



**TORONTO  
PARAMEDIC  
SERVICES**

2019 Annual Report

## LAND ACKNOWLEDGEMENT FOR TORONTO

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.



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## CHIEF'S MESSAGE

*Acting Chief Gord McEachen*

On behalf of Toronto Paramedic Services, I am pleased to present our 2019 Annual Report. This report will highlight the outstanding work of our staff and the importance of partnership and collaboration in providing the highest quality of paramedic-based health care to the residents of and visitors to the city of Toronto.

Toronto Paramedic Services continues to respond to an aging and growing population, placing significant pressures on our ability to respond to critically ill patients. For the last ten years, emergency call demand has increased by an average of 4% per year with approximately 10% of the city's population being treated by Paramedics.

In June of 2019, City Council approved a Multi-Year Staffing and Systems Plan to respond to these pressures. This plan supports the necessary frontline Paramedic staffing, supervision and support staff resources, as well as additional uniforms, equipment and vehicles over the next five years to respond to these pressures. 2019 also

provided one of the busiest events in recent memory as the City hosted the Toronto Raptors victory celebration.

2019 was a year of innovation and change as we looked to implement several initiatives aimed at improving patient outcomes and enhancing the effectiveness and efficiency of our service:

- Our Community Paramedicine Program, in partnership with the local LHINs, newly formed Ontario Health Teams and several different health care agencies expanded and provided more services to our vulnerable patients while mitigating calls for emergency service.
- Our Communications Centre maintained its designation as an Accredited Centre of Excellence while processing a record number of calls for service. Along with enhancements to our dispatch technologies, our Call Takers and Emergency Medical Dispatchers continued to prioritize and dispatch ambulances to emergency calls while



evaluating low priority and low acuity calls for referral to a secondary triage service.

- We continued to support and engage our staff through enhancements to our Psychological Health and Wellness Program initiatives and our ongoing commitment to employee engagement.
- In partnership with SickKids, and with the support of the provincial government, a specialized team of Paramedics was introduced to support the hospital's Acute Care Transport Services (ACTS) team to transport critically ill pediatric patients.
- In partnership with all levels of government, Toronto Paramedic Services implemented several fleet greening and solar power initiatives to reduce greenhouse gas emissions and air pollutants.

While our plans for 2020 have been altered by the COVID-19 pandemic, Toronto Paramedic Services welcomes the opportunity to continue to work with our health care partners and improve community access to health care.

Every day, I am very proud of the work of each member of our team. It is through their commitment and professionalism that Toronto Paramedic Services continues to provide compassionate public service.

**Gord McEachen**, Acting Chief  
Toronto Paramedic Services



# MISSION, VISION, VALUES

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## ***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.

## ***Vision:***

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

## ***Values:***

### *Integrity*

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

### *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 embodies respect for diversity, equitable treatment and contribution.

### *Compassion*

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

### *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 and working together as a team, committed to the best possible care of our patients.



## 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

### ***Be An Employer of Choice***

Key Activities:

- Continuing to support a multi-year employee engagement strategy
- Ensuring a comprehensive Health & Wellness Plan



Toronto Paramedic Services is an industry leading, public service organization that exists to protect the quality of life in Toronto by providing superior and compassionate pre-hospital and out-of-hospital medical care, responding to patients with health emergencies and to the special needs of vulnerable communities through integrated, mobile, Paramedic-based care.

### ***Organizational Effectiveness and Excellence***

Key Activities:

- Continuing to improve response times to life-threatening emergency calls
- Expanding emergency call mitigation through various innovative clinical pathways

### ***Maximizing Infrastructure Efficiencies***

Key Activities:

- Ensuring staff have the most effective tools and equipment to provide high quality, evidence-based patient care
- Working with the Ministry of Health to ensure the continued resiliency of the Communications Centre and its systems

## OPERATING BUDGET



- Toronto Paramedic Services is the largest municipal Paramedic service in Canada with more than 1,100 Paramedics, from more than 45 ambulance stations, responding to calls for service in and around the city of Toronto. More than 130 communications professionals dispatch a fleet of 225 transport ambulances
- The 2019 budget invested in infrastructure (multifunction stations and paramedic posts) to support growth and improve service delivery, as well as lifecycle replacements of medical and communications equipment to ensure that patients receive timely and effective care.
- This budget also included funding to continue 911 call mitigation efforts through the Community Paramedicine Program and to deliver a Primary Care Paramedic education program to low-income residents.



