedic Services' employees throughout the year.
- On April 19, 2016, Toronto Paramedic Services hosted a Canadian Citizenship Ceremony welcoming 50 new Canadians from over 19 countries. It was an excellent opportunity to highlight that Toronto Paramedic Services provides assistance to 911 callers in over 240 different languages.



Beating the Heat



Delivering food at Daily Bread



Pink epaulettes for breast cancer



Crafts for Camp Ooch



New Canadian citizens at Emergency Services Headquarters



Employees volunteer at Santa Claus Parade



Brave TO Participants



Demonstrating life-saving skills



Paramedic Ride 2016



Pride Parade 2016



Anchors Aweigh 2016



# Awards and Recognition

*In 2016, our staff continued to demonstrate their excellence and dedication. We continue to take pride in recognizing our Paramedics, Emergency Medical Dispatchers (EMDs) and Support Staff for the outstanding work they do every day in ensuring the community receives the best prehospital care available.*

## **The following awards were presented in 2016:**

### **Paramedic of the Year**

Don Meikle

### **Emergency Medical Dispatcher of the Year**

Jeff Murphy

### **Support Staff of the Year**

Cathy Calabretta

### **Deputy Chief's Health and Safety Award**

Lisa Livingston

### **Valour Awards**

Shachar Gabay, Carl Rotmann, Bruce Campbell, John Passmore, Mark O'Donnell, Sabrina Smith, Mark Foster, Debbie Bisztriczky, Aelish McCreary, Ted Harrod, Ryan Cotton, Brad Ashby, David Smith

### **Merit Awards**

Isaac Guardino, Steven Kiely, Paul Moore, Adam Beauchamp, Annie Tat

### **Recognized by the Province of Ontario – Ontario Award For Paramedic Bravery**

Shachar Gabay, Brad Ashby

### **Recognized by the Ontario Association of Paramedic Chiefs – N.H. McNally Bravery Award**

Brad Ashby, Bruce Campbell, Shachar Gabay, Carl Rotmann

### **Recognized by the Ontario Association of Paramedic Chiefs – OAPC Presidents Award**

Lieutenant-General Richard Rohmer, Honorary Chief, Toronto Paramedic Services

### **Recognized by the Governor General of Canada – Canadian EMS Exemplary Service Medal Recipients – 20 Years**

Judy Belanger, Andre Gastaldini, Gerry McLeish, Michael Moran, Dean Rideout, Shawn Romagnoli, Debbie Wicks

### **Recognized by the Governor General of Canada – Canadian EMS Exemplary Service Medal Recipients – 30 Years**

David Cooke, Dennis St. Pierre

### **Recognized by the Governor General of Canada – Canadian EMS Exemplary Service Medal Recipients – 40 Years**

Enzo Chiminelli

In addition, members of the public and allied agency representatives were honoured for their exceptional deeds in assisting our team with providing emergency care to those in need.



