

The background image shows a paramedic in a high-visibility yellow and black uniform walking on a sidewalk. In the background, there is a white ambulance with 'TORONTO PARAMEDIC SERVICES' and a crest on its side. A stretcher with an orange blanket and medical equipment is also visible. The scene is set in front of a brick building with a window.

# ANNUAL REPORT 2025

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



Toronto Paramedic Services acknowledges that Toronto is on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples, and that this land is now home to many diverse First Nations, Inuit, and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

Furthermore, Toronto Paramedic Services 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 because of the Trans-Atlantic Slave Trade and Slavery.

At Toronto Paramedic Services, we understand that delivery of health care must be done with a respectful and culturally responsive approach. We commit to ongoing learning, engagement, and relationship-building.



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**MESSAGE FROM  
TORONTO  
PARAMEDIC  
SERVICES CHIEF  
BIKRAM  
CHAWLA**



I am pleased to present Toronto Paramedic Services' 2025 Annual Report highlighting our achievements over the year. The following pages showcase the outstanding work of our emergency medical dispatchers (EMDs) and call takers, paramedics, support staff, and leadership team – each of whom contributes to the exceptional, patient-centred care delivered to Toronto's three million residents.

2025 was a year of significant milestones for Toronto Paramedic Services. In May, we celebrated 50 years since the unification of numerous ambulance services into the Metropolitan Toronto Department of Ambulance Services, later to be known as Toronto Paramedic Services. In June, Toronto City Council unanimously endorsed a major investment through their adoption of a multi-year staffing plan, which

adds frontline paramedic resources to meet the steadily growing demands of our city. And in September, we broke ground on the construction of our second multifunction paramedic station to serve as a strategic hub and enhance service delivery in Scarborough and beyond. We thank Mayor Chow and City Council for their steadfast support for these key initiatives.

Beyond these milestone events, every day in 2025 was marked by hard work and success across all corners of our Service. Our highly skilled EMDs, call takers, and paramedics responded to more than 390,000 emergency calls with dedication and care. Our community paramedics supported aging at home and some of our most vulnerable residents through more than 35,000 patient interactions. We connected with even more Torontonians at 75 community events

and through a strong online presence, our social media posts reached an audience of more than seven million.

The year was not without challenges—hospital wait times for paramedics, increasing call demand and staffing pressures continued to impact ambulance availability in the community. As we look ahead, we remain focused on working with our City, Union, Provincial and healthcare partners to strengthen our capacity, support our frontline workforce, and advance initiatives that help us meet these challenges.

I am incredibly proud and honoured to lead such an extraordinary team. Every day, I am inspired by the dedication, hard work, and compassion of our people. To each of them, I say thank you for the work you do to make such a meaningful and lasting difference in the lives of Torontonians every day.

# OUR COMMITMENT



## 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

### 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.

### 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.

# OUR SERVICES

## What We Do

Toronto Paramedic Services is the largest municipal paramedic service in North America and is responsible for all aspects of land ambulance service for the City of Toronto.

Toronto Paramedic Services operates a Central Ambulance Communications Centre for the City through a formal agreement with the Ministry of Health. This agreement encompasses performance expectations and guidelines relating to the dispatching of ambulances within Toronto and all the emergency communication and the Central Ambulance Communications Centre's service to the community.



The *Ambulance Act* governs the delivery of ambulance service in Ontario. In addition, Toronto Paramedic Services is required to comply with a broad range of legislation and is a Health Information Custodian under the *Personal Health Information Protection Act* (PHIPA). Toronto Paramedic Services also relies on numerous partnerships with other City, provincial, federal, hospital and public organizations which are direct and indirect customers and beneficiaries of the services provided.

# What We Provide:

**Emergency Medical Call Taking & Triage**

**9-1-1 Response and Paramedic Care**

**Critical Care & Transport**

**Special Events Coverage**

**Emergency Operations Planning**

**Homebound Vaccinations**

**Community Wellness Clinics**

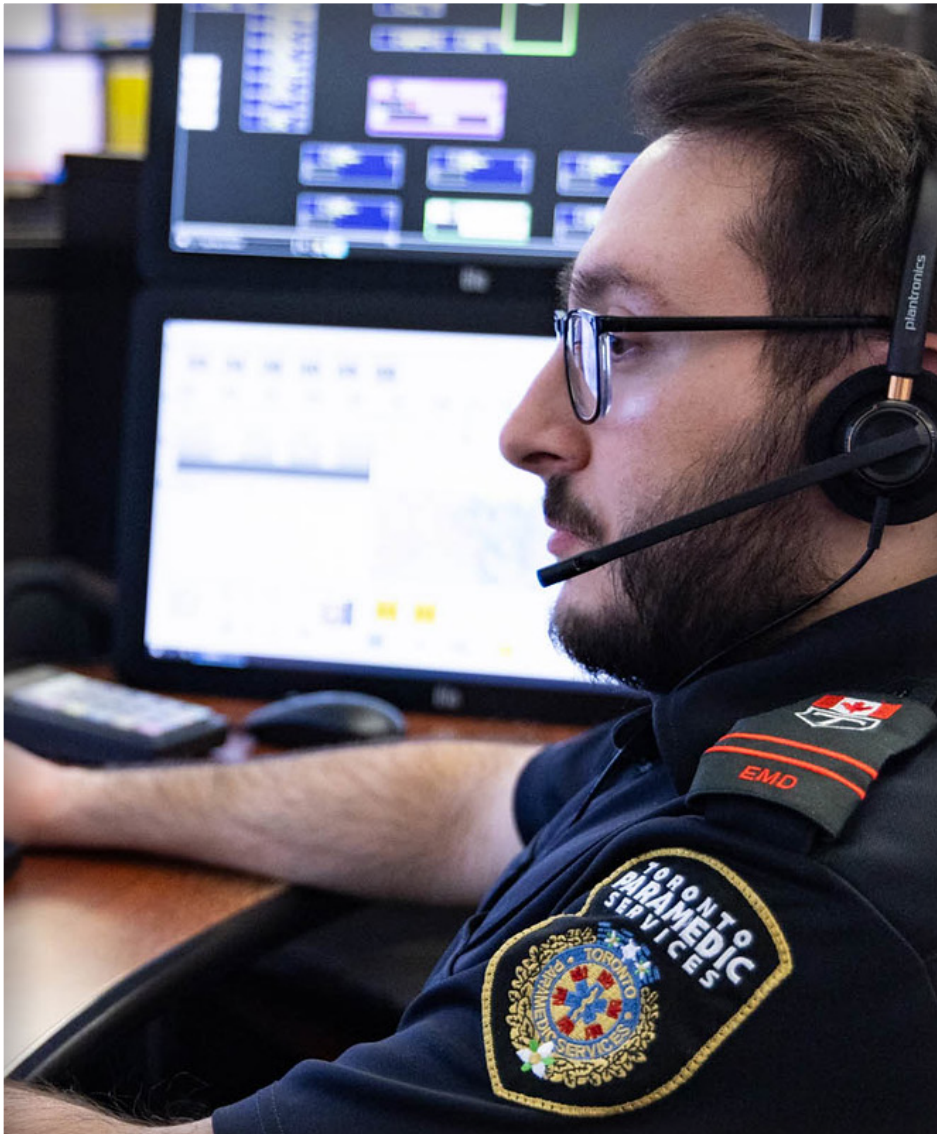
**Community Referrals**

**Partnered Street Outreach**

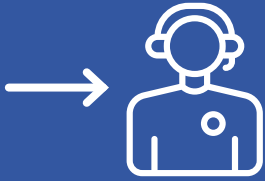
**Complex Care Support**

**Chronic Disease Management Support**

**Complaints Investigations**



# What Happens When You Call 9-1-1?



1

Your call is first answered by Toronto Police Service, the Public Safety Answering Point for Toronto.



