



The City of Toronto acknowledges that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. The City also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.



The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.



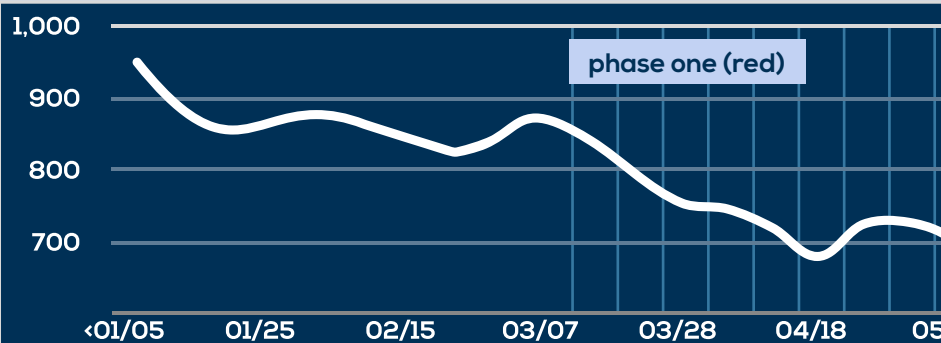
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On behalf of Toronto Paramedic Services, I am pleased to present our 2020 Annual Report. The report highlights the outstanding work of our people throughout the COVID-19 pandemic. The commitment and perseverance of our staff, and the collaboration with our City and community partners have enabled us to continue providing the high level of service for which we are known.

The impacts of the pandemic have been significant. Additional safety measures such as new staff pre-shift screening, new patient triage and assessment processes, enhanced PPE procedures, supply chain challenges, new equipment and facility cleaning practices, and significant hospital and health care system changes have impacted the day-to-day work of all our staff.

Daily Call Volume Throughout 2020



Despite these challenges, our staff continue to serve the community with dedication and compassion. We continue to expand the role of our Community Paramedicine Program, offering clinics and mobile COVID-19 testing to support the city's seniors and vulnerable residents. Early in the pandemic, we created a Staff Support Centre to serve as a centralized resource for staff and to provide employee health monitoring, workplace contact tracing, and referrals for COVID-19 testing. Our Communications Centre was re-accredited as a Centre of Excellence for the fifth time and our Service was successful in completing the 2020 Ministry of Health Land Ambulance Audit. These achievements are all the more commendable given the significant adjustments required during the pandemic.

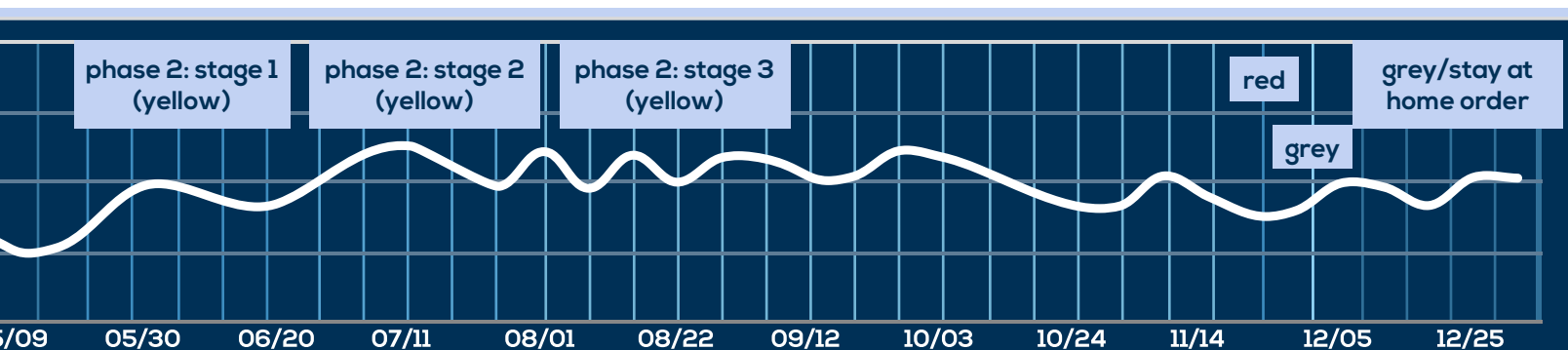
2020 was also a year of social awakening, one that highlighted the deep-rooted struggles faced by the Black community. We must all recognize that Anti-Black Racism exists in our city and continue to work to create a stronger culture of equity and inclusion.