**Paramedic of the Year**  
Don Meikle



**Support Staff of the Year**  
Cathy Calabretta



**Valour Award**  
Shachar Gabay



**Valour Award**  
Carl Rotmann



**Valour Award**  
John Passmore



**Valour Award**  
Mark O'Donnell



**Valour Award**  
Sabrina Smith



**Valour Award**  
Debbie Bisztriczky



**Valour Award**  
Aelish McCreary



**Valour Award**  
Ted Harrod



**Valour Award**  
Ryan Cotton



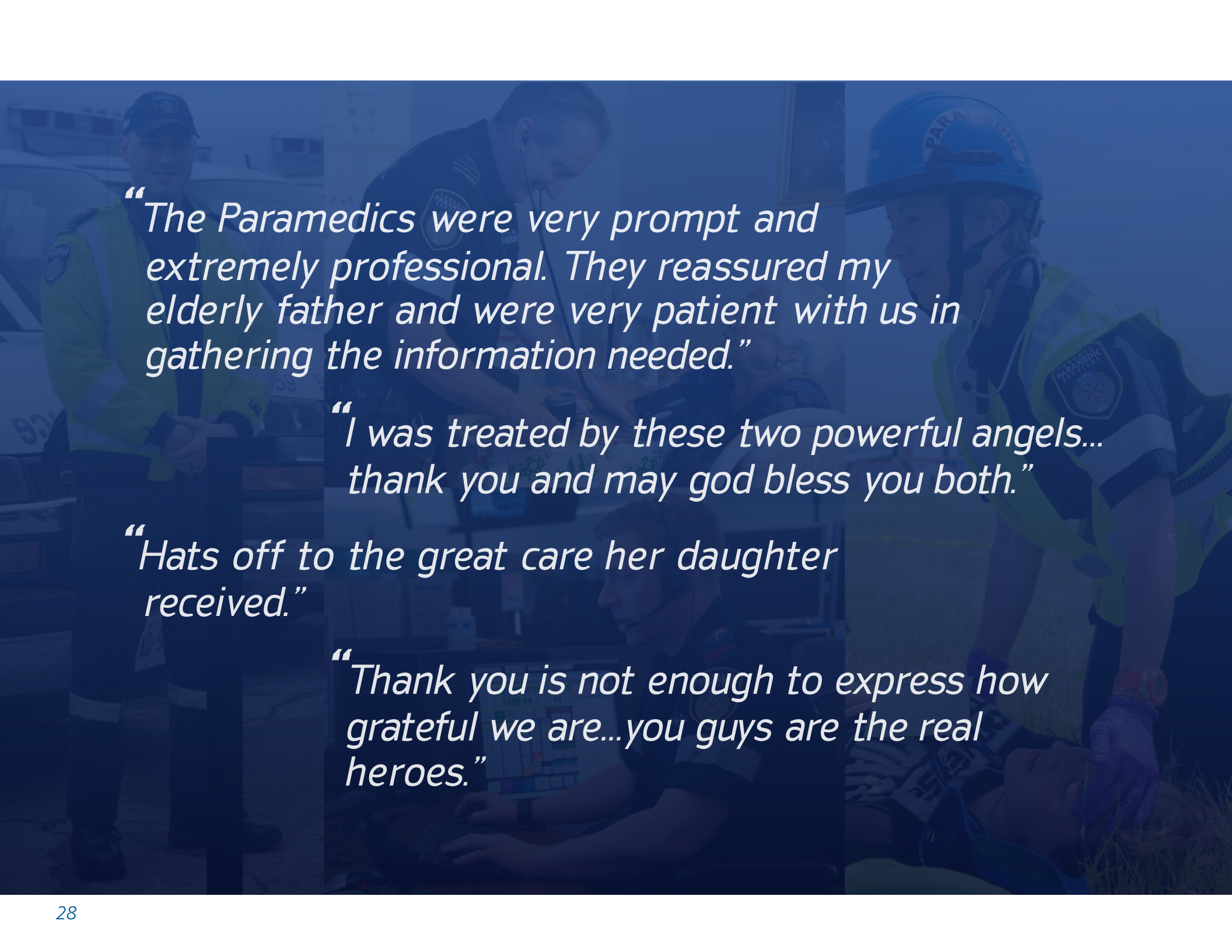
From over the hundreds of compliments we receive about our staff, here are just a few:

*“An amazing operator [dispatcher], she helped so much going above and beyond to answer my questions and provided me with great information.”*

*“He went the extra step and his supervisor should know.”*

*“I wanted to thank the Paramedics that attended the call at my home on this day.  
...they were extremely professional in dealing with the situation and explaining things to me when I was in a very emotional state.”*

*“They should be recognized and are a credit to the City of Toronto.”*



*“The Paramedics were very prompt and extremely professional. They reassured my elderly father and were very patient with us in gathering the information needed.”*