2

Should you require paramedics, your call will be transferred to Toronto Paramedic Services' Central Ambulance Communications Centre.

3

Toronto Paramedic Services' skilled call takers and emergency medical dispatchers will assess, triage and dispatch a paramedic resource to your call, while providing life-saving guidance over the phone.



4

Paramedic resources are dispatched to your call. Response times may vary based on the severity of the call.



Eligible patients may be treated on scene and provided an option for release instead of transport to hospital.

*There are several types of paramedics: primary care paramedics provide basic life support and emergency care, advanced Care paramedics deliver advanced interventions, and critical care paramedics specialize in transporting critically ill patients between facilities with intensive care-level support. Our emergency medical dispatchers ensure the most appropriate paramedic resource is sent to your call.*

*For certain non-acute conditions, your call may be referred to one of our referral partners, Health811 or the Toronto Community Crisis Service*

5

Once on scene, paramedics assess patient condition, provide life-saving care such as airway management, CPR, administer medication, and/or stabilize injuries. They also ensure scene safety and coordinate with other emergency services.

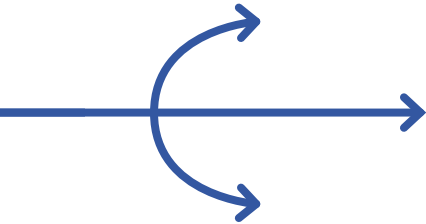
*Every day, Toronto Paramedic Services transports patients to any of the 13 different hospital emergency departments within Toronto (plus SickKids for pediatric emergencies).*

7

Upon arrival at the hospital, patients remain under paramedic care until formally accepted by the hospital. Paramedics will continue to monitor vital signs and manage symptoms until then.

8

After patient care is transferred to the hospital, paramedics complete documentation and become available to respond to emergencies in the community.



6

Patients are transported to nearby hospital emergency departments. Several factors, including patient condition, are considered in hospital selection.



*Eligible patients may be referred to select programs offered by our Community Paramedicine program.*

*Certain low acuity patients who meet strict criteria can be released to emergency department waiting areas upon arrival to the hospital.*

CONTACT  
**311**



CALL  
**911**



THE RIGHT CALL GETS YOU  
THE RIGHT HELP

# OUR PEOPLE



# Who We Are:

Administrative Professionals

Advanced Care Paramedics

Buildings & Facilities Specialists

Business Administration  
Professionals

Business & Systems Analysts

Chemical, Burns, Radiological,  
Nuclear & Explosives Paramedics

Clinical Data Stewards

Communications Training  
Officers

Community Engagement  
Personnel

Community Paramedics

Community Safety Personnel

Critical Care Paramedics

Education & Quality Assurance  
Specialists

Emergency Medical Call Takers

Emergency Medical Dispatchers

Emergency Planning  
Professionals

Equipment Repair Technicians

Field Training Officers

Financial Planning Analysts

Global Information Systems (GIS)  
Specialists

Health & Safety Advocates

Heavy Urban Search & Rescue  
Paramedics

Hospital Liaisons

Labour Relations Personnel

Logistics Specialists

Marine Paramedics

Mechanics

Multimedia Specialists

Operational Support Couriers

Patient Safety Advocates

Payroll Professionals

Policy & Intergovernmental  
Relations Personnel

Primary Care Paramedics

Professional Standards  
Specialists

Project Management  
Professionals

Public Information & Media  
Specialists

Public Safety Paramedics

Purchasing Analysts

Radio Technicians

Researchers

Schedulers

Server Specialists

Software & Communications  
Infrastructure Engineers

Staff Support Centre Personnel

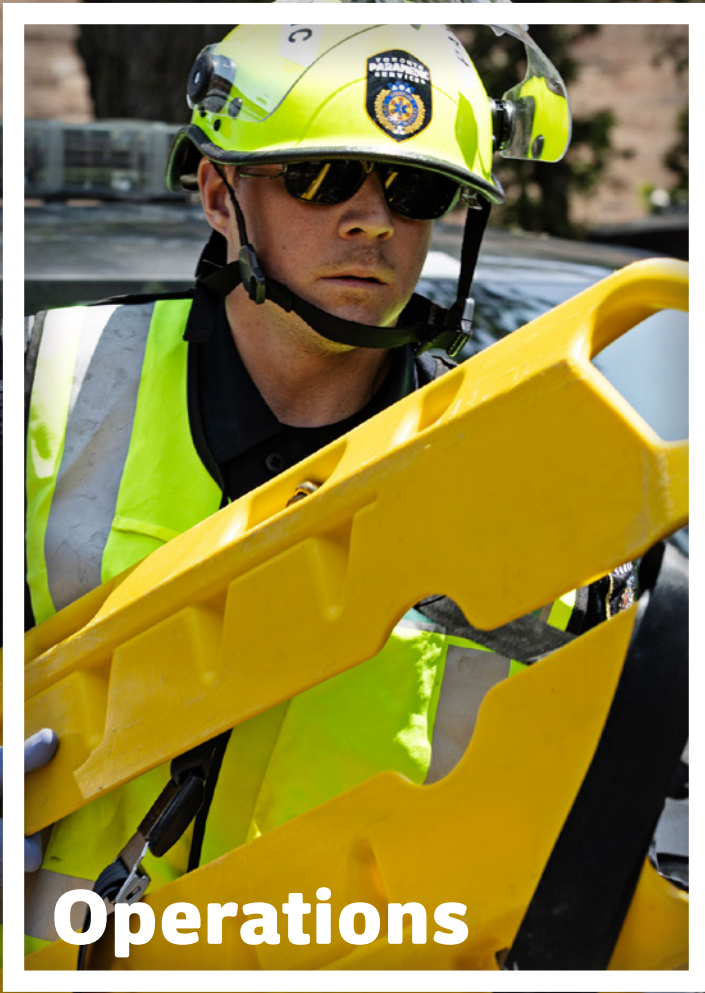
Systems Integrators

Tactical Paramedics

Technical Support Specialists

Warehouse Clerks

Wellness & Psychological  
Support Clinicians



**THE OPERATIONS SECTION** is responsible for leading all frontline paramedic operations—supporting more than 1,600 paramedics and their supervisors—while also overseeing strategic workforce management, including labour relations, disability management, health and safety matters, and delivering coordinated special events coverage and emergency management planning across the city.

**LEADERSHIP**

**Melanie Jordison**, Deputy Chief

**BUSINESS UNITS**

- District Operations (Advanced Care & Primary Care Paramedics)
- FIFA
- Planning & Emergency Management
- Special Operations (District 7):
  - Bike
  - Chemical, Biological, Radiological, Nuclear, Explosives
  - Critical Care Transport
  - Emergency Supports
  - Emergency Task Force
  - Heavy Urban Search & Rescue
  - Marine
  - Public Safety
  - SickKids Acute Care Transport
- Strategic Operations & Workforce Relations



CRITICAL CARE  
PARAMEDIC

CRITICAL CARE

ST. JOHN'S  
MEDICAL  
SERVICES



## THE COMMUNICATIONS SECTION

is responsible for the operation of the Central Ambulance Communications Centre, providing 9-1-1 emergency medical call taking and dispatch, system oversight, education and quality improvement, hospital coordination and relationship management, and the delivery of data, analytics, systems engineering and information technology that support safe, timely, and effective emergency medical response city-wide.

