

## Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

**January 12, 2022 at 11:00 a.m.**

Members Lounge, Toronto City Hall, 100 Queen St. W

Good morning.

Yesterday, our emergency and essential services operated with an average unplanned absence rate of 13.7%.

Between December 23 and January 11, our emergency and essential services operated with an average unplanned absence rate of 12.1%.

Our team continues to implement their mitigation plans effectively, thereby ensuring that these essential services continue to be delivered across the City.

From a City-wide perspective, yesterday, we operated with an average unplanned absence rate of 7.8% across all the City divisions.

Yesterday, Toronto Paramedic Services operated with 120 Paramedic Ambulances on the road.

This is consistent with pre-pandemic service levels.

This is testament to the continuing commitment and dedication of our Paramedics who continue to go above and beyond to provide exceptional care.

Chief Raftis continues to work with hospital partners to quickly release paramedics from hospitals, so that they are available to respond to emergency calls as very quickly as possible.

This work and these discussions are continuing.

Yesterday, Toronto Paramedic Services operated with an unplanned absence rate of 13.1%.

Also, yesterday, Toronto Fire Services operated with 121 frontline trucks and crews in service.

This too is consistent with pre-pandemic staffing levels, providing Toronto residents with world-class fire protection performance.

Fire Services are continuing to respond to approximately 60 low priority paramedic calls each day, where there is no clear indication of a patient or injury.

Upon arrival, if a patient is identified who requires the expertise of a paramedic, Toronto Fire Services will initiate patient care and notify Toronto Paramedic Services, who will then respond.

This is one of the ways that we are maximizing Paramedic ambulance availability for high priority calls.

As with our Paramedics, I also extend my sincere thanks to each of our Toronto Fire Services staff who continue to accept shift extensions and overtime shifts in order to maintain in service capacity.

Yesterday, Toronto Fire Services operated with an unplanned absence rate of 10.2%.

Each of our other emergency, essential and critical services, including Police, Toronto Water, TTC, Shelter Support and Housing, Senior Services and Long-Term Care, Children's Services and our City-operated COVID-19 Vaccine Clinics also continue to provide exceptional service to Toronto residents, and I thank them also.

Each of these teams continue to do an exceptional job of managing through the challenges associated with increased numbers of staff being unable to report for duty as a result of COVID-19.

Our COVID-19 Strategic Command Team continues to work every day in order to ensure that all aspects of our City-wide response to the pandemic remain responsive and effective.

As the situation with COVID-19 continues to evolve, so will our planning and response.

I encourage you to continue to make [Toronto.ca/covid19](https://toronto.ca/covid19) your first choice for up to date, accurate and timely information on all aspects of COVID-19 response in Toronto.

Thank you.