

A female paramedic in dark blue uniforms is shown from the chest up. She is wearing a stethoscope around her neck and has it placed on the back of a baby she is holding. The paramedic's uniform features "TORONTO PARAMED" on the left chest and "PARAMED" on the right sleeve. The baby is wearing a light-colored onesie.

# Toronto Paramedic Services

Annual  
Report  
2015





I am proud to work for Toronto Paramedic Services as a Senior Emergency Medical Dispatcher.

I work with a team of professional men and women who deliver world-class post dispatch and pre-arrival care and instruction to hundreds of callers every day.

We are the primary contact for medical assistance and pride ourselves on continuously providing the best service possible to the people of Toronto in whatever language they speak.

- Sandra Humenik

# Toronto Paramedic Services Works here!

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# Mission, Vision, Values

## Our 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.*

## Our Vision

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

## Our Core Values

### Optimism

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

### Compassion

### Integrity

We do not compromise our professionalism or integrity.

### Teamwork

### Clinical Excellence

We achieve excellence by demonstrating the highest degree of expertise as Emergency Medical Dispatchers, Paramedics, Support and management staff – committed to the best possible care of our patients.

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

We build strong leaders by working independently and in diverse teams.

# Our Strategic Direction



**In keeping with the City's Strategic Actions for 2013 – 2018, Toronto Paramedic Services strives to fulfill its mission through:**

## **CLINICAL EXCELLENCE**

### **Key Activities:**

- Renew the vision of clinical excellence as a key priority
- Maintain the Communications Centre as an accredited centre of excellence
- Maintain leadership in national and international medical research to promote integrated, evidence-based clinical care

## **EMPLOYER OF CHOICE**

### **Key Activities:**

- Support employee engagement and professionalism
- Improve employee and labour relationships

## **ORGANIZATIONAL EFFECTIVENESS AND EXCELLENCE**

### **Key Activities:**

- Emergency call mitigation through various clinical pathways
- Improve citizen first response through public education and prevention

- By 2020, improve response times for life-threatening emergency calls to achieve 8:59 minutes, 90% of the time
- Implement new scheduling processes and software – 2015 to 2017
- Reduce in-hospital offload delays
- Complete lean management principles project to re-engineer work flow processes in hospitals

## **MAXIMIZING INFRASTRUCTURE EFFICIENCIES**

### **Key Activities:**

- Ensure staff have the most effective tools and equipment to provide high quality, evidence-based patient care
- Construct the first multi-function station to increase effectiveness of the new operational model 2015/16
- Maximize existing infrastructure to support the new operational model in the 10–15 year capital plan
- Participate in the development of the NG (next generation) 911 project

# From the Chief

*Thank you for your interest in Toronto Paramedic Services' 2015 Annual Report. You will discover the many achievements that our Paramedics, Emergency Medical Dispatchers (EMDs), support staff and leadership team have made possible in 2015.*

The summer of 2015 brought to Toronto the world's third largest sporting event – the Pan Am/Parapan Am Games. Over 10,000 athletes, coaches and officials representing 41 nations and territories, came to our city to showcase their talent across 51 sports. Toronto Paramedic Services provided outstanding emergency care for the athletes and visitors at the games, while maintaining the high quality service that our residents have come to expect.

In this report, you will learn of our other accomplishments, one of which has been the reduction in Paramedic response times to life-threatening calls in each of the last 5 years. As a result of key operating efficiencies, response times are now at their lowest in a decade, despite increasing emergency call demand over the same period. Toronto Paramedic Services also began participating in two new drug research trials aimed at treating patients in the field to improve outcomes for stroke patients and those suffering from significant blood loss due to head injuries.