# 2019 Operating Budget: \$233.5 Million

## by Service

**\$201.7M**

Emergency Medical Care

**\$28.4M**

Emergency Medical Dispatch & Preliminary Care

**\$3.4M**

Community Paramedicine & Emergency Call Mitigation

**\$144.6M**

Provincial / Federal

**\$0.3M**

Capital Transfers

**\$1.2M**

User Fees

**\$1.7M**

Sundry & Other

**\$85.7M**

Property Tax

## by Funding Source

## OPERATIONS

Acting Deputy Chief Leo Tsang



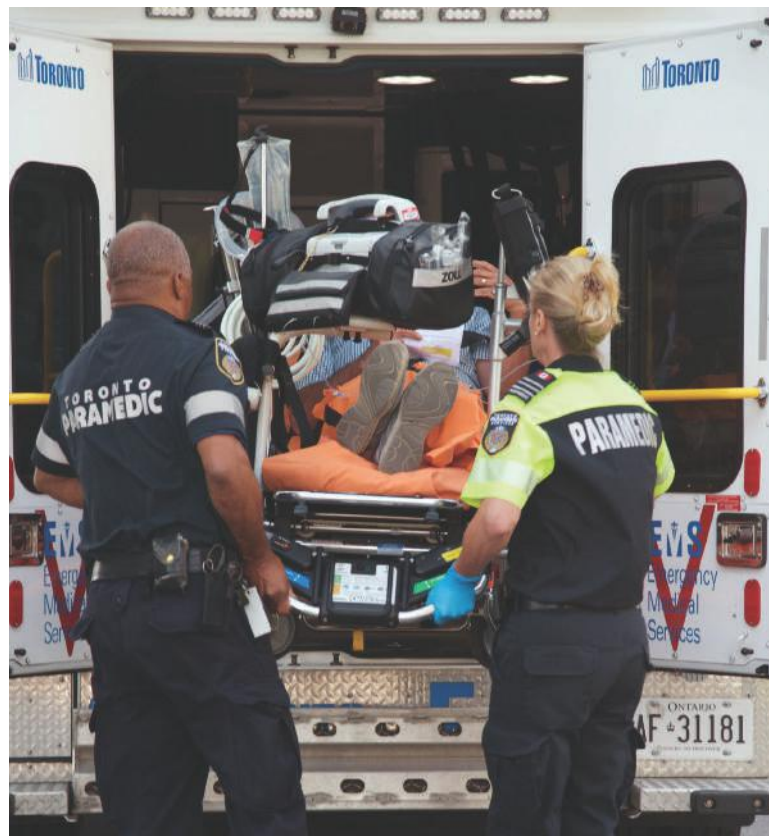
*The Operations section is directly responsible for the provision of evidence-based emergency medical care by Paramedics. Highly trained Toronto Paramedics respond to more than 316,000 calls each year delivering expert, compassionate care. Working with a variety of health care and industry partners, Toronto Paramedic Services continually seeks to provide efficient and innovative methods of service delivery to the community.*

Toronto Paramedic Services, with the support of the Ontario government, partnered with SickKids to create a dedicated neonatal transport team as part of the hospital's Acute Care Transport Services (ACTS) program.



Toronto Paramedic Services participated in an exercise "Ambient Resolve" at Union Station in partnership with Metrolinx and the Toronto Office of Emergency Management. This mock-disaster was the largest of its kind and demonstrated the commitment to improving the response, capability and resiliency of the community to major events.

Toronto Paramedic Services continued its partnership with Ornge and sent additional Paramedics for Critical







Care Transport Unit (CCTU) training, ensuring that Toronto's sickest patients receive the highest level of care.

Led by a team of dedicated and knowledgeable frontline Superintendents, the Operations section continued to support the high level of care provided by Toronto Paramedics through regular quality assurance activities.

Toronto Paramedic Services continued to provide support for many special events throughout the city including Pride, the Caribbean Carnival, the Taste of the Danforth and the CNE. This year also included the Toronto Raptors victory celebration - the largest parade in the city's history.



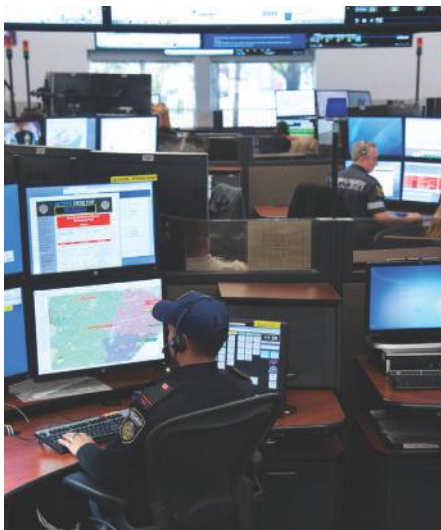
## COMMUNICATIONS

Acting Deputy Chief Mark Toman



*Toronto's Central Ambulance Communications Centre is the critical link between the community and Paramedic-based health care. The Communications Centre processes over 457,000 911 calls each year, carefully triaging each one according to available information and quickly dispatching Paramedic resources to life-threatening emergencies. Rescue instructions are provided for situations requiring them, ensuring continuous care until the arrival of Paramedics. Low-acuity calls are further assessed to provide the most appropriate care.*

Toronto Paramedic Services Call Takers and Emergency Medical Dispatchers are highly trained responders who collaborate within multiple systems to ensure the most appropriate medical resources are assigned to each request, and to ensure there is ambulance coverage across the city.



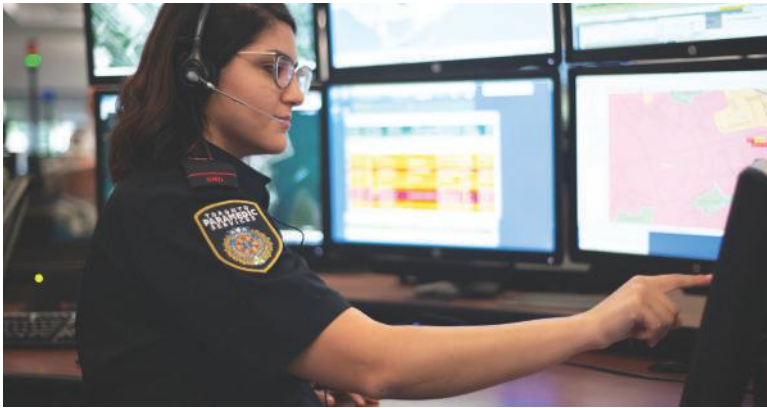
The Communications Centre uses the Medical Priority Dispatch System to triage all 911 calls and quickly identify life threatening emergencies. Alongside other dispatch optimization initiatives, this ensures that the **Right Paramedics** get to the **Right Patient** at the **Right Time**.