In my role as Acting Chief, it has been a privilege to lead Toronto Paramedic Services over the last four years. I am also very proud of every member of our organization – it is through their outstanding commitment and skill that Toronto Paramedic Services continues to provide world class Paramedic service every day.

Sincerely,



Gord McEachen
Acting Chief
Toronto Paramedic Services

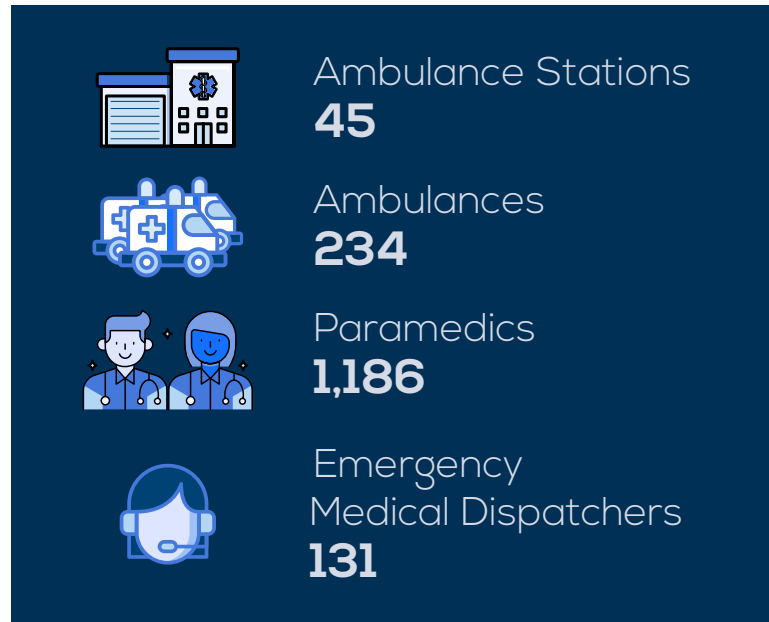
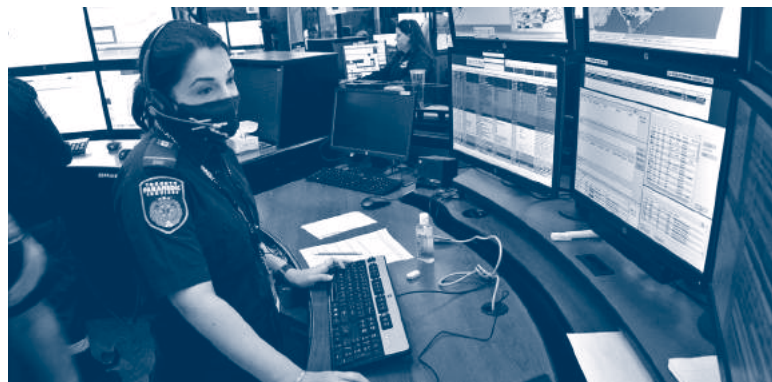


OUR SERVICE IN 2020



Toronto Paramedic Services is responsible for all aspects of land ambulance service for the City of Toronto. Our mission is to protect and improve the quality of life in Toronto by providing superior and compassionate pre-hospital and out-of-hospital, paramedic-based health care.

Toronto Paramedic Services provides 24/7 response to life-threatening medical emergency calls by delivering



exceptional Emergency Medical Dispatch, Paramedic Care and Community Paramedicine services to the residents and visitors of Toronto.



2020 OPERATING BUDGET: \$244,438,000

By Funding Source:

Provincial Subsidies . . .	\$150,763,300	61.7%
Property Tax	\$88,706,500	32.3%
User Fees & Donations . . .	\$1,087,900	0.4%
Capital Transfers	\$314,000	0.1%
Other	\$1,401,700	0.6%

Portion of
average
property tax
bill for Toronto
Paramedic
Services



\$60.76

By Service:

1.6%	\$3,791,600 . . .	Community Paramedicine
11.7%	\$28,544,300 .	Emergency Medical Dispatch
86.8%	\$212,102,200 . . .	Emergency Medical Care

In 2020, Toronto Paramedic Services continued to invest in necessary infrastructure (multifunction stations and paramedic posts) to support growth and improve service delivery, as well as continue lifecycle replacements of medical and

communications equipment to ensure that patients receive timely and effective care. As a result of the pandemic, additional investments were made in PPE and innovative cleaning technologies to support staff and patient safety.



