

**TORONTO
PARAMEDIC
SERVICES**

2018 Annual Report





FROM THE CHIEF

On behalf of Toronto Paramedic Services, I want to thank you for your interest in our 2018 Annual Report. It highlights the outstanding work of our Emergency Medical Dispatchers (EMDs), Paramedics, support staff and leadership team, all of whom have contributed to providing the highest quality medical care to the community.

This dedication was clearly demonstrated by our response to the Yonge Street van attack and Danforth shooting. The loss of life and injuries were unprecedented in our city. Despite these circumstances, however, our staff responded with the utmost compassion, kindness, professionalism and skill. We are grateful for and proud of their outstanding work, and our hearts will continue to be with the

families and friends impacted by these incidents. #TorontoStrong

Throughout 2018, Toronto Paramedic Services continued to explore, develop and implement initiatives to help improve the efficiency and effectiveness of the services we deliver. These included:

- Launch of the second phase of employee engagement surveys.
- Awarding of 482 Long Service Medals to staff from across the organization.
- Continued growth of our Community Paramedicine Program to provide more health care options to our vulnerable patients and to help address our increasing service demand.
- Suicide prevention and intervention training for frontline Paramedics and EMDs to support the well-being of our staff.

- First full year of operation of our inaugural multifunction ambulance station.

- Graduation of 10 students from our Primary Care Paramedic training program, delivered jointly with Toronto Employment and Social Services.

Toronto Paramedic Services' emergency call demand has also continued to increase. For the last ten years, this demand has grown annually by an average of 4%. In 2018, it rose to 5.4% over 2017 or 1.4% higher than projected, driven mainly by a growing and aging population. By the end of 2019, we expect that about 11% of the city's population will receive our services.

I am very proud of the tireless work and dedication of each member of our team as they are the reason for our successes. Toronto Paramedic Services remains committed to the provision of evidence-

based health care and improving the quality of life for our patients, their families and our staff every day.

Gord McEachen, Acting Chief



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MISSION, VISION, VALUES

MISSION

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

VISION

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

INTEGRITY

We will be ethical in all of our interactions. We will remain trustworthy to the public we serve through uncompromising professionalism and integrity.

OPTIMISM

We will take the opportunity to make a positive difference in someone's life every day.

TEAMWORK

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

VALUES

CLINICAL EXCELLENCE

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

COMPASSION

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

STRATEGIC DIRECTION

Toronto Paramedic Services strives to fulfill its mission through:

CLINICAL EXCELLENCE

KEY ACTIVITIES:

- Improving quality of life by providing the best experience for patients
- Supporting Community Paramedicine programs, e.g., CREMS Referrals, Seniors Strategy, Health Links, House Calls, etc.
- Maintaining leadership in national and international evidence-based clinical care

EMPLOYER OF CHOICE

KEY ACTIVITIES:

- Continuing to support a multi-year employee engagement strategy
- Supporting a professional workforce
- Ensuring a consolidated Health & Wellness Plan

- Investing in the development of employees and leaders
- Continuing to focus on strong relationships with our union partners

ORGANIZATIONAL EFFECTIVENESS & EXCELLENCE

KEY ACTIVITIES:

Continuing to improve response times to life-threatening emergency calls

- Expanding emergency call mitigation through various innovative clinical pathways
- Continuing to support mentorship processes for new staff
- Ensuring compliance with all applicable legislation and governance requirements
- Completing Lean management projects to re-engineer work flow processes
- Improving citizen first response through public education and prevention

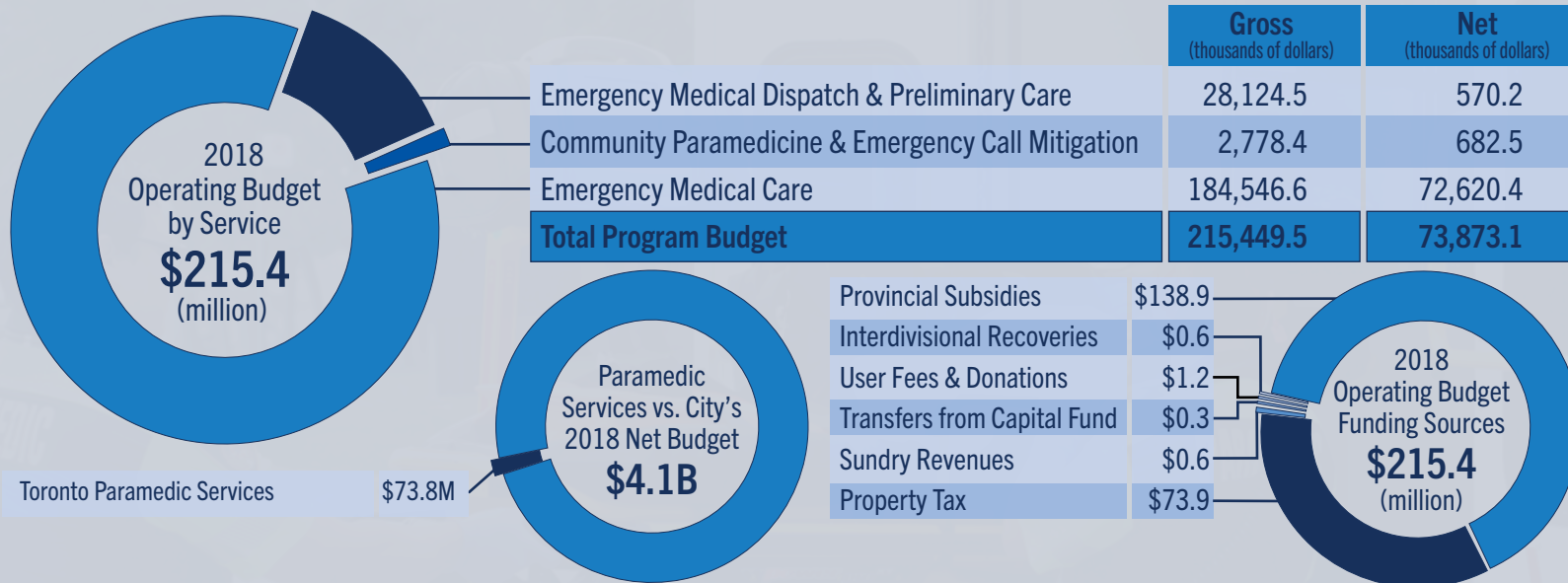
MAXIMIZING INFRASTRUCTURE EFFICIENCIES

KEY ACTIVITIES:

Ensuring staff have the most effective tools and equipment to provide high quality, evidence-based patient care

- Constructing multifunction stations to increase effectiveness of the new operational model 2017–2025
- In partnership with Facilities Management, maximizing our existing infrastructure to build the new operational model in the 10 – 15 year capital plan
- Working with the Ministry of Health and Long-Term Care to ensure continued resilience of the Communications Centre and its systems

2018 OPERATING BUDGET TORONTO



FAST FACTS AND TRENDS

Toronto Paramedic Services is the **largest** municipal paramedic service in Canada.