The Toronto Paramedic Services Communications Centre works closely with many allied partner agencies including the Toronto Police Service, Toronto Fire Services, other (provincial) Ambulance Communications Centres, Telehealth Ontario, and community services such as the Distress Centres of Toronto, ensuring seamless service to all 911 callers.

In 2019, Toronto Paramedic Services safely referred more than 2,600 callers to Telehealth Ontario for assessment and management of low priority/low acuity complaints.







Communications Centre staff to date.

The Toronto Paramedic Service Communications Centre uses advanced technology to monitor real-time performance data and, through integration with area hospitals, ensures the effective transport and distribution of patients across the health care system. This collaboration with our hospital partners is critical in supporting the timely access to appropriate care. The Communications Centre operates on behalf of the Ministry of Health and receives 100% of its funding from the Province of Ontario.



Since 2008, the Toronto Paramedic Services Communications Centre has maintained its status as North America's second largest Accredited Centre of Excellence (ACE) by the International Academies of Emergency Dispatch (IAED).

59 staff members also received individual ACE Achievement Awards. These awards recognize exceptional performance in call receiving and represent the highest number of this award received by the Toronto Paramedic Services



## OPERATIONAL SUPPORT

Deputy Chief Rhonda Hamel-Smith



*The Operational Support section delivers critical support to Toronto Paramedic Services' frontline operations by providing fleet and equipment maintenance and repairs, materials and supplies, facilities support, scheduling, finance and administration, and communication systems engineering.*

*Operational Support staff focus on efficient and effective processes that protect employee and patient safety and meet legislated requirements under the Ambulance Act. Their work is integrated with units across the Division, and functions closely with other City Divisions and external partners to ensure Toronto Paramedic Services' employee and business needs are met.*

### **Fleet & Equipment**

Through increased effectiveness of the Fleet & Equipment Preventative Maintenance Committee, using Lean Six Sigma methodology, Operational Support staff met legislated, preventative maintenance standards for patient care handling equipment more than 90% of the time and for emergency vehicles 100% of the time.

In 2019, the Materials and Equipment unit:

- processed more than 80,000 individual requests
- delivered approximately 20,000 kg of linen each month
- performed preventative maintenance on more than 2,000 pieces of patient handling equipment



Fleet services introduced 38 new vehicles into service and continued with its innovative patient compartment remount program to extend the life of vehicles.

TPS also continued its valuable partnership with Toronto Police to perform running repairs at Police fleet locations and for reduced pricing when refuelling at Toronto Police sites.



### **Logistics**

At Toronto Paramedic Services' first multifunction station at 1300 Wilson Avenue, Logistics Technicians providing 24/7 services increased service delivery by processing more than 900 Paramedic response bags, readied 450



ambulances for service, and completed 30 minor repairs to in-service vehicles. This new operational model reduces ambulance downtime to

support ambulance availability in the community.

### Engineering and Communications Systems

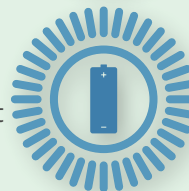
Engineering and Communications Systems staff upgraded in-vehicle computers (known as MobiCAD) for ambulances and emergency response vehicles, provided software upgrades to support Emergency Medical Dispatchers in the Communications Centre, and developed and implemented software to support frontline operational staff.



### Green Initiatives

Toronto Paramedic Services is committed to reducing the use of fossil fuels, greenhouse gas emissions and air pollutants through investing in green initiatives including:

- Full-time anti-idle systems installed in **274 frontline vehicles** saving more than **94,000 hours of idle time** and more than **311,000 litres of fuel**, as well as reducing greenhouse gas emissions by more than **840 tonnes**.
- With grant support from the province of Ontario, **11 ambulances** upgraded to the **XL Hybrid system**, further reducing fuel consumption (two of these ambulances also have **solar panels**)
- 46 Station (105 Cedarvale Ave.) upgraded to include **solar panels** and state of the art **battery storage** to reduce the building's energy use.
- Headquarters undergoing a comprehensive retrofit that will **reduce greenhouse gas emissions by 75% and energy use by 60%** (scheduled completion in 2021).



### Equipment Committee

The joint (union-management) Equipment Committee continues to research, recommend, and assist with the development and implementation of new and enhanced equipment such as a stretcher-handle extension and



## OPERATIONAL SUPPORT

a new portable oxygen tank carrier, both of which will reduce the chances of injury to frontline Paramedics.



### ***Finance & Administration***

Finance and Administration staff prepared the financial basis for the Multi-Year Staffing & Systems Plan, unanimously adopted by City Council in June 2019, which resulted in the approval of 70 additional positions for the 2020 budget, as well as funding the dedicated neonatal (ACTS) program with SickKids and additional capital funding for the second multifunction station.



### ***Scheduling***

The Scheduling Unit increased its staffing and supported the expansion and implementation of a new schedule for paramedics for various areas of Operations (e.g., 40 Station and SickKids' dedicated neonatal transport units). This schedule was developed through extensive dialogue and engagement with Local 416 and frontline staff.