The Toronto Central Ambulance Communications Centre provides immediate access to dispatch life support instructions prior to Paramedic arrival.

As the first point of contact, Toronto Paramedic Services' Communications Centre introduced enhanced screening questions for 911 callers early in the pandemic to detect any potential exposure to COVID-19. Because of these enhancements, the Communications Centre was able to successfully highlight the need for PPE for Paramedics who responded to the first identified COVID-19 positive patient in Canada.

Along with masking policies, remote training and other physical and procedural measures to help protect the safety of our staff, access to the Communications Centre was also restricted. However, COVID-19 was detected in the Communications Centre in late 2020 and it was the

efforts of our staff, with support from our Community Paramedics and Toronto Public Health, which resulted in the timely containment of the outbreak and safe recovery of the Communications Centre with no interruption in service to the public.

Throughout the pandemic, our Communications Centre continued to provide the highest standards of service to callers and as a result, in early 2021, was re-certified for the fifth time as an Accredited Centre of Excellence (ACE) by the International Academies of Emergency Dispatch (IAED).





Incoming 911 Calls

409,771

Phone Interactions

805,449



Communication Training
Officer Hours

7,720



New Emergency Medical
Dispatchers

11

New Call Takers

16



“Thank you to the Dispatcher who was extraordinary and made a huge difference. I am forever grateful.”

—customer comment



As frontline providers of emergency medical care, our highly trained Paramedics have been at the forefront of the pandemic response, and in the most challenging of circumstances. In many cases, the initial care a Paramedic renders is the deciding factor between life and death, temporary or permanent disability, or a brief stay or prolonged hospitalization for a patient.

To ensure that our staff were protected while maintaining uninterrupted service to the public, enhanced infection prevention and control procedures were introduced early in the pandemic and evolved in accordance with public health guidance. These measures included masking

policies, pre-shift Paramedic screening, increased patient screening, and additional cleaning and disinfection. Our Divisional Operations Centre was also activated and worked hand-in-hand with the City’s Emergency Operations Centre to support Toronto’s pandemic response.

While the physical and psychological strain associated with working under pandemic conditions impacted everyone, the number of positive cases of COVID-19 among staff was low due to the heightened focus on health and safety and the increase in staff support resources.

A dynamic environment and changing body of evidence also necessitated changes to training methods. Field Training Officers supported online learning, mentorship to new recruits, provided targeted “tailgate” sessions and conducted mask fit-testing for all frontline Paramedics.

“...they did everything with extreme care and thoughtfulness. It made us appreciate how fortunate we are to live in Toronto and have this service.”

—customer comment



Call Volume
286,281



New Paramedics
166



Transport Volume
194,109



New Recruit Mentorship
Hours
36,072



Continuing Medical Education
Hours
16,920



Mask Fit Tests
3,353





Toronto's Community Paramedics provide community-based, primary medical care and referrals, and at-home medical care to support seniors and vulnerable residents. These specially trained Paramedics are an integral part of the health care system and have been an invaluable resource during the pandemic.

Throughout the pandemic, Community Paramedics continued to deliver influenza vaccinations and the Community Referrals by EMS (CREMS) program, successfully referring 89% of clients to Home and Community Care (HCC). Accustomed to addressing the complex needs of their clients through the Home Visit and Complex Care programs, Community Paramedics also witnessed increasing food insecurity in the community. Quickly adjusting to meet this need, the Community Paramedic program worked with several community

partners to create and deliver food hampers to homebound, vulnerable clients.

The Toronto Paramedic Services Community Paramedic Program also ensured that Toronto's first responders had access to rapid and reliable COVID-19 tests and results. In addition, several mobile COVID-19 testing events were conducted to support communities with high rates of positivity and difficulty accessing resources.