220 ambulances transported 234,610 patients to hospital in 2018, a **4% increase** from 2017.

In the last decade, the number of emergency patient transports provided by Toronto Paramedic Services has **increased by 43%** due to a growing and aging population.

Toronto Paramedic staffing remained relatively unchanged from 2002 to 2012. From 2013 to 2016, City Council approved funding to increase staffing by **220** Paramedic positions.

As a result of the increased call volumes, Toronto Paramedic Services' 90th percentile response times increased to **11.8 minutes** in 2018.

OPERATIONS

The Operations section is directly responsible for the provision of evidence-based emergency medical care by Paramedics on ambulances and emergency response vehicles.

LEO TSANG,
ACTING DEPUTY CHIEF

ACHIEVEMENTS

- Toronto Paramedic Services operated its first multifunction station at 1300 Wilson Avenue. This included implementation of a trial Paramedic shift schedule that was designed jointly by Union and Management as part of the employee engagement process. Due to the success of the trial, the new schedule has been implemented at our busiest station in the downtown core.
- A joint Union-Management work team continues to explore and implement opportunities 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 from both unions.
- As a result of the record cold temperatures in early 2018, Toronto Paramedic Services worked with Shelters, Support and Housing Administration (SSHA) to set up respite centres at the Moss Park Armoury and at other facilities around the city to handle the increased need by the city's homeless for warm shelter.
- As part of our continued commitment to employee engagement, Toronto Paramedic Services held four breakfast Q&A sessions in the fall where staff were invited to ask questions of and voice concerns directly to the entire senior leadership team. We heard a number of excellent ideas for improving the Paramedic work environment and will be sharing the findings with staff in 2019.



"[The paramedics] somehow managed to make me feel confident that everything would be ok and they made a horrific experience much easier to get through." - Customer Comment

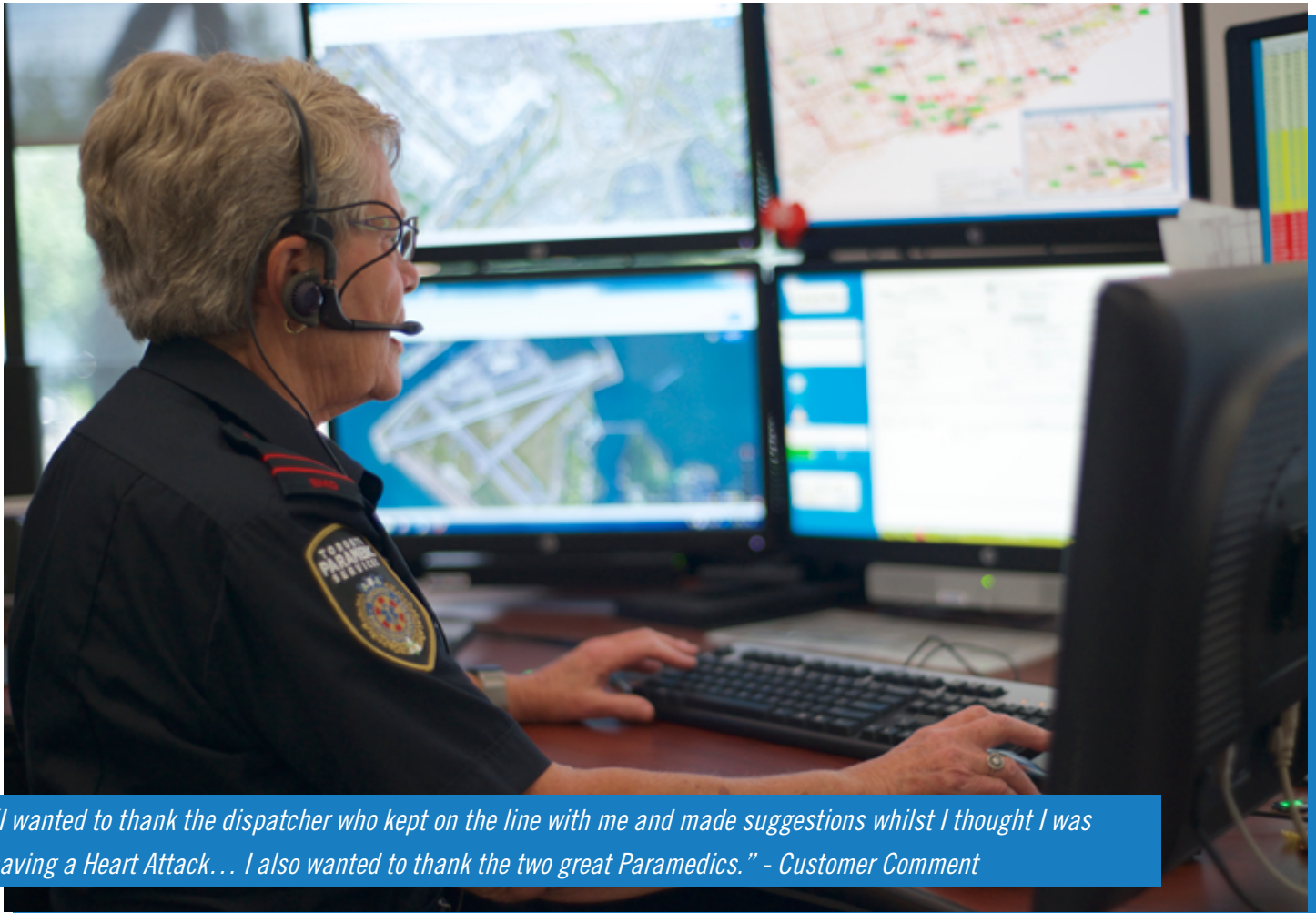
COMMUNICATIONS CENTRE

Toronto's ambulance Communications Centre processes over 400,000 911 calls each year and dispatches appropriate Paramedic resources to each medical emergency. Using advanced computer-aided tools and real-time system performance data, the Communications Centre's highly skilled Emergency Medical Dispatchers (EMDs) ensure balanced ambulance coverage across the city. The Communications Centre is 100% funded by the Ministry of Health and Long-term Care.