## LEADERSHIP

**Janice Baine**, A/ Deputy Chief

## BUSINESS UNITS

- Central Ambulance Communications Centre (Call Takers, Emergency Medical Dispatchers, Senior Emergency Medical Dispatchers)
- Communications Systems Engineering
- Deputy Commanders
- Education & Quality Improvement
- Hospital Liaison Program
- System Performance

# Communications





## Operational Support

### **THE OPERATIONAL SUPPORT SECTION**

enables frontline service delivery by providing comprehensive support functions — from purchasing, to scheduling, to capital projects delivery, to fleet and garage operations — ensuring Toronto Paramedic Services has the resources, infrastructure, and systems needed to serve the community and sustain effective operations across the entire division.

### **LEADERSHIP**

**Kris Staley**, Deputy Chief

### **BUSINESS UNITS**

- Asset Management
- Equipment Services
- Facilities Projects
- Financial Planning & Accounting
- Fleet Operations
- Logistics
- Pharmaceuticals
- Scheduling, Payroll & Administrative Services
- Stores





# Program Development & Service Quality

## THE PROGRAM DEVELOPMENT & SERVICE QUALITY SECTION

spans a number of diverse areas, including privacy and clinical information management, clinical data stewardship, a 24/7 community paramedicine program, professional standards, education and development, recruitment, quality assurance and clinical auditing, medical oversight, and psychological health and wellness to support safe, high-quality, and patient-centred care.

### LEADERSHIP

**Jamie Burnett**, Deputy Chief

### BUSINESS UNITS

- Clinical Data Business Needs
- Community Engagement & Multi-Media
- Community Paramedicine
- Education & Development
- Medical Director Oversight
- Privacy & Clinical Information Management
- Professional Standards
- Psychological Health & Wellness
- Quality Assurance & Improvement
- Safe City
- Staff Support Centre



I got my 



# Communities of Inclusion

Toronto Paramedic Services is proud to have launched two Communities of Inclusion in 2025: the Toronto Paramedic Services Black Staff Network, and the Toronto Paramedic Services Women's Network.

Communities of Inclusion are employee-led groups that bring together individuals who share a common identity, lived experience, and/or interests. These communities provide opportunities to connect, learn, and share best practices, while supporting an equitable, diverse, and inclusive workplace across the City of Toronto and within Toronto Paramedic Services.

In their inaugural year, the Toronto Paramedic Services Black Staff Network and Women's Network established themselves as active and credible forums for engagement, connection, and advocacy. Both networks quickly moved from launch to delivery, laying a solid foundation for sustained participation and equity-focused work across the Service.

Looking ahead, Toronto Paramedic Services will be launching a Pride Network in 2026 to support 2SLGBTQAI+ employees through advocacy, mentorship, and community building.





# Toronto Paramedic Services Women's Network

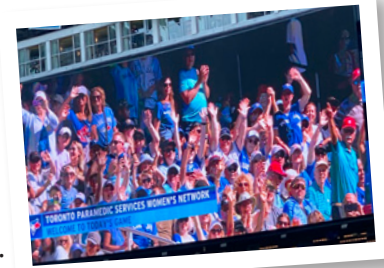


The Toronto Paramedic Services Women's Network (TPSWN) exists to empower, motivate, encourage and support women in Toronto Paramedic Services through advocacy, mentorship, and community building.



## 2025 HIGHLIGHTS

- **Network Launch & International Women's Day Celebration:** Over 80 guests gathered at Emergency Services Headquarters to launch the TPSWN and engage in discussions around the International Women's Day theme of #AccelerateAction.
- **Women in the Field Event:** Over 150 City of Toronto staff from various Divisions gathered at Emergency Services Headquarters for networking, interactive tours of Toronto Paramedic Services, and a Q&A with guest panelists.
- **Networking and Socials:** The TPSWN successfully brought staff and their families out to several social and fundraising events, including a Blue Jays game and a Holiday Social.
- **Book Club Launch:** Through shared reading and discussion, the TPSWN brought its members together to learn, connect, and grow.



# Toronto Paramedic Services Black Staff Network



The Toronto Paramedic Services Black Staff Network (TPSBSN) exists to empower Black and equity-deserving staff



through community, advocacy, mentorship, and leadership development. The network strives to advance equity within Toronto Paramedic Services by creating pathways for growth, fostering cultural visibility, and building partnerships rooted in representation and resilience.



## 2025 HIGHLIGHTS

- **Kick-Off:** The inaugural meeting brought together network members and Toronto Paramedic Services senior leadership for meaningful dialogue on priorities and opportunities to strengthen the workplace for Black staff.
- **Cultural and Community Celebration:** TPSBSN members took part in several culturally significant events, including AfroFest, the Caribbean Carnival Launch and Grand Parade, and the Emancipation Day Flag Raising Ceremony. The TPSBSN also supported community care initiatives such as the *Cram the Cruiser* hurricane relief drive.
- **Mentorship and Outreach:** The TPSBSN advanced mentorship and early-career engagement through participation in A.B.L.E., career fairs, programming with Tropicana, and mentorship with the University of Toronto.
- **Connection and Wellness:** Through general meetings, strategic planning sessions, team-building activities, and wellness-focused gatherings, the TPSBSN fostered safe, affirming spaces that support connection, professional development, and collective well-being.



# Join Our Team!

At Toronto Paramedic Services, a career is more than a job— it's a commitment to public service, teamwork, and making a real difference in people's lives every day. As Canada's largest municipal paramedic service, we offer meaningful and rewarding careers for those who want to serve their community while growing professionally.

Our paramedics, emergency medical call takers, and emergency medical dispatchers are at the heart of our service. Call takers and emergency medical dispatchers are the *first* first responders, providing calm, compassionate guidance to callers in crisis and coordinating the right resources at the right time. Paramedics deliver life-saving care in homes, streets, and across diverse environments—from high-rise buildings and busy roadways to parks, waterways, and special events. Together, these roles form the frontline of Toronto's emergency medical response system.