Home Visit Program
Client Interactions
4,706



Community
Paramedic-Led Clinics
129



Clinic-Based Client
Interactions
3,884



CREMS Referrals
4,190

CREMS to HCC
3,608



Number of Flu
Shots Given
3,175



COVID-19 Tests Given
9,903



Pop-Up Testing
Events
29



Mobile (TTC Bus)
Events
6

“We are so impressed by your team’s expert knowledge, teamwork and thinking outside of the box to ensure patients are safe ... we can truly see the benefits of collaboration, innovation and creativity.”

—health care partner comment



Incoming Calls

Emergency (911) Calls
409,771



Phone Interactions
805,449



Dispatch Time
90th Percentile
2:53



Call Volume

Emergency Call Volume
286,281



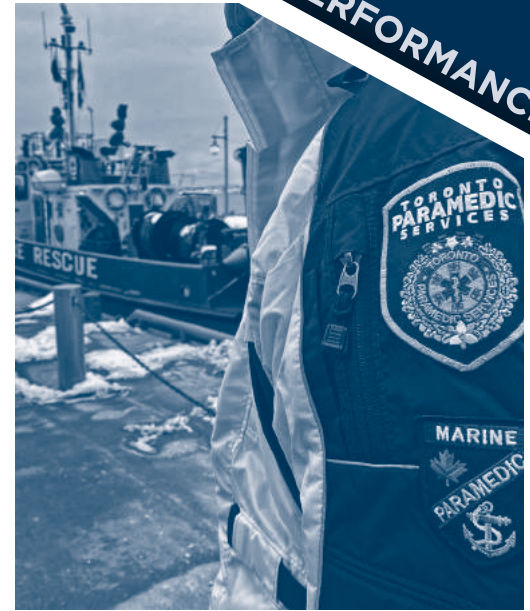
Transport Volume

Emergency Transport Volume
194,109

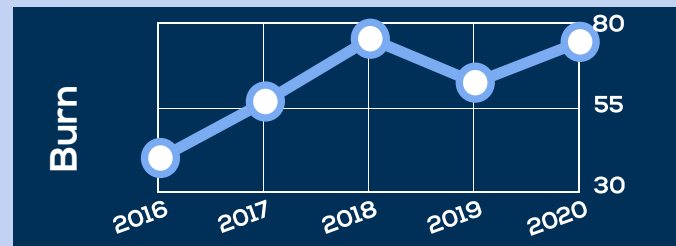
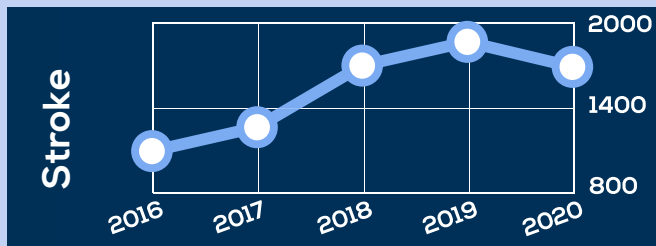
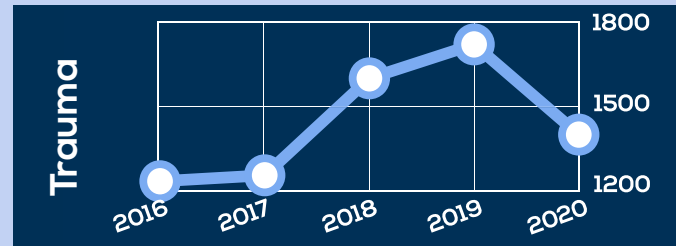
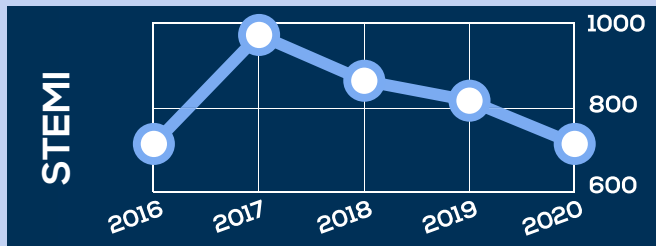


Response Time
90th Percentile
12:12





Critically Ill Patient Transports





TTC Buses Converted for Medical Use

5



Emergency Vehicle Preventative Maintenance Compliance

100%



Parts Installed on TPS Vehicles

21,602

The Toronto Paramedic Services Fleet Services Unit maintained their high level of service and achieved 100% compliance with targeted emergency vehicle preventative maintenance schedules. Fleet Services, along with the Communications Systems Engineering Unit, prepared 23 new vehicles for service and continued with its innovative ambulance patient compartment remount program to extend the vehicle's functional service life.