### ***Facilities***

In partnership with CreateTO and other City divisions, Toronto Paramedic Services continued to improve the resiliency of critical infrastructure. Upgrades to electrical power systems and the back-up Communications Centre, as well as planned facilities such as the second multifunction station, will meet future growth.





## PROGRAM DEVELOPMENT AND SERVICE QUALITY

Acting Deputy Chief Jennifer Shield



*Program Development & Service Quality supports frontline operations with innovative community-focused health care programs, emergency management and mass gathering event planning, maintenance of legislative compliance and standards, and the development and delivery of evidence-based learning to staff and the public. Our success reflects the collaborative approach we have fostered with our community and allied partners.*

### COMMUNITY PARAMEDICINE PROGRAM

Toronto Paramedic Services' Community Paramedicine Program launched 20 years ago to help better connect patients with the health care system. Community Paramedics are highly skilled at patient education and advocacy and seek to match each patient's unique needs to the most appropriate care through a focus on health promotion and injury prevention.



In 2019, 14 Community Paramedics served some of Toronto's most vulnerable population through referrals, clinics, home visits, and other initiatives. This program

is an integral partner in community-based health care.

#### **Frequent Caller Program**

- This program targets 911 callers with a high frequency of use of Paramedic Services and the emergency department (ED) using an innovative algorithm that determines the probability of recurrent Paramedic Services or ED use.
- High-risk patients receive home visits from specially trained Community Paramedics who assess for additional, supportive services such as case management, home care, and remote monitoring to alleviate the unmet needs that lead to 911 calls.



### Community Referrals by EMS (CREMS)

The CREMS program targets at-risk residents based on living and medical conditions observed by frontline Paramedics during 911 emergency calls.

#### 2019 CREMS Referrals: 5,116 Patients



\*Home and Community Care

### Community Paramedic Home Visits

Community Paramedics perform home visits for clients requiring additional support who are identified through the Frequent Caller and CREMS programs, as well as referrals from the Communications Centre and allied agencies.

#### Patient Interactions: 3,806



### Complex Care Program

The Complex Care Program provides specialized, client-centred assessment and treatment guidelines in partnership with SickKids, the Sunnybrook Centre for Prehospital Medicine, Home and Community Care and other allied agencies.

### Community Agency Notification (CAN)

Provides real-time notifications to community agencies when their clients have been in contact with Toronto Paramedics to ensure clients stay connected with their community supports and creates seamless transitions and better care experiences.

Participating agencies: 27



Clients registered: 5,063  
(+7% from 2018)



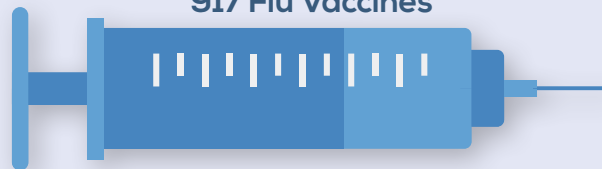
Notifications: 2,790



### Flu Shots

In partnership with Toronto Public Health, Community Paramedics provided 917 influenza vaccinations to clients, caregivers, and allied health care workers (62% of which were aged 65+).

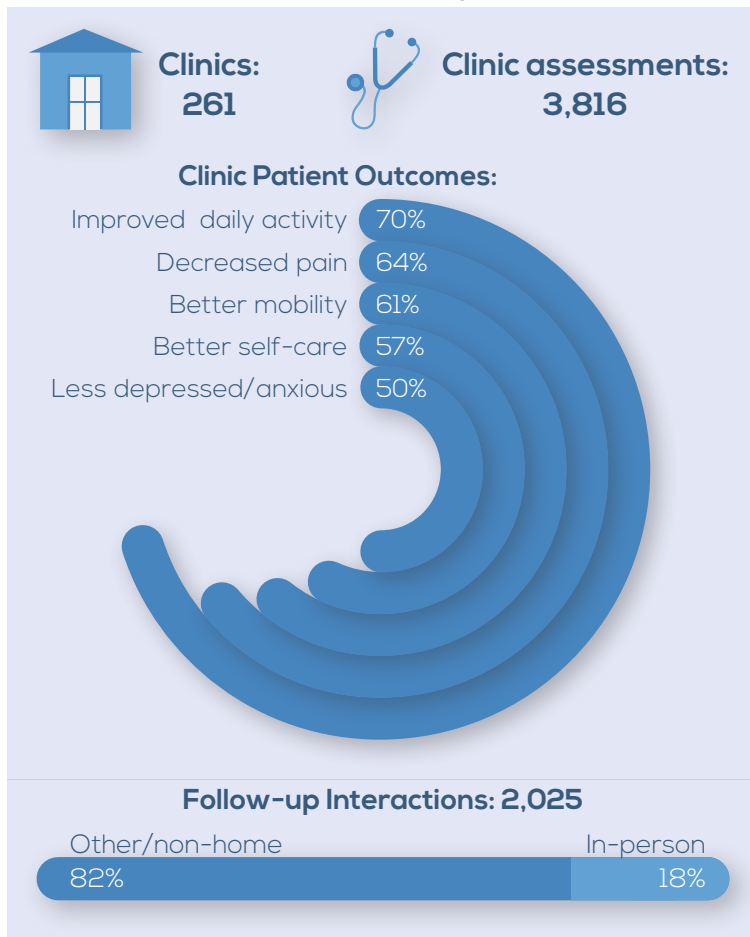
#### 917 Flu Vaccines



(62% to patients 65 and above)

## Community Paramedic-Led Clinics

These clinics provide education and promote wellness through proper disease management, self-care and socialization for underserved residential buildings that generate high volumes of 911 calls and are delivered in collaboration with Toronto Community Housing (TCH), and the Central East and Mississauga-Halton LHINs.