MARK TOMAN,
ACTING DEPUTY CHIEF

ACHIEVEMENTS

- Toronto Paramedic Services' Communications Centre was accredited as a Centre of Excellence by the International Academies of Emergency Dispatch for a fourth time. This Accreditation is a significant achievement, acknowledging the consistency and accuracy of receiving and processing 911 emergency calls; providing assurance that the system is safe; and that patients receive the right care at the right time.
- A new peer-based quality assurance program was introduced to provide performance improvement feedback to all EMDs. This program exceeds industry standards and ensures 911 calls are handled with the highest degree of professionalism, quality and accuracy.
- A number of dispatch computer software updates were completed in the first half of 2018. An update to the computer-aided dispatch software as well as an update to our ambulance selection tool, used to aid EMDs, were completed successfully. Refinements were also made in early 2018 to fine-tune patient distribution throughout city hospitals, and to further help improve ambulance availability. These updates and upgrades ensure that the Communications Centre continues to operate as efficiently and effectively as possible.
- In addition to the training of new EMDs, biannual continuing dispatch education was provided to all current EMDs to ensure the highest quality of service delivery continues to be maintained.
- Throughout 2018, the Communications Centre continued to improve performance, including the reduction of call-receiving times. Additional work continues on the reduction of dispatch times and on the increased accuracy of dispatch.



"I wanted to thank the dispatcher who kept on the line with me and made suggestions whilst I thought I was having a Heart Attack... I also wanted to thank the two great Paramedics." - Customer Comment

OPERATIONAL SUPPORT

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

RHONDA HAMEL-SMITH,
DEPUTY CHIEF

ACHIEVEMENTS

- Toronto Paramedic Services operated the City's first multifunction station for a full year. The facility provides for 24/7 logistical support to all areas of the city, especially on nights and weekends, with 15 fully operational Paramedic vehicles being prepared for service, plus overflow cars. Planning and design continues for Toronto Paramedic Services' second multifunction station at 330 Progress Avenue.
- In 2018, Toronto Paramedic Services placed 26 ambulances into service with previously used patient compartments re-mounted onto new vehicle chassis, thereby reducing costs for new ambulance purchases. Eleven ambulances, retrofitted with "green" hybrid technology, were also introduced into our fleet.
- As a result of work done by Toronto Paramedic Services' joint union-management uniform committee, new two-toned tactical shirts and pants were introduced for Paramedics in 2018. The dark blue and fluorescent shirts make the uniforms highly visible at night and, thus, help to protect the safety of staff.
- In response to recommendations made through the Internal Responsibility System, the joint Union/Management Equipment Committee researched and purchased portable, personal carbon monoxide (CO) detectors. Every ambulance and Emergency Response Unit (ERU) will be equipped with these detectors, along with testing stations in every ambulance bay.



"I was very impressed, and feel very confident about our Paramedic services if they are representative of the calibre of people the city employs. Thank you for doing such a tough job so well." - Customer comment

PROGRAM DEVELOPMENT AND SERVICE QUALITY

This 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.

JENNIFER SHIELD,
ACTING DEPUTY CHIEF

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.
- Toronto Paramedic Services continued to enhance its Psychological Health and Wellness Plan to provide a variety of resources that support and strengthen employees' mental health, reduce stigma and promote resiliency. In 2018, all Paramedics and Emergency Medical Dispatchers received enhanced training on suicide prevention and intervention to promote greater self-care and support of colleagues.
- In partnership with Toronto Employment and Social Services (TESS), the joint Primary Care Paramedic program allows low-income individuals from diverse communities to become life-saving professionals by mitigating their costs and helping them become self-reliant. Ten candidates graduated from the program in 2018.
- In 2018, 22 Toronto Paramedic Services Primary Care Paramedics (PCPs) successfully graduated from our rigorous Advanced Care Paramedic (ACP) training program. ACPs are targeted to respond to the most critically ill patients. In September 2018, a subsequent class of 12 students began their training which is fully accredited by Accreditation Canada.
- Toronto Paramedic Services continued to recruit a diverse workforce in 2018, hiring Paramedics and Emergency Medical Dispatchers (EMDs) with various cultural backgrounds and fluency in languages that include Amharic, French, Hindi, Polish, Punjabi, Romanian, Spanish, Tigrinya and Urdu. College program outreach and career fairs were also held in the fall.



Primary Care Paramedic and Advanced Care Paramedic Graduating Classes, October 2018

SAFE CITY



Early CPR and early defibrillation with an automated external defibrillator (AED) can increase survival from sudden cardiac arrest by up to 75%. In collaboration with our generous partners, including the Heart and Stroke Foundation of Ontario, Toronto Paramedic Services' Safe City Program has coordinated the placement of over 1,500 AEDs throughout City divisions and in schools. The Program also works with the community by providing first aid, CPR and Public Access Defibrillator training to internal and external clients.

Throughout the city, AEDs are located in community centres, ice rinks, swimming pools, municipal buildings, and in all TTC, police facilities and Toronto District School Board buildings. In 2018, citizens and city staff used a defibrillator 14 times to help save a life.

The Safe City program has also initiated a Youth Engagement Program in secondary schools to promote greater awareness of the importance of learning CPR.



CUSTOMER SERVICE

In keeping with our commitment to provide excellent customer care to Toronto's diverse communities, Toronto Paramedic Services employs an advanced translation service in our Communications Centre. This service allows 911 callers to access Paramedic services in any one of over 240 different languages. In 2018, our Emergency Medical Dispatchers (EMDs) utilized this service 3,075 times, gathering critical information to provide the most appropriate care to those in need.