# MAKE A DIFFERENCE



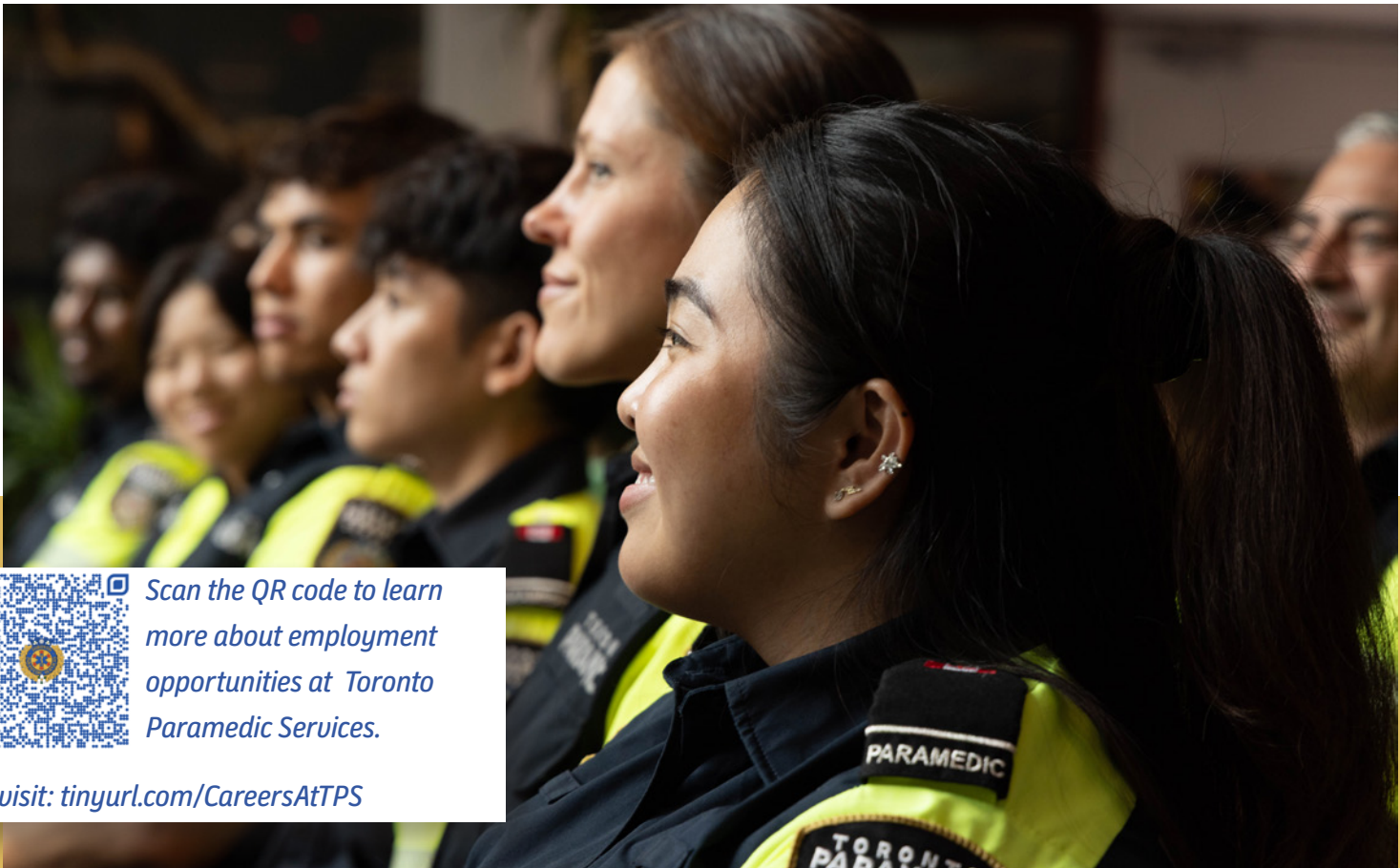
## Join our team.



[toronto.ca/ParamedicCareers](https://toronto.ca/ParamedicCareers)

This work is supported by a diverse team of skilled professionals who keep our service running safely and effectively—from community paramedics, specialized response teams, and field training officers to experts in education, research, health and safety, logistics, fleet and equipment maintenance, emergency planning, technology, policy, wellness, and operational support.

Whether you're drawn to frontline care, emergency communications, technical innovation, education and training, operational support, or corporate services, Toronto Paramedic Services offers opportunities to learn, specialize, and advance.



*Scan the QR code to learn more about employment opportunities at Toronto Paramedic Services.*

*Or visit: [tinyurl.com/CareersAtTPS](https://tinyurl.com/CareersAtTPS)*

# OUR 2025







photo credit: A. Campbell

# 2025 Operating Budget: \$393M

## By Expenditure Type

Salaries and Benefits  
**83%**

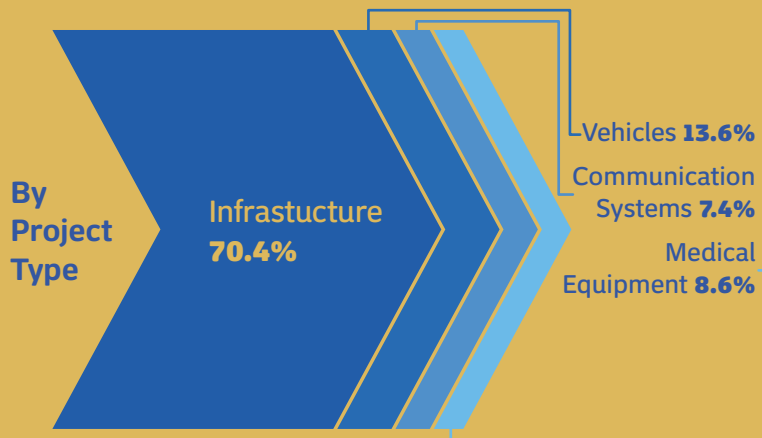
- Capital Transfers **5%**
- Services and Rents **5%**
- Materials and Supplies **4%**
- Inter-Divisional Charges **2%**
- Equipment **1%**

## By Funding Source

Provincial Subsidies  
**63.3%**

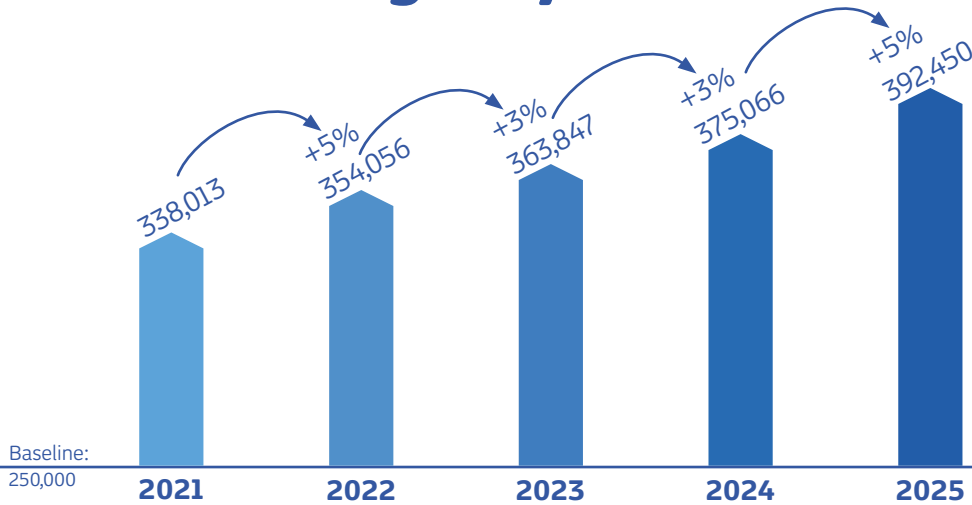
- Property Tax **35.7%**
- Inter-Divisional Recoveries **0.6%**
- User Fees and Donations **0.3%**
- Other Revenue **0.2%**

# 2025 Capital Budget: \$30M

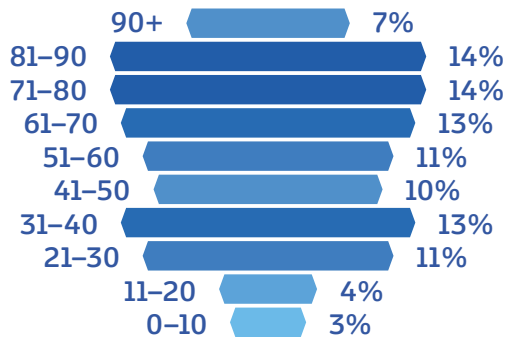


# 2025 At-A-Glance

## Emergency Volumes



## Age Distribution of our Patients



**5,800+**

*Emergency incidents processed with language translation support\**

\*Over 240 languages supported



**TOP 5 LANGUAGES TRANSLATED:**

- Mandarin
- Cantonese
- Spanish
- Russian
- Farsi

**2,000+**  
*Distinct call types*

*I would like to express my sincere and profound appreciation to the paramedic who saved my life after they found me with my bicycle after I suffered a heart attack. If not for this paramedic's quick action, I would not be alive today.*

*I was subsequently taken to the hospital. I was discharged home where I continue to do rehabilitation exercises daily. None of this would have been possible had it not been for the heroic actions that were taken by the paramedic who came to my aid when I had a heart attack and had no vital signs. Thank you for giving me a new lease on life.*