## Streets to Homes

The Community Paramedicine Program and Toronto Streets to Homes partnership breaks down health care barriers for clients experiencing homelessness through education and patient advocacy.

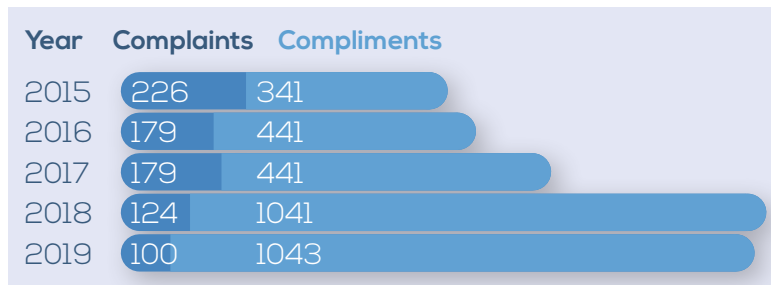


## CUSTOMER SERVICE

### *Professional Standards*

The Professional Standards Unit (PSU) is responsible for the oversight of the Continuous Quality Improvement (CQI) and Quality Assurance (QA) programs.

Over the past 7 years, the number of service-related complaints received has continued to decline against a rising call volume while compliments continue to increase.



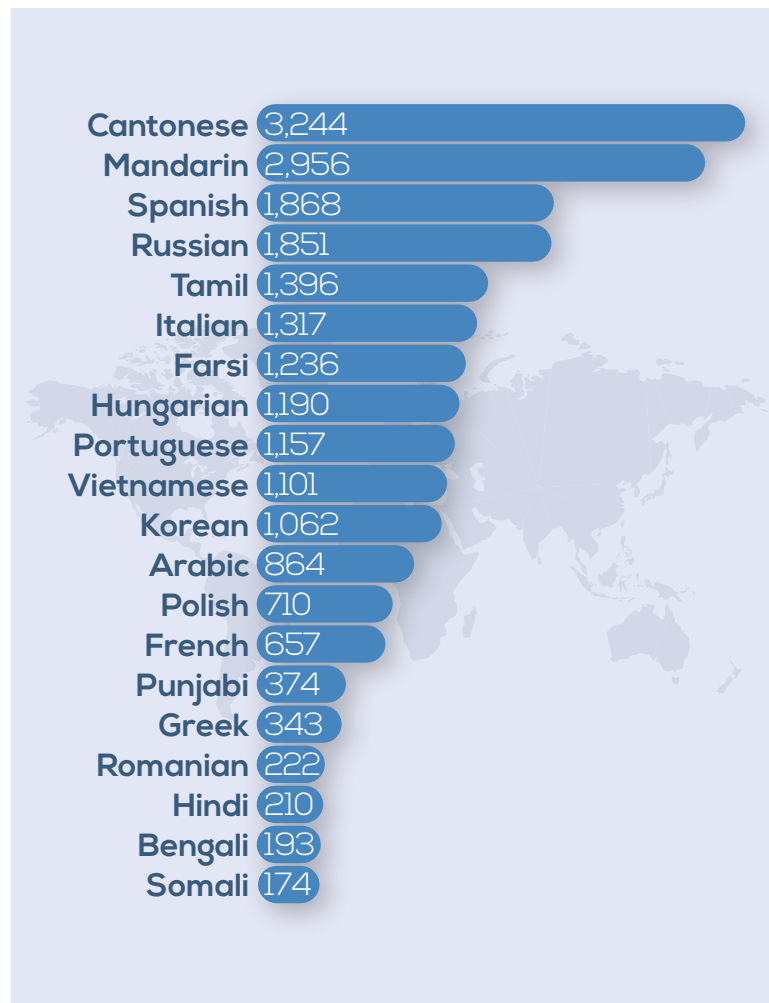
In 2019, the total number of complaints received (100) were less than one tenth of one percent of all calls (0.03%).

### *Language Line*

Toronto Paramedic Services is proud to be able to quickly connect with our community in almost any language. In 2019, our language interpretation services were used more than 23,500 times to ensure that the most appropriate care was provided to patients and their families.

## Program Development & Service Quality

Top 20 Languages for which translation services were used in 2019







## Open Data

Toronto Paramedic Services fully supports the City's goal of ensuring an open and transparent government. It has published and continues to update eight open datasets:

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



### *Safe City*

The Toronto Paramedic Services Safe City Program expanded to become one of the top providers of first aid, CPR and AED training to the City and community, delivering approximately 700 courses to more than 7,900 participants.

February 14, 2019, was declared “Safe City Day” by Mayor John Tory.

- This was also the kick-off for the “You Are The Strongest Link” campaign. Toronto Paramedic Services partnered with the City’s Social Development, Finance & Administration (SDFA) Division to provide free first aid, CPR and AED training in several of the City’s identified Neighbourhood Improvement Areas.



- Sponsored by Enbridge Canada, 10 schools and four community centres held CPR and AED awareness events, 270 students received training, and a “viral video” competition was held with Toronto’s Ursula Franklin Academy winning the \$5,000 prize.



## ***Celebrating Diversity***

Toronto Paramedic Services is proud of the diversity of our organization as we continuously seek to reflect the rich multiculturalism of Toronto.