Toronto Paramedic Services also recognizes the importance of responding to customer concerns. In 2018, 124 complaints were received, representing less than 0.1% of the over 380,000 emergency responses provided by Paramedics. Notwithstanding the increase in call volume, the overall number of complaints received by Toronto

Paramedic Services in 2018 decreased by 7%, compared to 2017. Meanwhile, we received compliments for our staff from 1,041 individuals – a 33% increase over 2017.



The top 20 languages for which translation services were used in 2018.

OPEN DATA

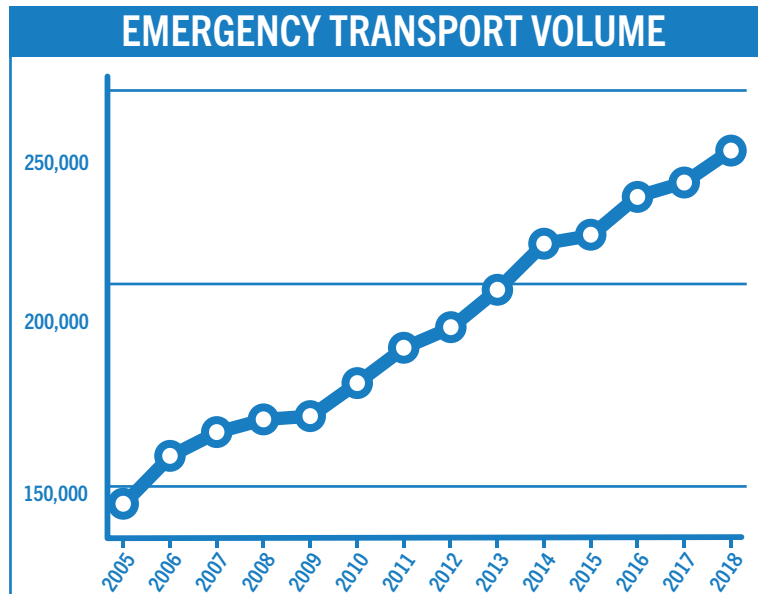
Toronto Paramedic Services fully supports the City's goal to ensure open and transparent government. It has published and continues to update eight open datasets on the City's Open Data portal. They include:

- Automatic External Defibrillator (AED) Locations
- Paramedic Services Ambulance Station Locations
- Paramedic Services Community Referrals by EMS (CREMS)
- Paramedic Services Incident Data
- Paramedic Services Land Ambulance Response Time Standard
- Paramedic Services Language Services
- Paramedic Services Pre-Hospital Emergency Care Performance Metrics
- Paramedic Services Specialized Patient Transports

PERFORMANCE

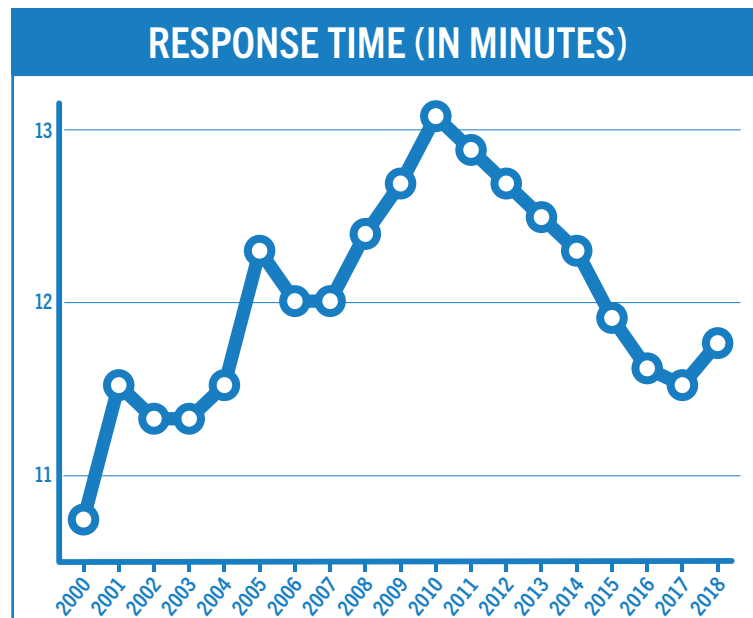
NUMBER OF EMERGENCY TRANSPORTS

In 2018, the number of emergency transports provided by Toronto Paramedic Services was 234,610 – an increase of 66% since 2005 when emergency transports totalled 141,409 (see graph below). This is attributable to a growing and aging population. Emergency transport volumes are projected to continue growing, and are anticipated to reach approximately 244,136 by the end of 2019.



RESPONSE TIME *(LENGTH OF TIME FOR TORONTO PARAMEDIC SERVICES TO ARRIVE AT AN EMERGENCY SCENE)*

The graph below shows Toronto Paramedic Services' 90th percentile response time trend for life-threatening calls. Toronto Paramedic Services continues to focus on response time performance using real-time and retrospective data.



“Thank you for the prompt, courteous, compassionate and professional help given to my mom and I. Never underestimate the importance of your work and the impact it has on those in need. Be proud.” - Customer Comment



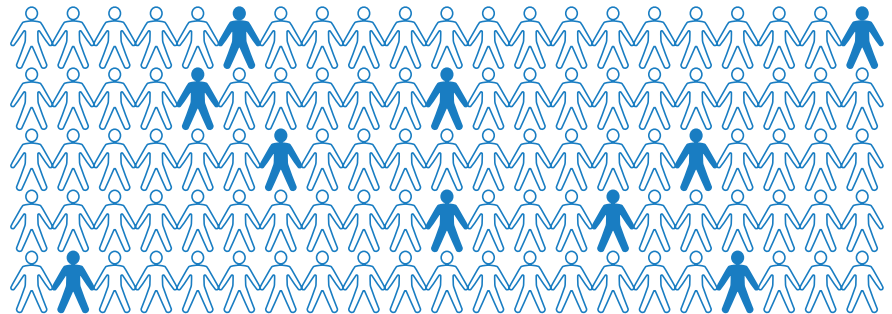
2018 AT A GLANCE



**TORONTO
PARAMEDIC
SERVICES**
transported
234,610
patients.
a **66%** increase
over 2005.



PARAMEDICS MADE
5,083
referrals for patients in
need of additional care
or support services,
reducing future trips
to the emergency
department.