### **Compliment from a patient**

*Owen and his partner turned up within a few minutes of our urgent call, as our daughter gave birth with unexpected speed in our apartment. They impressed us with their skill, courtesy and professionalism. They were fantastic!*

**Message to  
Paramedic Owen and partner**



# 4,776

*Incidents with a cardiac arrest*

# 1,514

*Incidents with a patient transported to a stroke facility*

# 74

*Stork Awards presented to staff who helped deliver babies before reaching the hospital*



# 762

*Incidents with a patient transported to a severe heart attack (STEMI) facility*

# 1,721

*Incidents with a patient transported to a trauma facility*

*I wanted to take a moment to recognize the two paramedics who recently attended a call at our site for a suspected opioid overdose. They were both incredibly kind and professional. They treated the patient, who is living in a very precarious situation with dignity, patience, and care. Their actions were a powerful reminder of how attentive and considerate Toronto paramedics can be, especially when working with people who are often overlooked or treated poorly. Their conduct reflected really well on the kind of personnel it takes to support marginalized populations in an urban setting.*

**Message from a community support worker**



**1.6**

*Million electrodes used*

**4,012**

*Kilograms of biomedical waste disposed of*

**94,700**

*Tablets of acetaminophen dispensed*

**2,800**

*Ampoules of naloxone dispensed*



*I just wanted to pass on a big thank you to two of your staff. My daughter's school had "Community Helper day". She picked a paramedic as her choice for community helper, and we had great fun learning about paramedics, what they do, how they go about their job, etc. We needed help developing a costume - so I called the station and your staff were so welcoming and extremely helpful. I stopped by and they gave me a junior paramedic sticker and some epaulettes that we used to put together a great, DIY, paramedic uniform.*

#### **Message from the parent of a future paramedic**

*I just wanted to say how amazing and thoughtful the two paramedics I had were. I was feeling very anxious about what was going on. These two did everything they could and more to validate my feelings and concerns and to make a horrible situation much more tolerable.*

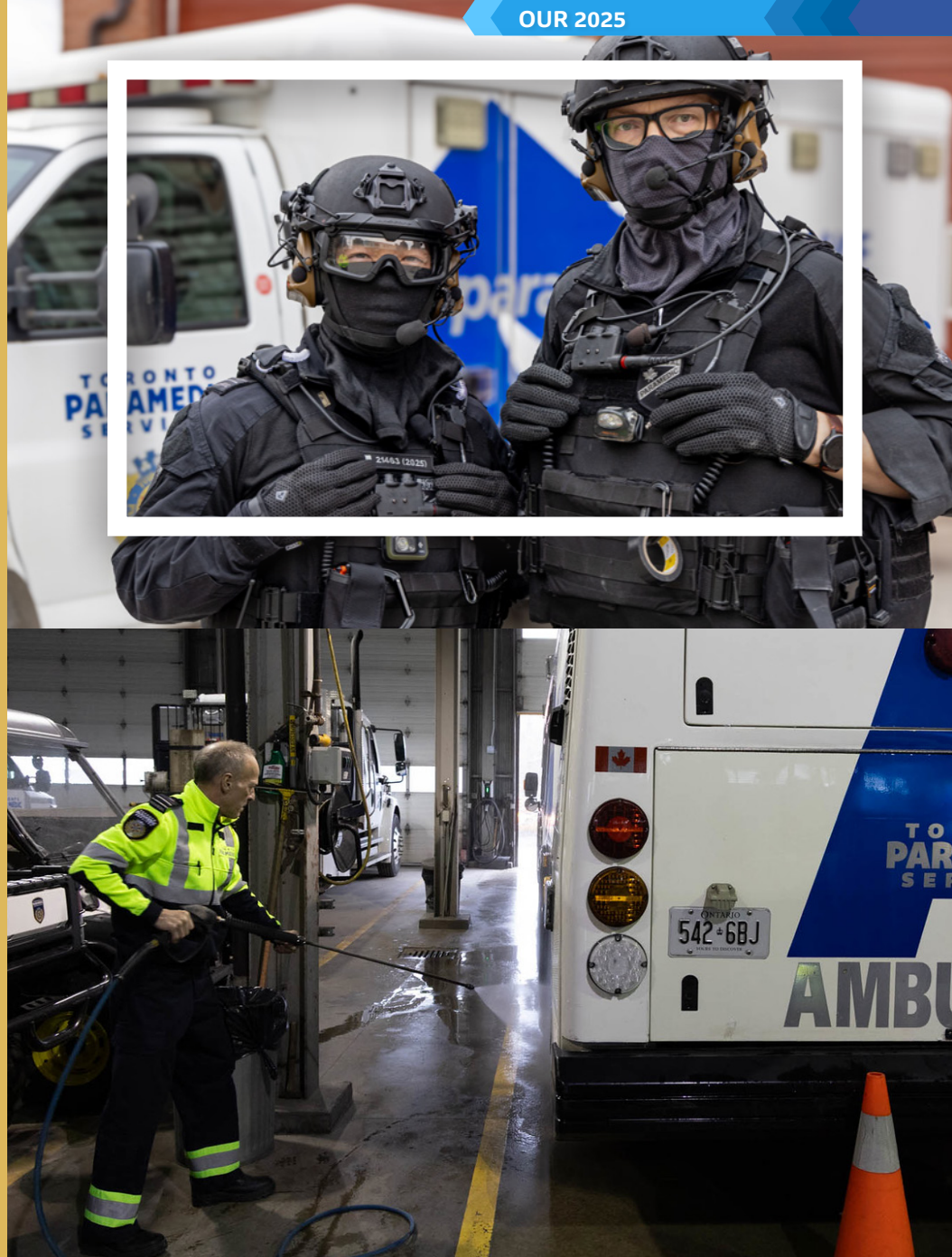
#### **Words from a parent**

*I would like to extend my sincere gratitude and recognition for the outstanding professionalism four paramedics demonstrated during a call involving a challenging patient. As a team, you showed patience, empathy and professionalism throughout the time I witnessed in the Hospital. The crew members treated the patient with dignity and compassion while delivering high-quality medical support. They ensured that the patient felt comfortable and safe when being moved to a bed and going above and beyond to make sure she had all that she required.*

#### **Note to a team of paramedics**

*They were terrific and looked after me. They advocated for me and listened to my concerns. These paramedics were so effective and so helpful. They did everything for me. Dave took my mind off the pain and made me laugh throughout what was a difficult experience. He was astute, understanding and helpful.*

#### **Compliment from a patient**



# 2025 Achievements

## Investing in Our People

**Operational Recruitment and Training:** In 2025, Toronto Paramedic Services' Education Unit, with support from the City of Toronto's People & Equity Division, hired and trained 167 new paramedics. Each new hire is a graduate of an accredited paramedic college program and must complete a rigorous training curriculum that includes classroom learning, field training, and supervised practice.

**Impact:** Growing and preparing the workforce strengthens system capacity and supports timely emergency response for Torontonians.

In addition, field training officers supported more than 100 college students to complete their graduation requirements through structured preceptorship placements. Toronto Paramedic Services' field training officers supervise and mentor paramedic students during preceptorship, modelling best practices and supporting safe, high quality patient care.

**Impact:** This investment in learners helps build a strong pipeline of future paramedics.



## Central Ambulance Communications

**Centre (CACC) Recruitment:** In 2025, Toronto Paramedic Services' Central Ambulance Communications Centre recruited and onboarded 58 new call takers and emergency medical dispatchers. As the first point of contact for 9-1-1 medical calls, these are the professions who answer and process requests, provide approved pre-paramedic arrival instructions, and deploy appropriate ambulance resources to support timely, patient centred response.