Toronto Paramedic Services' recruitment efforts reflect this commitment with nearly 50% of new recruits self-identifying as a visible minority. These new recruits reflect

a variety of cultural backgrounds and languages that will serve them well in connecting with the community and caring for their patients.

Toronto Paramedic Services is honoured to have supported eight different citizenship ceremonies, including hosting one at our Headquarters during Paramedic Services Week.



## COMMUNITY SUPPORT

Meeting the needs of the community and demonstrating compassion through partnership and support is a part of Toronto Paramedic Services' vision. In addition to the numerous school appearances, open houses, and community events, Toronto Paramedic Services employees generously donate their time and money to support many charitable organizations.

### United Way

Toronto Paramedic Services staff raised more than \$69,500 for the City of Toronto's 2019 United Way Employee Campaign



## Program Development & Service Quality

### St. Patrick's Day Parade

For the sixth year, Toronto Paramedic Services partnered with the parade and the Toronto Daily Bread food bank to raise \$11,700 and more than 180 kg of food.



### November Canada





### Camp Ooch

In partnership with Local 416, Toronto Paramedic Services staff donated more than \$11,000 in craft supplies, electronic equipment and musical instruments.



### Paramedics for a Cure

With the leadership of Superintendent Chris McPhee and his group of dedicated cyclists, the Paramedics for a Cure team raised more than \$188,000, including \$10,000 from Local 416, during the 2019 Ride to Conquer Cancer.

### CTV's Toy Mountain

In addition to the toys donated by staff, the Toronto Paramedic Association donated \$5,500 to help the campaign surpass its goal.



### Santa Claus Parade

2019 marked the 29<sup>th</sup> year that Toronto Paramedic Services staff volunteered as drivers, and spent many hours preparing and driving the floats in the 115<sup>th</sup> annual Santa Claus Parade.



## PERFORMANCE

### *Our Experience & Successes*

Continued migration to a multifunction station system to improve operational efficiencies and accommodating growth in emergency call demand.

Continued improvement in 911 call mitigation strategies through the Community Paramedicine Program, providing primary medical care and referrals that support aging at home, health promotion, illness and injury prevention.

### *Key Challenges*

- Increased emergency call demand and emergency patient transports due to an aging and growing population.
- Ensuring the health and safety of all Toronto Paramedic Services staff.
- Increased patient acuity equates to greater need for specialized care due to an increase in stroke, trauma, and STEMI (heart attack) transports.
- Polarized socio-economic conditions result in fragmented support systems, increased reliance on Paramedic and public services, and an increase in vulnerable and marginalized populations.

90th Percentile  
**Dispatch Time**  
to critical or  
life-threatening calls  
**2 min 46 sec**



**Call Volume:**  
**316,324** ambulance  
responses

**Emergency call volume** has  
increased more than  
**21%** in the past 5 years.



90th Percentile  
**Response Time**  
to critical or  
life-threatening calls  
**12.2 min**



**Transport Volume:**  
**226,390** transports

**Transport volume** has  
increased more than  
**12%** in the past 5 years.



**Incoming Calls:**  
Communications Centre  
staff had **860,691** phone  
interactions and answered  
**457,474** emergency (911)  
calls.

**After Age 55**  
the need for Paramedic  
Services rises exponentially.

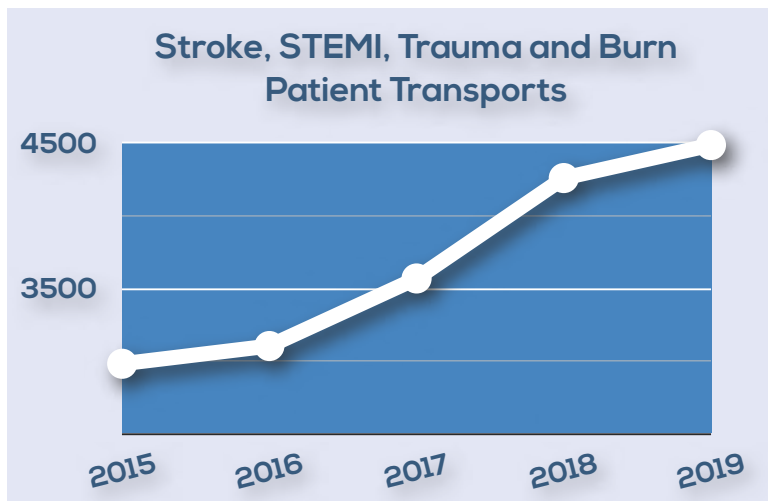
**10% of the city's population were  
treated by Toronto Paramedics**



## CLINICAL EXCELLENCE

### ***Advanced treatments for critically ill patients***

Toronto Paramedic Services collaborates closely with area hospitals to help critically ill patients access timely, specialized acute care.



The specialized stroke, STEMI (type of heart attack), trauma, and burn programs are based on current research and best practices and allow Paramedics to bypass other hospitals to ensure these patients receive the right care at the right time in the most appropriate hospital.

### ***Paramedic Education***

The Toronto Paramedic Services Education and Development unit provided more than 37,000 hours of continuing medical education (CME) to staff to support



the continued provision of high-quality paramedic-based health care.

Toronto Paramedic Services continued its partnership with Toronto Employment and Social Services to provide Primary Care Paramedic training and certification to 12 students through 2019, with graduation in early 2020.