10% of the city's population were
treated by Toronto Paramedics.

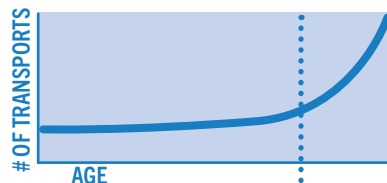
Toronto
Paramedic
Services'
**SAFE CITY
PROGRAM**
maintains
1,575

Automated External
Defibrillators (AEDs)



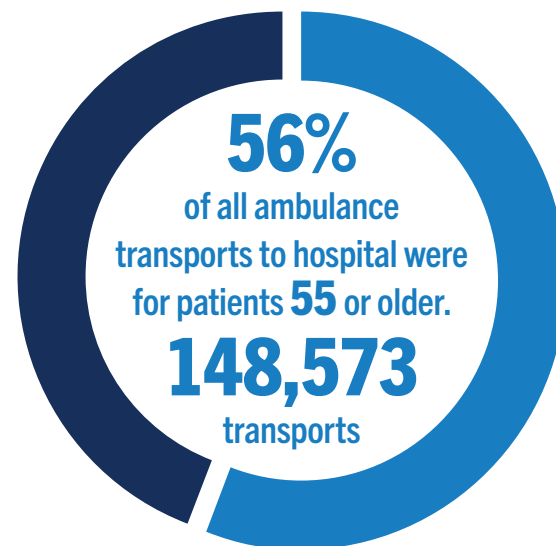
They were used

17
times



AFTER AGE 55
the need for
Paramedic
services rises
exponentially

978
AMBULANCE
TRANSPORTS
FOR PATIENTS
100
YEARS OF AGE OR OLDER



COMMUNITY PARAMEDICINE

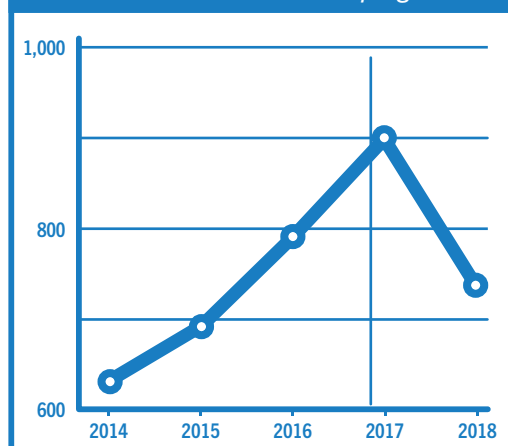
Toronto Paramedic Services' Community Paramedicine Program was launched in 1999. It uses a variety of approaches to help connect vulnerable patients to the most appropriate entry into the health care system. Focussing on health promotion and injury prevention, the Program matches each patient's unique needs, thereby reducing 911 responses and emergency department visits.

FREQUENT CALLER PROGRAM

- Targets 911 callers who have frequently used Paramedic services and the emergency department (ED).
- Based on an algorithm that calculates the probability of recurrent Paramedic or ED use.

TOTAL NUMBER OF FREQUENT CALLERS 2014 – 2018

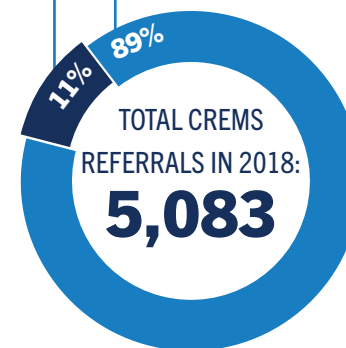
(vertical line marks start of program)



- Those at high risk receive home visits from Community Paramedics who make referrals for services such as case management, home care, rehabilitation services, and remote monitoring to alleviate unmet needs that lead to 911 calls.
- 32% drop in the number of frequent 911 callers for medical emergencies (from November 2017 to November 2018).

REFERRED TO COMMUNITY PARAMEDIC HOME VISIT PROGRAM: **559**

REFERRED TO LHIN HOME AND COMMUNITY CARE: **4,524**



COMMUNITY REFERRALS BY EMS

- Targets at-risk citizens based on living conditions observed by frontline Paramedics during 911 emergency calls.
- Referrals with patient consent are sent to the Local Health Integration Network (LHIN) Home and Community Care team to determine services best suited to the patient's needs. Those without patient consent will receive home visits from our Community Paramedics.

COMMUNITY AGENCY NOTIFICATION (CAN)

- Ensures patients stay connected with community support agencies, after being treated and transported by Paramedics.
- Provides for real-time notifications of the community agencies when their clients have been in contact with Toronto Paramedics.



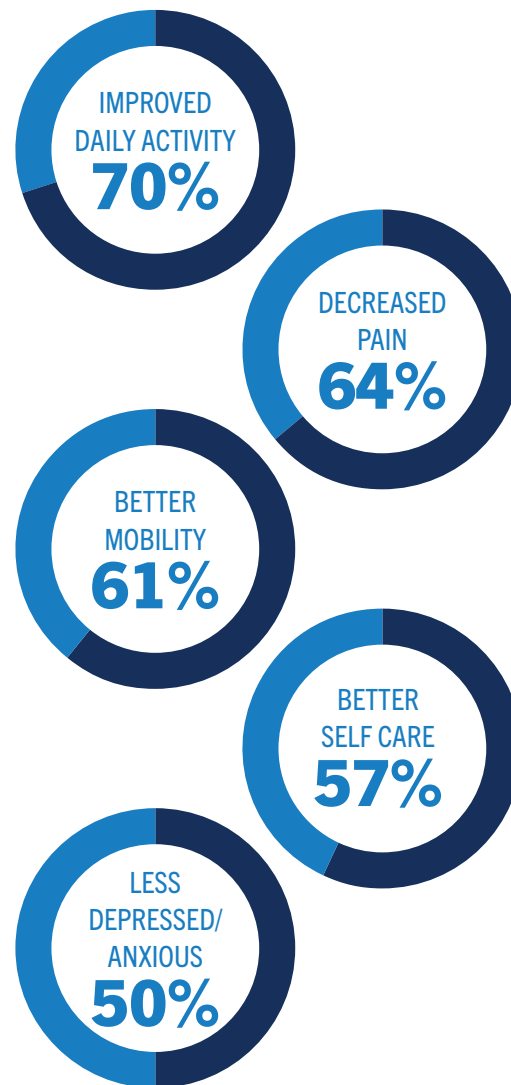
- Creates seamless transitions and better care experiences for the patients.
- In 2018, there were 30 active agencies participating in the program, with 2,730 notifications being made and 4,735 clients registered with the program – a 40% increase over 2017.