New call takers and emergency medical dispatchers undergo extensive classroom training and supervised practice. Communications training officers—experienced emergency medical dispatchers—train, mentor, and evaluate new staff through structured instruction and live-floor coaching.

**Impact:** Strengthening CACC staffing supports faster call processing and helps connect patients to the right resources when they need them most.

**167**  
*Paramedics hired*

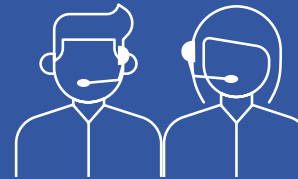


**5**  
*Paramedic recruitment classes*

**30**  
*New advanced care paramedics certified*

**268**  
*Paramedic field training officers*

**96**  
*New team members in Special Operations*



**58**  
*New call takers and emergency medical dispatchers*

**155**  
*Central Ambulance Communications Centre staff*

**Special Operations Expansion:** In 2025, our Special Operations teams onboarded 96 new team members, including Tactical, Public Safety, Critical Care, and Chemical Biological Radiological Nuclear and Explosives (CBRNE) paramedics.

**Impact:** Expanding specialized capacity strengthens readiness for complex incidents and high acuity patient needs.

In 2025, Toronto Paramedic Services' Bike Team expanded significantly. Forty new bike paramedics were onboarded, 20 new bikes were purchased, and the team was deployed along the waterfront during long weekends to provide emergency medical coverage, in addition to supporting special events across the city.

**Impact:** Bike response improves access in high-use parks, open spaces, and during large events where roads are limited or unavailable, allowing paramedics to reach patients quickly in areas that are challenging to access by vehicle.



# Quality, Innovation, and Community Connection

**Toronto Community Crisis Service Pilot:** In 2025, Toronto Paramedic Services launched a pilot with the Toronto Community Crisis Service to redirect select mental health related 9-1-1 calls, enabling safe referral to more appropriate community-based support.

**Impact:** This pilot helps connect people to the right level of care while supporting appropriate use of emergency resources.

**Community Outreach Expansion:** In 2025, Toronto Paramedic Services expanded its commitment to community engagement through event attendance and outreach. In total, our teams attended 75 community events—connecting with residents, sharing vital information, supporting community-led initiatives, and inspiring the next generation of paramedics in Toronto.

**Impact:** Community presence strengthens trust, increases public awareness, and supports prevention and preparedness among the public.

**Peer Auditors Program:** In 2025, Toronto Paramedic Services' Quality Assurance Unit recruited and onboarded 50 peer auditors to conduct comprehensive audits of patient care records, supporting adherence to Ministry of Health documentation standards and other applicable policies.

**Impact:** Peer review strengthens organizational learning, identifies opportunities for continuous improvement, and supports patient safety.



**75**

*Community events  
attended*

**7.2**

*Million social media  
impressions*

**43,000+**

*Social media  
followers*

**7,000+**

*Social media  
comments and direct  
messages*



**Research and Knowledge Leadership:** In 2025, Toronto Paramedic Services' Research Committee published two studies in peer reviewed journals, examining prolonged paramedic to emergency department transfer of care and the safety of diverting patients with alcohol or opioid intoxication to a dedicated stabilization centre rather than an emergency department.

**Impact:** Evidence informed research strengthens patient care, supports system improvements, and contributes to broader knowledge across paramedicine and emergency service management.

**Education Expansion & Situational Violence Training:** In 2025, Toronto Paramedic Services' Education & Development Unit expanded into a surplus school building in Scarborough. The site provides additional classroom and administrative space to support training and specialty programs.

**Impact:** Expanded training space strengthens learning delivery and helps prepare staff for evolving operational needs.

In 2025, Toronto Paramedic Services' Education & Development Unit launched a Situational Awareness and Violence Education (SAVE) program for all paramedics, with training in conflict avoidance, threat management, and reality-based simulations to help them identify risk and leave unsafe situations before they escalate.

**Impact:** SAVE strengthens paramedics' ability to assess risk, make informed decisions under stress, and avoid violent encounters—supporting broader efforts to reduce workplace violence and enhance frontline safety.



*I want to extend my deepest gratitude to paramedics Mike, Ainsley, and Larry for their exceptional care, professionalism, and compassion. In a moment of real distress, each of you brought not only medical expertise but also calm, kindness, and reassurance. Your teamwork and dedication made a world of difference, and I truly appreciate the comfort and confidence you provided throughout. Thank you for the incredible work you do-it does not go unnoticed.*

**A note from a patient**



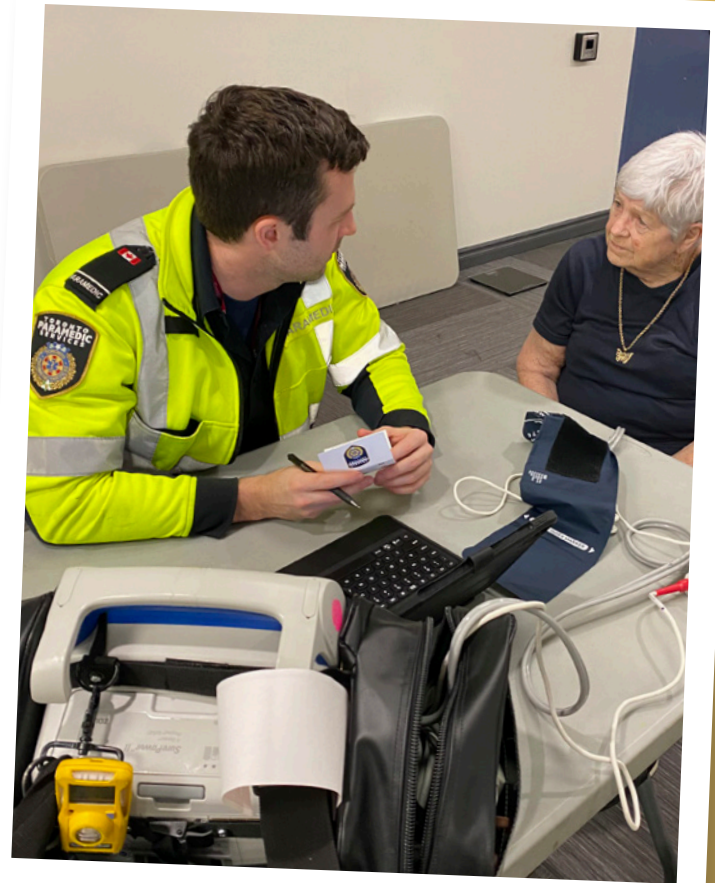
*I was hoping to pass on this message to the paramedics who provided transport for my three-year-old daughter. They were so fantastic with her and made her this glove-balloon to lift her spirits. She was quite overwhelmed during this time, but their gesture ended up having quite the impact - she brought it home and made it a bed and then a new bed the next night! It's become a central part of her telling of the story. My heartfelt thanks. In this moment of high anxiety and stress they provided such excellent care and support*

**A parent's message**

## Community Paramedicine – Chronic Disease

**Management Expansion:** In 2025, Toronto Paramedic Services' Community Paramedicine Unit expanded its Chronic Disease Management Program through partnerships with University Health Network and North York General Hospital, delivering same-day, in-home acute care for patients experiencing exacerbations of chronic conditions. Built on a co-designed patient pathway, the partnerships enable community paramedics to access relevant patient health histories during in-home visits, supporting timely, informed clinical decision-making and strengthening collaboration. The program is focused on providing proactive and responsive support to patients who experience congestive heart failure, chronic obstructive pulmonary disease, diabetes mellitus, and urinary tract infections. A notable component of this program is the ability for community paramedics to perform additional in-home diagnostics—such as blood work, spirometry screening, and urinalysis—and provide expanded treatment options, allowing earlier identification and management of clinical deterioration.