You will find details of our many initiatives, including the launch of an employee engagement strategy designed to improve the working conditions for all of our staff. In addition, our Community Paramedicine Program continues to play a key role in the Toronto Seniors Strategy. The Program's success is based on the active role played by frontline Paramedics in providing more appropriate alternatives to repeated 911 responses for our city's most vulnerable. Our service also received re-accreditation as a Centre of Excellence by the *International Academies of Emergency Dispatch* – one of only 139 centres of a possible 4,000 worldwide – representing a high level of commitment to excellence in emergency dispatch.

Toronto Paramedic Services remains committed to being a world leader in prehospital medicine, focused on evidence-based clinical care and fiscally responsible improvements that benefit our patients, their families and our staff.

The successes we have achieved, by taking on new challenges and opportunities, are due to the hard work and dedication of every member of our team. I am thankful and extremely proud of each of our staff as they contribute to improving the quality of life for our patients and their loved ones every day.

**Paul Raftis, Chief**



# 2015 Operating Budget



## 2015 Service Deliverables

*On March 11, 2015, the Toronto Paramedic Services' Operating Budget was approved to fund:*

### EMERGENCY MEDICAL CARE

- 24-hour emergency medical response for the City of Toronto from 45 ambulance stations located across the City with a fleet of 168 ambulances and an approved complement of 1,014 Paramedics and 125 Emergency Medical Dispatchers.
- Targeted response times to life-threatening emergency calls within 8:59 minutes 68% of the time, with response time defined as the elapsed time from the receipt of the emergency call by the Central Ambulance Communications Centre to the arrival of the Paramedic crew at the scene.

- Provision of an estimated 220,603 emergency patient transports in 2015, an estimated increase of 5% over the 210,098 emergency patient transports in 2014.
- Provision of an estimated 28,000 hours of continuing medical education to Toronto Paramedic Services staff as mandated by the Ministry of Health and Long-Term Care and by our Base Hospital (medical oversight); upgrade training for 12 Primary Care Paramedics to the Advanced Care Paramedic level; and provision of International Trauma Life Support training to approximately 1,200 students.
- In partnership with Toronto Employment & Social Services, training a second class of 15 qualified individuals from diverse communities as Primary Care Paramedics, preparing them for the Ministry of Health and Long-Term Care exam, which qualifies them to work as Paramedics in Ontario.

	<b>Gross</b> <i>Includes Provincial Funding</i> <i>(thousands of dollars)</i>	<b>Net</b> <i>City Funding Only</i> <i>(thousands of dollars)</i>
<i>Emergency Medical Care</i>	163,450.3	72,525.8
<i>Community Paramedicine and Emergency Call Mitigation</i>	3,331.6	832.1
<i>Emergency Medical Dispatch and Preliminary Care</i>	26,560.6	454.1
<i>City Emergency and Major Event Mass Casualty Care</i>	4,463.9	893.5
<b>Total Program Budget</b>	<b>197,806.4</b>	<b>74,705.4</b>