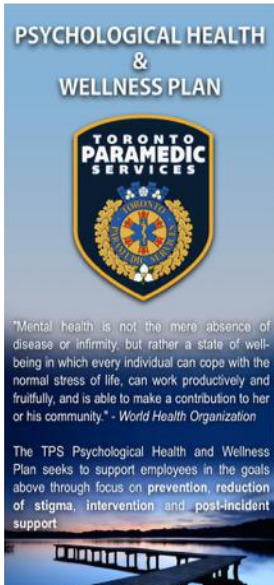
*“I was treated by these two powerful angels... thank you and may god bless you both.”*

*“Hats off to the great care her daughter received.”*

*“Thank you is not enough to express how grateful we are...you guys are the real heroes.”*

# Looking Ahead

2017 brings with it new challenges and opportunities for Toronto Paramedic Services in how it continues to deliver Paramedic care to the community, including:



- Completing implementation of the Psychological Health and Wellness Plan for all staff to safeguard wellness and strengthen resilience.
- Implementation of strengthened processes to better support Paramedic safety.
- Continuation of the employee engagement process through 2017 and beyond to solicit feedback from and improve working conditions for all staff.
- Begin operation of the first multifunction ambulance station to improve our operating model and better address the needs of Paramedics and the community.
- Work with our hospital partners to improve the patient journey and reduce in-hospital times for Paramedics.

- Ongoing training to ensure evidence-based care continues to be provided to our patients.
- Planning infrastructure improvements for the coming 10 years.
- Continued upgrade of dispatch systems in 2017 through the work of our IT Systems group and leadership team.
- Increasing the fleet to accommodate new staff.
- Ongoing oversight of over 1,500 automated external defibrillators (AEDs) through Toronto Paramedic Services' Safe City program.



Construction of multi-function ambulance station



## A few of the people who work behind the scenes at Toronto Paramedic Services



Support Assistants,  
Cathy Calabretta & Donna Bickerton



Communications Training Officer,  
Susan Prevost



Administrative Assistant,  
Lilian Cuaresma



Administrative Assistant,  
Eva Boyd



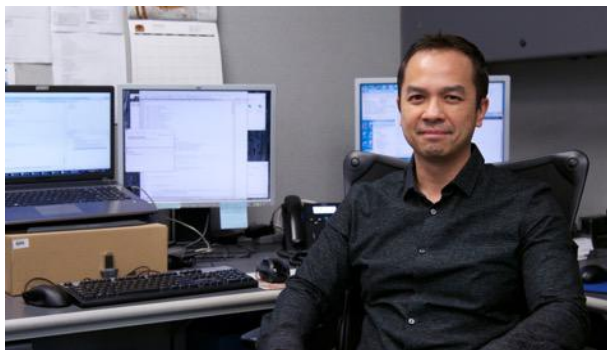
Systems Integrator,  
Peter Fong



Support Assistant,  
Vera Robichaud



Superintendent Planning,  
Dawn Ainsworth



Support Assistant,  
Ian Beduya



Support Assistant,  
Lynne Jordan



Senior Crew Scheduler,  
Chris Cook



Superintendent Communications Centre,  
Becky Clinton



Administrative Assistant,  
Darlene Burge



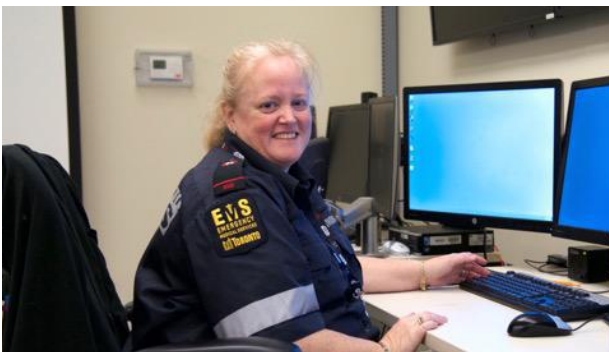
Administrative Assistant,  
Joanne Papania



Support Assistant,  
Stefanie Carnevale



Paramedic,  
Jessie Lee



Emergency Medical Dispatcher,  
Judy Phillips



Support Assistant,  
Olimpia Ianelli



Materials Management Clerk,  
Lino Fuoco



Paramedic Graduating Class, August 2016