One Year Anniversary of Community Paramedic-led Wellness Clinic

COMMUNITY PARAMEDIC-LED CLINICS

- Education and wellness clinics that promote proper disease management, self-care and socialization for underserved residential buildings that generate high volumes of 911 calls – five clinics in total through 2018.
- Delivered in collaboration with Toronto Community Housing (TCH), Central East LHIN and Mississauga Halton LHIN.
- One-on-one consultations to address individual needs – Community Paramedics and Social Workers make referrals for clinic clients as they do for home visit clients.
- In 2018, the clinics experienced 4,020 interactions with 339 clients, showing beneficial outcomes for those who attended the clinics regularly (See infographic this page).



CLINICAL EXCELLENCE

ADVANCED TREATMENTS FOR HEART ATTACK, STROKE, TRAUMA AND ACUTE MEDICAL CONDITIONS

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

The trend line in the graph to the right depicts the number of transports provided by Paramedics for patients suffering from STEMI heart attacks, strokes and trauma combined. Each of these programs allows Paramedics to bypass peripheral hospitals so that patients receive the right care at the right time at hospitals that specialize in

treating these conditions – based on research demonstrating the benefit for patients.

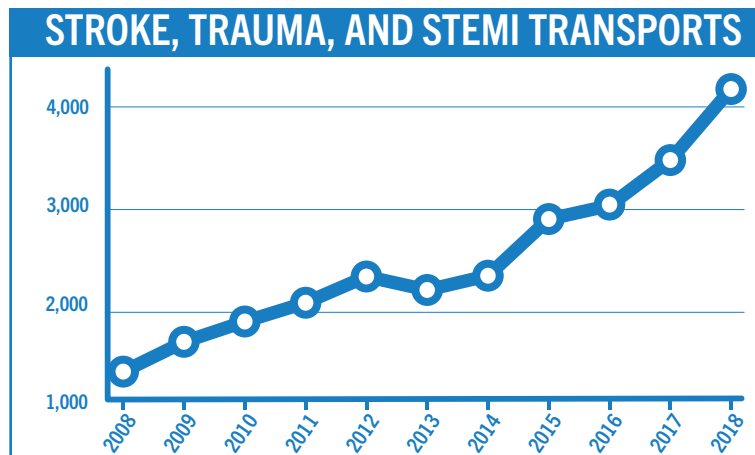
RESEARCH

Research enables our staff to make evidence-based decisions to improve the service and care we provide to our patients. These studies validate the effectiveness of care already provided by Toronto Paramedics, and also help to drive critical changes that improve patient outcomes, and set standards and best practices for prehospital providers worldwide.

In 2018, our frontline Paramedics began participating in the DOble SEquential External Defibrillation for Refractory

Ventricular Fibrillation (DOSE-VF) pilot study. The study is aimed at determining which defibrillation technique is most effective at treating patients experiencing certain types of cardiac arrest.

It is a privilege for Toronto Paramedic Services to be a part of this exciting opportunity as research is instrumental in guiding the future of Paramedic practice on a local, national and international scale.



HEALTH AND SAFETY

PSYCHOLOGICAL HEALTH AND WELLNESS

In February 2017, Toronto Paramedic Services' Psychological Health and Wellness Plan was launched, composed of a broad suite of services, including an in-house Peer Resource Team (PRT), dedicated Staff Psychologist, online self-assessment tool, management protocols, and psychological first aid and resiliency training. The Plan is focused on prevention, reduction of stigma, timely intervention, post-incident support and available resources for all of our staff.

In 2018, Toronto Paramedic Services continued to support the Program through ongoing training, including:

- Applied Suicide Intervention Skills Training (ASIST), as well as training in Domestic/ Intimate Partner Violence, Fundamentals of

Mental Health and Addiction, Compassion Fatigue, and Wellness and Resiliency for all PRT members.

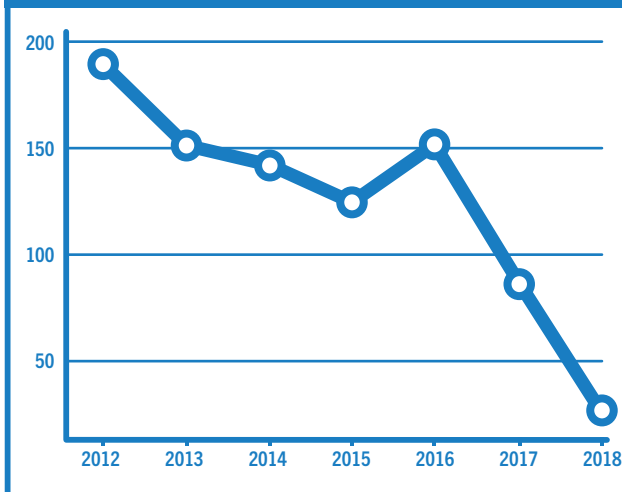
- Suicide prevention and intervention training for all frontline operational and dispatch staff. This training has also been added to the curriculum for all new Paramedics and Emergency Medical Dispatchers (EMDs).
- All new Paramedic and Emergency Medical Dispatcher (EMD) recruits now receive peer-led Psychological First Aid training, "Road to Mental Readiness" and suicide prevention training.

Toronto Paramedic Services also continued to provide Road to Mental Readiness (R2MR) leadership training to its new management staff.

POWER STRETCHERS

Toronto Paramedic Services completed the roll-out of Stryker Power Pro stretchers with the Power Load system to help reduce musculoskeletal disorder (MSD) injuries amongst Paramedics. As a result of the introduction of the new system, MSD injuries related to stretcher lifts dropped by 76%.