**Impact:** Early in-home intervention improves patient outcomes, reduces avoidable 9-1-1 calls and emergency department visits, and supports a more integrated, sustainable health system.



*Scan the QR code to learn more about the Toronto Paramedic Services' Community Paramedicine program.*

*Or visit: [tinyurl.com/TPSCOMPARA](https://tinyurl.com/TPSCOMPARA)*

# Strengthening Our Infrastructure

**Multifunction Stations:** In September 2025, Toronto Paramedic Services, alongside Corporate Real Estate Management and CreateTO, broke ground on the 90,000-square-foot Multifunction Station 02 in Scarborough, a net-zero facility supporting emergency response, logistics, and training. The facility supports Toronto Paramedic Services’ move toward a “hub and spoke” station model as part of its 10-year capital plan—centralizing resources at multi-function hubs while strategically locating smaller posts to meet service demand across the city. Plans for Multifunction Station 03, located at the site of the former Toronto Coach Terminal, also advanced into the design phase and will serve as a major hub for the downtown core.

**Impact:** Purpose-built space strengthens operational readiness, improves logistics efficiency, and expands training capacity for both today and tomorrow’s workforce.

**King Street Garage:** In 2025, Toronto Paramedic Services’ Fleet Management Unit began the process of opening a new garage space—shared with Fleet Services—on King Street West. This location is strategically important due to convenient access for both emergency and non-emergency vehicles within the downtown core and will reduce travel time for scheduled maintenance and unplanned repairs. The garage is expected to be operational in the first half of 2026.

**Impact:** Improved maintenance access supports fleet uptime and helps keep vehicles available for patient care.



45

*Paramedic stations*

7

*Paramedic posts in development*

8

*Paramedic stations equipped with Solar panels*

75%

*Reduction in Green House Gas Emissions at Emergency Services Headquarters from on-going energy retrofits*

471

*Vehicles in fleet including...*

243

*Ambulances*

100,000

*Average vehicle kilometrage*

**District 6 Operational Hub:** Following the expansion of Toronto Paramedic Services' operational districts in 2024, we were proud to officially open the District 6 operational hub in July 2025. The updated facility brings together paramedic staff, vehicles, and administrative functions to support efficient emergency response within Toronto's south-central region.

**Impact:** The expanded operational district model has strengthened supervisor workload balance, team cohesion, and collaboration across the city.

**Station Refresh Program:** In 2025, our Facilities Management Unit launched a station refresh project, with stations undergoing upgrades including fresh paint, signage, and furniture replacement. The initiative is expected to be completed over the next two years.

**Impact:** Consistent, refreshed workspaces support staff comfort, wellbeing, and pride across the system.

**Ambulance Fleet Renewal:** In July 2025, we welcomed the first two of our new generation of ambulance fleet, the FleetMax 2.0. The vehicles were collaboratively designed with Toronto Civic Employees Union Local 416 and feature improved storage, lighting and safety components, anti-idle software, solar panels, enhanced emissions controls, and increased patient compartment headroom, while meeting all Ministry of Health legislative requirements.

By mid 2026, 90 FleetMax 2.0 ambulances are anticipated to be received and operational, with full fleet replacement occurring over the next three years.

**Impact:** Fleet renewal strengthens reliability across the system and supports consistent frontline response as service demand grows.

**Advancing Electrification:** In 2025, Toronto Paramedic Services received four fully electric commercial utility vans, now in service with Operational Support, Logistics, and Equipment Services. Two additional, larger, fully electric vans will be delivered in early 2026 for use by our Emergency Management Unit at special events.

Toronto Paramedic Services also continued replacing end of life administrative and support vehicles with electric and/or hybrid options. In 2025, the Service operated nine fully electric SUV support vehicles and four fully electric all terrain utility vehicles.

**Impact:** This transition supports the City of Toronto's broader climate goals while modernizing the vehicles that enable frontline response.



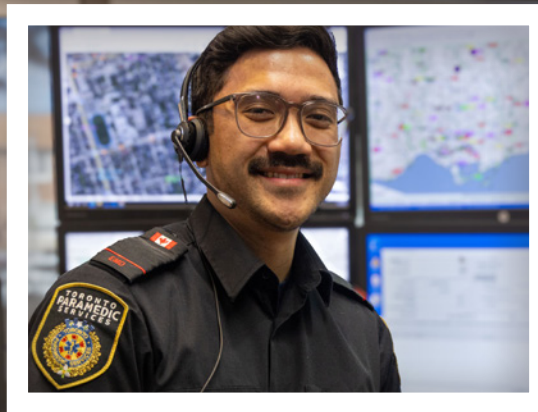


**Next Generation 9-1-1:** In November 2025, Toronto Paramedic Services switched over to the Next Generation 9-1-1 network (NextGen 9-1-1). NextGen 9-1-1 modernizes the traditional 9-1-1 network through fibre-based technology and provides improvements including more reliable caller location and phone number information, enhanced cybersecurity, improved resiliency and redundancy, and the capacity to adapt to future digital advancements.

This milestone was the result of several years of work led by Toronto Paramedic Services' Communications Systems Engineering team.

Toronto was among the first Canadian municipalities to have all three public safety agencies' communication centres—Paramedics, Police, and Fire—on the NextGen 9-1-1 network.

**Impact:** This achievement strengthens city-wide public safety interoperability and long-term system resilience.



**14,394**

*Community Paramedicine  
home visits*

**352**

*Community Paramedicine-led  
clinics*

**8,500**

*Client interactions at Community  
Paramedicine-led clinics*

**2,244**

*Flu shots administered to Community  
Paramedicine homebound clients*

**1,166**

*COVID-19 and influenza vaccinations  
administered to Community  
Paramedicine homebound clients*



*Words cannot express my gratitude for your help when my husband had signs of an early heart attack. The arrival of help was so unbelievably fast. Once help arrived you all moved quickly, calmly and got my husband safely to the hospital. After an extensive surgery, he is now recovering and will be discharged very soon. I am so grateful for your professional care and kindness. My husband's new heart has many more years now and we have many more years to spend together. Thank you.*

#### **A message from a spouse**

*The two paramedics were outstanding in their care. At once professional, they were also remarkably compassionate and caring, thoughtful, and very personable, from the accident site to waiting for a room to be available at the hospital. I very much appreciated and enjoyed their presence - I was in very capable and experienced hands.*

#### **Compliment from a patient**



# CELEBRATING 50 YEARS OF AMBULANCE AMALGAMATION IN TORONTO



# 50<sup>th</sup> Anniversary

On February 12, 1975, municipal Bylaw 26-75 created the Metropolitan Toronto Department of Ambulance Services, which in time, became the Toronto Paramedic Services you know today.

Over the past 50 years, paramedicine in Canada has evolved from a transport-focused emergency service into a modern, evidence-informed healthcare profession that plays an integral role in community-based care as well as emergency response.

As the largest municipal paramedic service in Canada, Toronto Paramedic Services has continued to expand its capabilities and system impact, responding to 390,000+ emergency calls annually, advancing new models of care, partnerships, and operational innovations.

2025 was a year to reflect on the significant evolution of the paramedicine profession and that of our service, as well as to extend gratitude to the highly skilled and dedicated professionals that built today's Toronto Paramedic Services over the past 50 years.