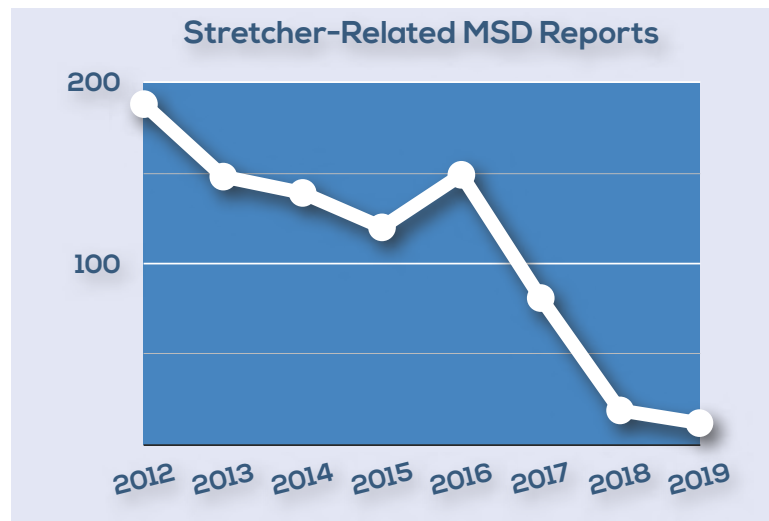
## HEALTH & SAFETY

Through various committees, Toronto Paramedic Services continued to collaborate with Local 416 and the Joint Health and Safety Committee (JHSC) to research and implement process and equipment improvements.

- The joint (union-management) Equipment Committee was awarded the 2019 Domenic Mele Health and Safety Award for their successful work on selection, procurement, training and rollout of portable carbon monoxide (CO) detectors.
- The joint Musculoskeletal Disorder (MSD) Committee continued to work with City of Toronto Health and Safety consultants, ergonomists, and JHSC representatives on various new pieces of equipment to reduce the frequency and severity of injuries to Toronto Paramedic Services staff.
- The joint Fleet Steering Committee has continued to work collectively with frontline Paramedics, the City ergonomist and vendors to improve vehicle ergonomics, safety and design.

### Power Stretchers

The power stretchers introduced in 2016 continue to prove themselves as a major success in reducing injuries associated with lifting and loading.



### Staff Support

Toronto Paramedic Services' Psychological Health and Wellness Program initiatives, such as the Peer Resource Team (PRT) and the Staff Psychological Associate, continued to provide significant support to staff.

**PSYCHOLOGICAL HEALTH & WELLNESS RESOURCES**

**PRT**  
1-855-778-8367  
Immediate on duty peer support available when you need it!  
Consider contacting the Peer Resource Team (PRT) or your Employee Assistance Programs (EAP) for confidential assistance that is available to you anytime!  
For additional information, tools and other helpful resources consider using the following online and self access sites:  
[torontomedics.ca/phwp](http://torontomedics.ca/phwp)  
[feelingbetternow.com/torontoparamedicservices](http://feelingbetternow.com/torontoparamedicservices)

**TORONTO PARAMEDIC SERVICES**

**EAP**  
City of Toronto  
416-392-6633  
Confidential, professional counselling services provided at no cost for all City employees and their eligible family members. We are here for you!  
Toronto Paramedic Services employees and their eligible family members. 24 hours a day / 365 days a year

**Call the PRT hotline at: 1-855-778-8367**

Follow the voice prompts for the following resources:

- Peer Resource Team
- Regional Crisis-line
- Victim Services
- Employee Assistance Services
- Staff Psychologist
- Community Resources
- Spiritual Care

**fseap**  
This secondary EAP option is provided by the City of Toronto for Local 416 employees and their eligible family members.  
Confidential, professional counselling, information and referral services are provided at no cost.  
Call us 24 hours a day, 365 days a year. We're here for you!

**FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM**  
1-800-668-9920

**FeelingBetterNow®**  
An initiative to support Toronto Paramedic Services staff and their families!  
For additional information, self assessment tools and resources set up your own account at:  
[feelingbetternow.com/torontoparamedicservices](http://feelingbetternow.com/torontoparamedicservices)  
Innovative and award winning site.  
Your information is kept secure, confidential and anonymous at all times!

[torontomedics.ca/phwp](http://torontomedics.ca/phwp)



## PSYCHOLOGICAL HEALTH & WELLNESS



their family members, providing information about navigating health and other systems, and supporting the development of personal care paths.

TPS continued its involvement in several mental health initiatives including Bell Let's Talk Day and Mental Health Awareness Week.



### ***Peer Resource Team***

PRT members are committed and caring volunteers who are available to provide support to 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.

### ***Staff Psychological Associate***

The TPS Staff Psychological Associate, Leslie Langdon, continued to provide consultation, short-term psychological interventions, and assistance in identifying appropriate resources to assist staff and



# 2019 IN PICTURES







# AWARDS & RECOGNITION

## Toronto Paramedic Services Long Service Medal

|                              |    |
|------------------------------|----|
| Medal (12 Years) .....       | 12 |
| Medal & Bar (22 Years) ..... | 1  |
| Bar (22 Years) .....         | 1  |
| Second Bar (32 Years) .....  | 2  |

## Canadian Emergency Medical Services Exemplary Service Medal as awarded by the Governor General of Canada

|                              |   |
|------------------------------|---|
| Medal (20 Years) .....       | 5 |
| Medal & Bar (30 Years) ..... | 4 |
| Bar (30 Years) .....         | 3 |