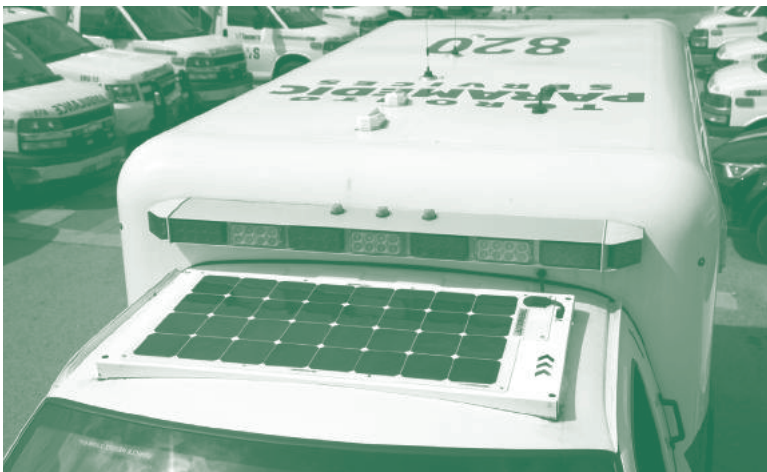
To support staff safety, Toronto Paramedic Services increased the target frequency of deep cleans for all frontline, operational vehicles by 60%. This ambitious goal was accomplished through the dedication and hard work of the Equipment Services Unit.



As the demands on our Service increase each year, so too does the importance of green technologies to protect our environment and reduce Toronto Paramedic Services' carbon footprint.

As part of our ongoing commitment to green initiatives, Toronto Paramedic Services, with our City partners and a grant from the Federal Low Carbon Economy Fund, has invested in innovative technologies to reduce the use of fossil fuels and reduce greenhouse gas emissions and air pollutants.

In addition, Toronto Paramedic Services Headquarters is undergoing a comprehensive retrofit that will reduce greenhouse gas emissions by up to 75% and energy use by up to 60% by leveraging solar and geothermal technologies (scheduled completion in 2021/22).



Vehicles with Anti-Idle Systems
304



Hours of Idle Time Eliminated
142,550



Vehicles to be Converted to Hybrid:
104



Est. Litres Fuel Saved
501,987



Vehicles to Receive Solar Panels
282



Tonnes CO₂ Emissions Saved
1,272

MATERIALS & EQUIPMENT

Toronto Paramedic Services, like many organizations, dealt with significant supply chain challenges in the early stages of the pandemic which impacted the availability of critically important safety equipment such as masks and cleaning supplies. Our Materials & Equipment Unit adapted to this new reality with innovative business processes and successfully navigated supply shortages to ensure paramedic safety and uninterrupted service to the public. In addition, advanced new cleaning practices were implemented to protect the health and safety of our staff and patients.



Material Requests
1,970,521



Surgical Masks Issued
758,800



N95 Masks Issued
230,790



Bottles of Hand Sanitizer
16,059



Tubs of Disinfectant Wipes Used
22,824



New Lockers Added to SSL
212



SSL Requests Filled
9,018

Our Strategic Staging Locations (SSL) program consists of secure lockers with equipment in specific station locations around the city to limit vehicle downtime and provide efficient ad hoc delivery of critical supplies. This agile field inventory system expanded to 12 new locations supporting more than 9,000 contactless requests and saving more than 3,000 hours of operational time.

Toronto Paramedic Services' Logistics Unit continued to demonstrate the operational efficiencies of the Multi-Function Station system through 24/7 vehicle and equipment processing. This new operational model reduces the amount of vehicle downtime thereby improving the availability of Paramedic resources in the community.



Vehicles Processed
4,569



Average Vehicles Processed Each Day
13

Toronto Paramedic Services' mission is to protect and improve the quality of life in Toronto by providing superior and compassionate pre-hospital and out-of-hospital, Paramedic-based health care.