STRETCHER-RELATED MSD REPORTS



CARBON MONOXIDE (CO) DETECTORS

In response to recommendations made through the Internal Responsibility System, the joint Union/Management Equipment Committee researched and purchased portable personal CO detectors. Every ambulance and Emergency Response Unit (ERU) will be equipped with these detectors, along with testing stations in every ambulance bay.

Carbon monoxide is a colourless, odorless gas that can cause headaches, dizziness and nausea at low doses, leading to confusion, unconsciousness and possible death at higher doses. These monitors are set to alert



Paramedics arriving on scene to the presence of CO as well as providing concentrations of the gas, aiding in Paramedic safety and patient care decisions.

BARIATRIC TEAM AND EQUIPMENT

Our Special Operations unit introduced a new bariatric team as part of

Toronto Paramedic Services' Emergency Supports program. The team has two ambulances (one east, the other west) equipped with bariatric stretchers and other specialized patient handling equipment to be dispatched 24/7 upon an attending crew's request.

Aside from wide-deck bariatric stretchers, the team is also equipped with the HoverMatt/ Jack and power stairchair to aid in patient extrication.



Power stairchair in use

PUBLIC INFORMATION AND MEDIA

As part of the City of Toronto's Street Furniture Program, Toronto Paramedic Services produced and ran four public information campaigns in 2018. The campaigns were designed to promote bystander CPR, 911 in any language, staying cool in the summer and knowing when to call 911. Each campaign consisted of various means of reaching the public, including radio spots, electronic billboards, TTC bus shelters, social media, and web-based applications.

Toronto Paramedic Services also participated in awareness-building activities related to

the cold, and sheltering and caring for the homeless. Superintendent Paul Roberts spoke to radio station Indie 88 about the importance of checking on vulnerable neighbours and friends during the cold snap and also took the time to support the station's "Socks for the Streets" campaign.

Throughout 2018, Toronto Paramedic Services also partnered with Maple Leaf Sports and Entertainment (MLSE) and the Toronto Argonauts organization to promote bystander CPR. MLSE sponsored several

social media ads to promote this important message amongst their fans.

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

- Twitter 16,700 followers
- Facebook ... 3,951 followers
- YouTube 400 subscribers, 163 videos, 94,904 views

The most watched video in 2018 was during Telecommunicators Week in April

Follow us online:

- Twitter twitter.com/torontomedics
- Facebook ... facebook.com/torontomedics
- YouTube youtube.com/torontomedics
- Web toronto.ca/paramedic



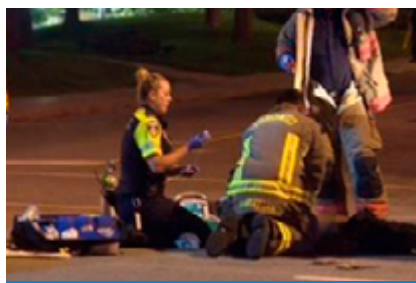


EMD Melanie Austin, Argo players Shawn Lemon, Bear Woods, Paramedic Kevin Sam

and for extreme heat and winter shovelling tips. Stories detailing the background of graduating Paramedics and the details of new Community Paramedic-led clinics were also covered.

TORONTO PARAMEDIC SERVICES IN THE NEWS

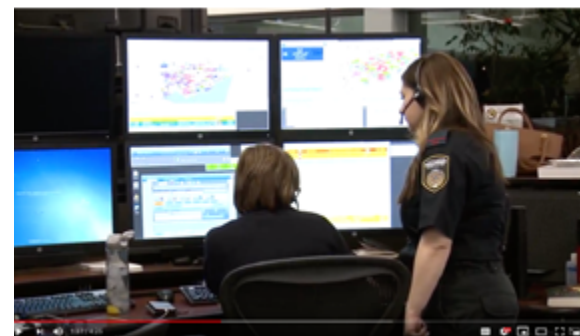
Toronto Paramedic Services helped organized over 30 media stories in 2018, highlighting the important work our staff do in the community. Stories included reunions with cardiac arrest patients and with moms whose babies were delivered unexpectedly and with the help of Toronto Paramedics. Our staff also provided health tips for extreme cold



Paramedic Kate Downer working at a breaking news scene



Paramedic Mike Toliver, EMD Stefana Derskho, Paramedic Ornella Guizzo, Liz Maier, Stephanie Bennett, Sarah Bennett, and David Bennett



The most watched video in 2018 was during Telecommunicators Week in April – Emergency Medical Dispatcher Jennifer Cavallo (right)

COMMUNITY AND PUBLIC ENGAGEMENT

The generous employees of Toronto Paramedic Services regularly volunteer their own time and money to support our local communities. Here are some highlights from 2018.

- \$76,524 contributed to the City of Toronto United Way campaign through payroll deductions and donations.
- 30 Toronto Paramedic Services employees drove the floats in Toronto's annual Santa Claus Parade.



Santa Claus Parade

- Raised \$5,456 at the annual Toronto Paramedic Services and Fire Services Bake Sale, with proceeds going to White Birch Special Needs Day Program, Children's Breakfast Club, United Way, Sick Kids Foundation and to support foster children.



Toy Mountain Delivery

- Delivered over \$7,000 in toys to the CTV/Salvation Army Toy Mountain Drive.
- Raised over \$184,995 for "Paramedics for a Cure – The Ride to Conquer Cancer", supporting cancer research at Princess Margaret Hospital. The team was made up of Paramedics from Toronto and across Ontario.
- On June 1, 2018, Toronto Paramedic Services hosted a Canadian Citizenship Ceremony, welcoming 50 new Canadians from over 19 countries. It highlighted that Toronto Paramedic Services provides

assistance to 911 callers in over 240 different languages.



Citizenship Ceremony



Daily Bread Food Bank Donations

- Over 520 pounds of food and over \$7,700 collected at the Toronto St. Patrick's Day

Parade for the Daily Bread Food Bank.

- Over 100 public presentations delivered by Toronto Paramedic Services' employees on their own time throughout the year.
- \$2,500 raised to support Toronto-based Spratt House, an LGBTQ2S youth shelter.
- Over \$6,000 in craft supplies, make-your-own guitars and electronic production equipment donated to Toronto's Camp Ooch for kids with cancer.
- \$300 raised by the Toronto Paramedic Services BraveTO team in support of the Scarborough Hospital Foundation.
- \$14,171 raised by Toronto Paramedic Services for the Movember Foundation.