## 121 Stork Awards

### Paramedic Of The Year



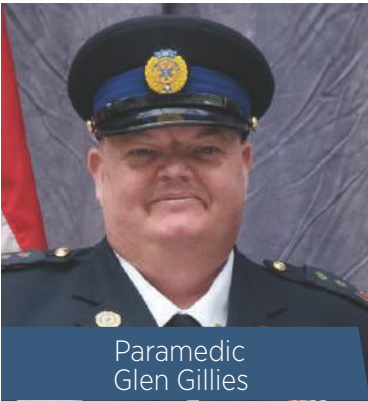
### Communicator Of The Year



### Support Person Of The Year



### Pioneer Of The Year



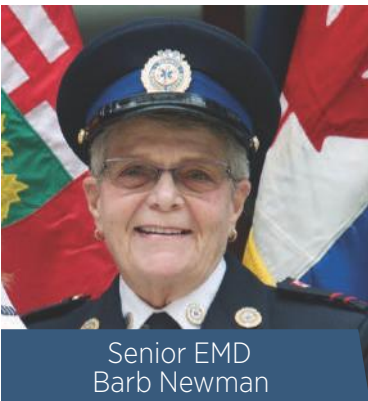
### The John Dean Chief's Award



### Deputy Chief's Health & Safety Awards



### Senior EMD Leadership Award



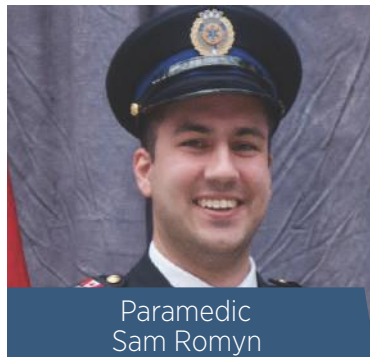


### ***CTO Mentor Award***

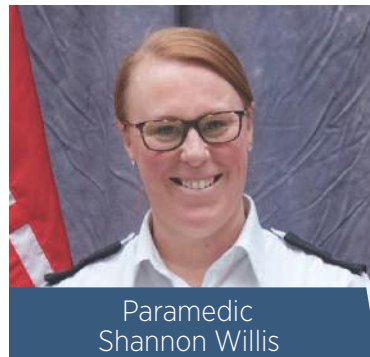


EMD  
John Shirley

### ***Merit Awards***



Paramedic  
Sam Romyn



Paramedic  
Shannon Willis



EMD  
Norm Rivera

### ***Valour Awards***



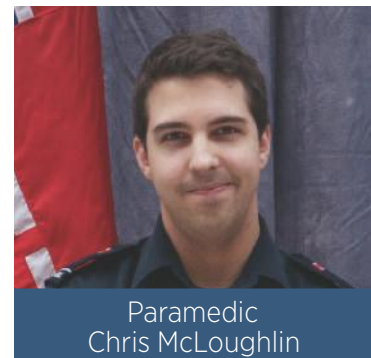
Paramedic  
Alvin Yuhalogarasan



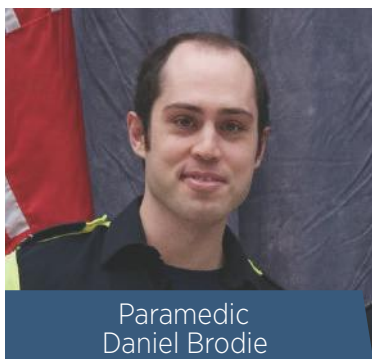
EMD  
Jeff Murphy



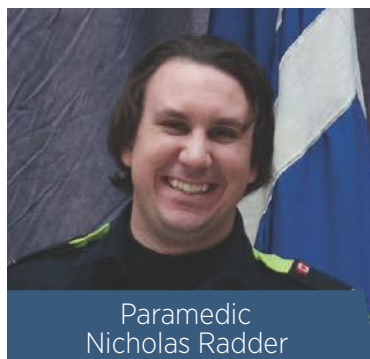
Paramedic  
Cory Nageleisen



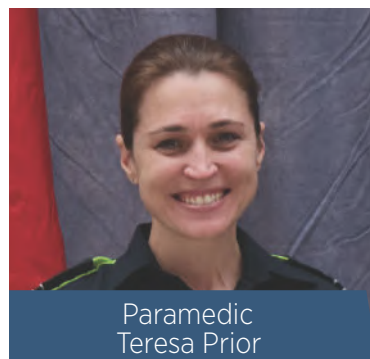
Paramedic  
Chris McLoughlin



Paramedic  
Daniel Brodie



Paramedic  
Nicholas Radder



Paramedic  
Teresa Prior

Several 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.

## LOOKING AHEAD

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While our plans for 2020 have been altered by the COVID-19 pandemic, Toronto Paramedic Services welcomes new challenges and opportunities in providing Paramedic care to the community, through:

- Implementation of the Multi-Year Staffing and Systems Plan to support staff workload pressures and reduce occupational stress injuries.
- Addressing service demand due to an aging, growing, and increasingly vulnerable population through expansion of the Community Paramedicine Program.
- Leveraging existing partnerships to enhance secondary triage for low priority and low acuity calls to improve response to critically ill patients.
- Implementation of changes to the Ambulance Act that allow new treatment models and transport to alternate health care destinations.
- Continuation of the employee engagement process through 2020 to improve working conditions for all staff.
- 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 education and resources to support all staff.
- Investment in infrastructure and continued work on new multifunction stations to increase effectiveness of the new operational model.