Toronto Paramedic Services is proud to be able to connect all 911 callers requiring emergency medical care to interpreters in more than 240 languages to ensure our patients get the most appropriate care.

Toronto Paramedic Services publishes and continues to update eight open datasets (available at toronto.ca/open-data).

Toronto Paramedic Services' Safe City program continues to maintain more than 1,600 Automated External Defibrillators (AED) across the city.



Minutes of
Translation
40,932



Calls Using Translation
Services
4,889

	Number of Calls	Minutes Translated
Cantonese	621	4,859
Mandarin	559	4,714
Russian	459	3,906
Spanish	432	3,689
Italian	294	2,121
Tamil	280	2,347
Portuguese	247	1,738
Farsi	235	2112
Arabic	227	2099
Vietnamese	210	1814
Hungarian	199	1,883
Korean	138	1,197
Greek	115	942
Polish	114	897
French	106	1,044
Punjabi	69	565
Somali	63	569
Turkish	49	366
Hindi	46	407
Ukrainian	45	382
All Others	381	3,281

STAFF SUPPORT



The Staff Support Centre (SSC) was created with the support of Toronto Public Health, our Medical Director/ Advisor and with the active participation of Local 416 Health and Safety representatives, to support the health and wellness of all Toronto Paramedic Services staff during the pandemic. A key component of our pandemic response, the SSC is staffed 24/7 to respond to staff inquiries, monitor staff screening, provide testing referrals, perform contact tracing, complete infectious disease exposure reports and to support best-practice health and safety measures to protect staff.



Pre-Shift Screenings
176,600



Reports Completed
14,265



Calls Received
8,700+



Contact Tracing Calls
800



Confirmed Exposures
843



Staff COVID-19 Cases
68





Volunteer Team Members

28



Training Hours

336



Availability to Staff

24/7/365

Toronto Paramedic Services' Psychological Health and Wellness Program initiatives continued to provide important support to all staff throughout the pandemic, such as the Peer Resource Team (PRT) and Staff Psychological Associate. The PRT is a highly regarded and trusted resource made up of caring volunteers who support TPS staff following an exposure to a serious workplace incident. PRT members are also available to offer support regarding personal matters such as family and relationship concerns.





Toronto Paramedic Services is proud to serve the residents and visitors of the city and is grateful for the outpouring of community support for health care workers and first responders. In addition, our staff received more than 600 individual compliments in 2020.



Staff Compliments 600

Thank you to our partners and all Toronto Paramedic Services staff for your outstanding efforts and contributions during a challenging year:

*Centralized
Administrative Support*

*Communications
Centre (CACC)*

*Communications
Systems Engineering*

*Community
Paramedicine*

Duty Office

*Education &
Development*

*Education & Quality
Improvement (EDQI)*

Equipment Services

Facilities

*Finance &
Administration*

Fleet Services

Logistics

Multimedia

Operations

*Planning, Special
Events and Emergency
Management*

Process Improvement

Professional Standards

*Public Information &
Media*

Safe City

Scheduling

Staff Support Centre

Stores

Systems Performance

...and the leadership and support staff in all parts of our organization.

While the COVID-19 pandemic changed our plans for 2020, it was also a year of growth and transformation in the way that we serve our communities. As we look forward to a widespread community vaccine rollout, our commitment to continuing improvement includes:

- Adapting our pandemic response in accordance with evidence and best practices to help protect our staff and patients.
- Expansion of the Community Paramedic Program to mitigate the impacts of an anticipated increase in service demand due to an aging, growing, and increasingly vulnerable population; and to provide support to vulnerable populations and those awaiting long-term care placement.
- Enhancing the Psychological Health and Wellness program through a focus on prevention, training, post-incident support and improved reintegration and return-to-work processes.
- Continued implementation of the Multi-Year Staffing and Systems Plan, approved by Council in 2019, to support staff workload pressures and reduce occupational stress injuries.
- Investment in infrastructure and continued work on new multifunction stations to increase effectiveness of the new operational model.
- Leveraging existing partnerships to enhance secondary triage for low priority and low acuity calls to improve response to critically ill patients.
- Improving integration with local health partners leading to better patient outcomes both in hospital and in the community.
- Continuation of the employee engagement process through 2021 to improve working conditions for all staff.



T O R O N T O
PARAMEDIC
S E R V I C E S