BraveTO Team



Camp Ooch Donations

2018 IN PICTURES



Senior Schedulers



Community Paramedics



Critical Care Paramedics



New EMDs and Paramedics – June



New Paramedics – July



Bike Medics – CNE



#TorontoStrong Vigil



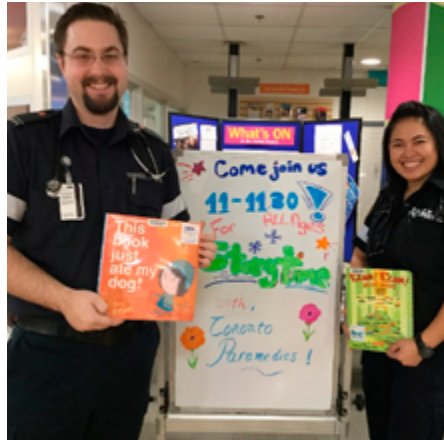
CPR and AED Demonstration



Annual Bake Sale



#TorontoStrong Vigil



Reading Aloud at Sick Kids Hospital



Presentation of Métis Sash



Primary Care Paramedic Program Students with Staff from Toronto Employment and Social Services



Paramedics for a Cure - The Ride to Conquer Cancer

AWARDS AND RECOGNITION

In 2018, our staff continued to demonstrate their commitment to excellence. We continue to take pride in recognizing the dedication of 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.

In November 2018, for the second consecutive year, Toronto Paramedic Services' team won first place in the patient care competition at the 2018 International Trauma Life Support (ITLS) Conference, held in St. Louis, Missouri, USA. The dedication and commitment of our winning Paramedics – Jamere, Rachel, Chris and Martin – are a testament to the world-class Paramedic care that the residents and visitors to Toronto receive from our staff every day.

The 2018 competition also included the presentation of the George Eliadis Memorial Award to our very own Rachel Janer. The award recognizes the competitor who demonstrates exceptional professionalism and leadership.



George was a Deputy Commander with Toronto Paramedic Services who, earlier in 2017, died tragically in a motor vehicle accident. He was well-known and respected, both within our service and in the ITLS community.

Toronto Paramedic Services also sent three teams to compete in the 2018 National Paramedic Competition on April 7. Two teams placed third in their respective Paramedic categories (Primary Care and Advanced Care) against stiff competition. We are very proud of Rachel, Jason, Andrew and Ben as well as our PCP student team of Issam and Vinusan.

THE FOLLOWING AWARDS WERE PRESENTED IN 2018:

PARAMEDIC OF THE YEAR

Paramedic Andy Kemp

EMD OF THE YEAR

David Laskovski

SUPPORT PERSON OF THE YEAR

Pepito Bicular

SENIOR EMD LEADERSHIP AWARD

Melanie Austin

CTO MENTOR OF THE YEAR

Melissa Munns

DEPUTY CHIEF'S

HEALTH & SAFETY AWARD

Paramedic Bryan Rusk

JOHN DEAN CHIEF'S AWARD

Paramedic Chris McPhee

PIONEER OF THE YEAR

Bruce Newton

MERIT AWARDS

Superintendent Sheree Hryhor

Paramedic Eden Rosenberg

Paramedic Joseph Mollicone

Paramedic Keshia Walters

Paramedic Abdullah Muhaseen

Paramedic Kaleigh O'Brien

Paramedic Paul Klaehn

Paramedic Ian Fulmer

Paramedic Jonathan Harper

Paramedic Alayne Mitchell

Superintendent Maria Tavares

Superintendent April Hugh

RECOGNIZED BY THE GOVERNOR

GENERAL OF CANADA – EMS

EXEMPLARY SERVICE MEDAL

20 YEARS

James Burgin

Blaine Lucas

Mark Yandt

30 YEARS

Ellen Jones

Gary McAuley

In addition, 482 Long Service Medals were awarded to staff across the organization for their continued, outstanding service.

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



Andy Kemp



David Laskovski



Pepito Bicular



Melanie Austin



Chris McPhee



Eden Rosenberg



Abdullah Muhaseen



Ian Fulmer



Melissa Munns



Bruce Newton



Joseph Mollicone



Kaleigh O'Brien



Jonathan Harper



Bryan Rusk



Sheree Hryhor



Keshia Walters



Paul Klaehn



Alayne Mitchell



Maria Tavares



Blaine Lucas



April Hugh



Mark Yandt



James Burgin



Gary McAuley



Accredited Centre of Excellence (ACE) Performance Award Recipients



Telecommunicator of the Year Award Recognition at Toronto City Hall

LOOKING AHEAD

2019 brings with it new challenges and opportunities for Toronto Paramedic Services in continuing to deliver Paramedic care to the community, including:

- Continuation of the employee engagement process through 2019 and beyond to solicit feedback from and improve working conditions for all staff.
- Report out in 2019 on a multi-year hiring and systems plan to address the growth in emergency call demand.
- Training for all staff in suicide prevention skills, as part of the Toronto Paramedic Services' Psychological Health and Wellness Program.
- Complete the design and planning for construction of the second multifunction ambulance station to improve our operating model and better address the needs of Paramedics and the community.
- Continue to expand the Community Paramedicine Program to mitigate emergency call demand and provide the most appropriate care to vulnerable patients.
- In consultation with the Ministry of Health and Long-Term Care, examining models for providing alternative care to 911 callers in an effort to reduce their need for transport to hospital.
- Ongoing training in new and updated patient care standards and methods to ensure our patients continue to receive the best evidence-based care available.
- Continued upgrade of dispatch systems in 2019 through the work of our IT Systems group and leadership team.
- Develop and implement a scalable model change in the Communications Centre.



A line of Toronto Paramedic Services officers in uniform, looking forward attentively. The officers are wearing dark blue short-sleeved shirts with "TORONTO PARAMEDIC SERVICES" and "PARAMEDIC" patches. They are seated at a desk with computer monitors.

Sometimes we forget what paramedics can do and on occasion we are without words watching them work their skills and magic."

- Customer Comment

In my eyes and for my family Nick and Jason are true HEROES! I thank GOD that Nick and Jason were on duty that day!

- Customer Comment