*Scan the QR code to watch a video celebrating our 50th anniversary*

*Or visit: [tinyurl.com/TPS50YEARS](https://tinyurl.com/TPS50YEARS)*



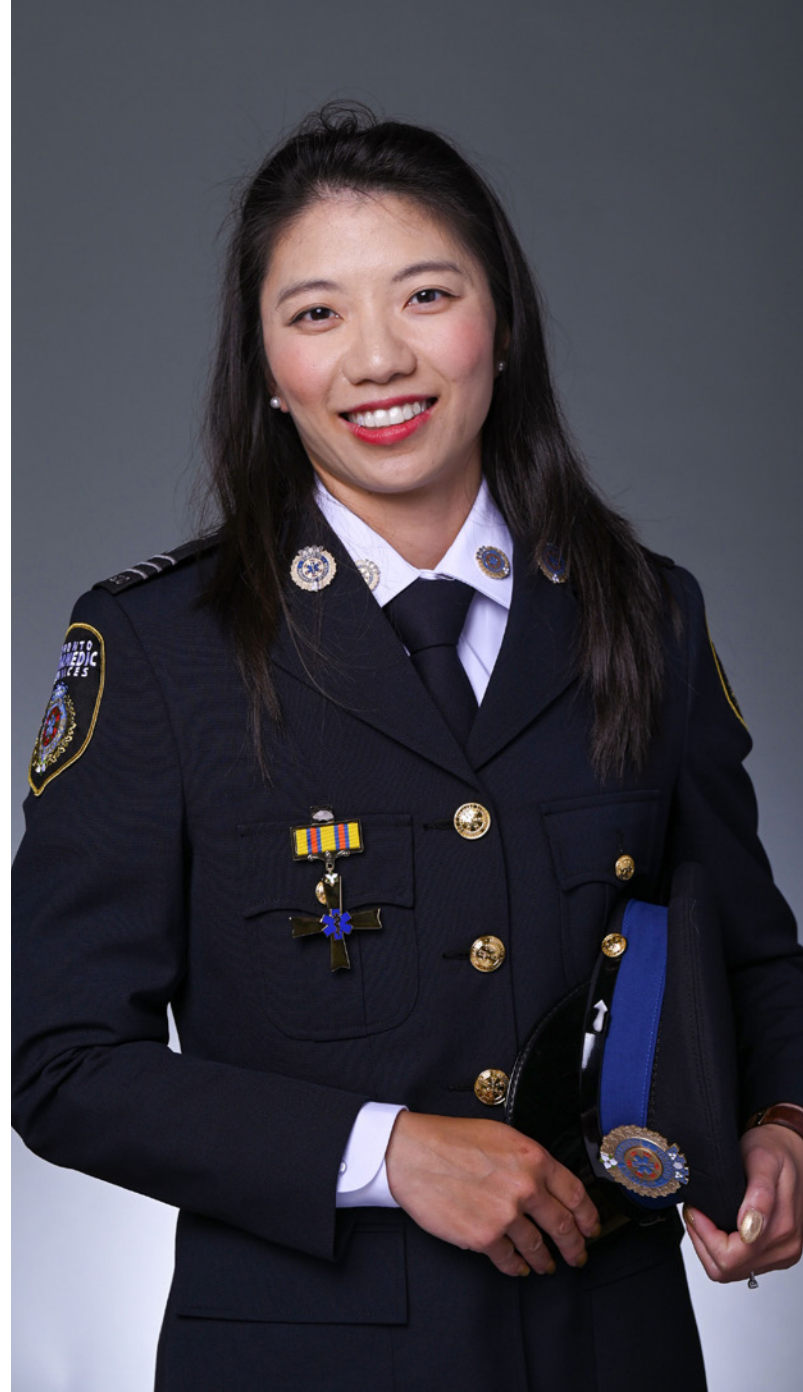
# AWARDS & RECOGNITIONS

Throughout 2025, Toronto Paramedic Services staff and teams were honoured with a wide range of awards and recognitions celebrating excellence in patient care, leadership, mentorship, bravery, volunteerism, and decades of dedicated service.

These honours included national and provincial distinctions such as the Sovereign's Medal for Volunteers, the King Charles III Coronation Medal, the Canadian EMS Exemplary Service Medal and Bars recognizing long service milestones, and the Ontario Medal for Paramedic Bravery.

Recognition also extended internally, with Service awards highlighting exceptional teamwork and operational excellence, including coordinated efforts by Communications Centre staff and frontline paramedics in delivering patient care.

Together, these achievements reflect the extraordinary commitment, professionalism, and impact that our people have in protecting the health and safety of Torontonians. We proudly celebrate these honours and the remarkable individuals and teams behind them.





**Top Left:** Community Paramedic Jonathan Ching, accepted a *Partner of Excellence Award* on behalf of Toronto Paramedic Services' Community Paramedicine Program.

**Top Centre:** Dave Viljakainen (centre), Allister Keen (second from right), and Grace Aretusi (not pictured) were honoured with City Manager Lifetime Achievement Awards for 45 years of dedicated service to the City of Toronto.

**Top Right:** Emergency Medical Call Taker Nadim Rahemtulla, was presented with a *Stork Award* for providing over-the-phone guidance to a 9-1-1 caller during the delivery of a baby. He was one of our 74 paramedics and emergency medical call takers who successfully assisted with pre-hospital childbirth in 2025.

**Bottom Left:** Superintendent Rachel Janer was honoured with a *Public Heroes Award* for her work promoting paramedicine in Toronto and beyond.

**Previous Page:** Advanced Care Paramedic Stephanie Chung, received an *Ontario Medal for Paramedic Bravery* in recognition of her heroic actions during the rescue of construction workers trapped in a collapsed excavation pit.





**Above:** Toronto Paramedic Services staff received *Emergency Medical Services Exemplary Service Medals*, a national honour awarded by the Governor General of Canada to recognize emergency medical services professionals who have demonstrated 20, 30 and 50 years of exemplary service in the delivery of pre-hospital emergency medical care.

Scan the QR Code for a full list of the 2025 Toronto Paramedic Services' Emergency Medical Services Exemplary Service Medal recipients.  
Or visit: [tinyurl.com/EMSESM2026](https://tinyurl.com/EMSESM2026)





**Left:** Central Ambulance Communications Centre (CACC) staff honoured with awards during National Public Safety Telecommunicators Week.

Andra Milosav received the *Call Taker of the Year Award*, Simon Kako received the *Emergency Medical Dispatcher of the Year Award*, and Lindsay Hunt received the *Senior Emergency Medical Dispatcher Leadership Award*.





Congratulations to all Toronto Paramedic Services staff and teams for their awards and recognitions. In addition, we proudly welcome and recognize our 2025 paramedic and emergency medical dispatcher graduates who successfully completed rigorous training and began their careers in public service, strengthening Toronto Paramedic Services' capacity to serve a growing and diverse city.

# LOOKING AHEAD TO 2026 & BEYOND





Guided by our commitment to protecting and improving the quality of life in Toronto through superior and compassionate paramedic-based health care; our values of integrity, optimism, teamwork, compassion, and clinical excellence; and our vision of meeting the changing needs of our community with compassion, 2026 will bring bold steps forward for Toronto Paramedic Services as we continue to evolve to meet the needs of a growing, dynamic city.

From supporting global moments like the FIFA World Cup 26™ and signature events such as Pride, Caribbean Carnival, and the return of Taste of the Danforth, to expanding and supporting the wellbeing our frontline workforce, and strengthening our presence in communities across Toronto, 2026 will be a year of momentum and progress.

Through continued investment in modern infrastructure—including new multifunction stations, paramedic posts, and refreshed stations—alongside innovation in our operations and thoughtful adoption of emerging technologies such as artificial intelligence, we are shaping a more connected, resilient, and people-centred Toronto Paramedic Services.

Together, these efforts reflect our commitment to evolving with the city we serve—and to building a paramedic service that is innovative and prepared for the needs of today and tomorrow.



## Connect with us!

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