## Annual Report 2015 > 2015 Operating Budget

### COMMUNITY PARAMEDICINE AND EMERGENCY CALL MITIGATION

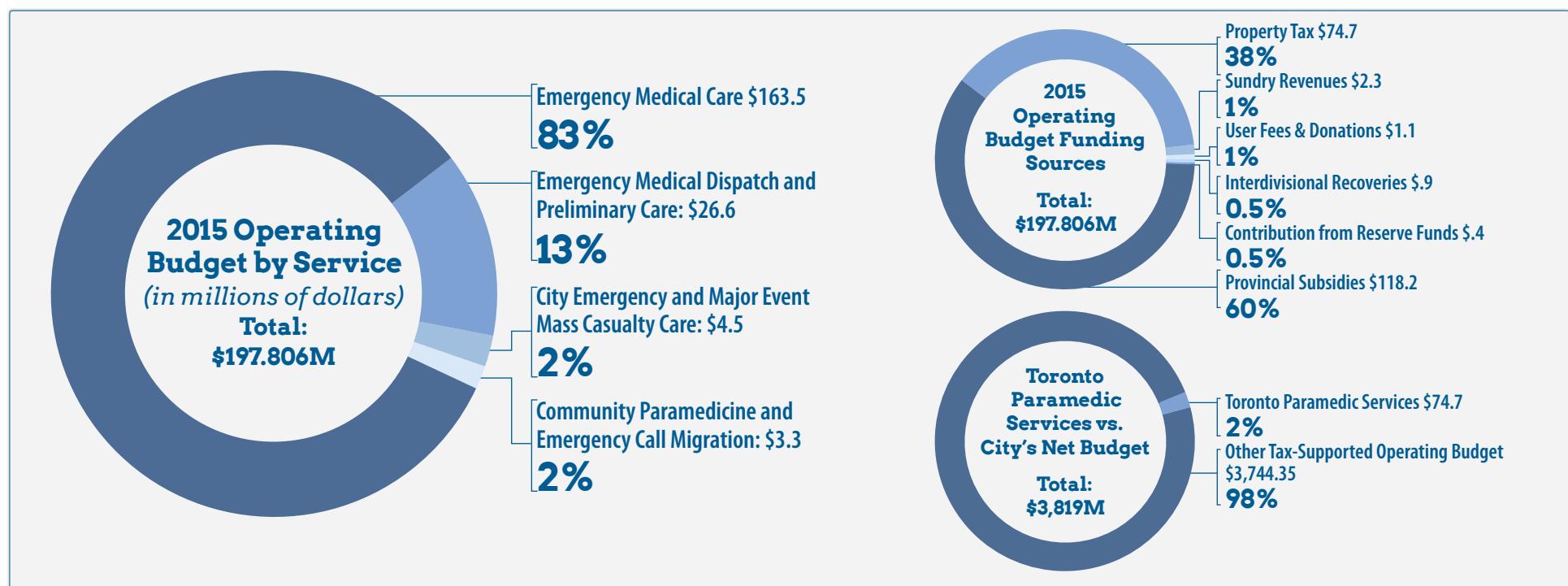
- Continue to employ and investigate innovative call diversion and mitigation strategies to improve ambulance availability.
- Continue to use the Community Paramedicine Program to re-direct specific patient groups to appropriate preventative, out-of-hospital medical care, thereby minimizing or eliminating their reliance on 911 and the hospital system.
- In partnership with Parks, Forestry & Recreation and City IT, Toronto Paramedic Services launched an on-line course registration system using CLASS in March 2014 to provide approximately 1,000 First-Aid/CPR and Public Access Defibrillation training courses to City staff and external clients.

- Toronto Paramedic Services will maintain and provide oversight for approximately 1,495 Automated External Defibrillators in 2015.
- In 2015, continue to work with hospital stakeholders to implement Lean/Six Sigma type solutions to reduce hospital delays that contribute to Paramedic wait times and improve operational performance.

- In 2015, continue to monitor new Emergency Medical Dispatcher (EMD) shift schedules in the Central Ambulance Communications Centre implemented to better match EMD staffing with emergency call demand by shifting more staff to weekends and higher peak demand times during the day.

### EMERGENCY MEDICAL DISPATCH AND PRELIMINARY CARE

- Continue to develop and implement improved computer-aided dispatch technology and processes in the Central Ambulance Communications Centre to facilitate the deployment of ambulances to improve response time performance.



# Operations

*The Operations section is directly responsible for providing emergency and non-emergency medical care and transportation by Paramedics with ambulances and emergency response vehicles.*

Frank Hurlehey, Deputy Chief



## ACHIEVEMENTS

- Toronto Paramedic Services was a critical partner in providing medical support and coverage for the Pan Am/Parapan Am Games. The Division responded to approximately 200 calls and transported over 60 patients.
- In partnership with St. Michael's Hospital, Toronto Paramedic Services successfully launched two drug research trials to improve patient outcomes and protect quality of life – the first to protect brain function during a stroke; and the other to reduce bleeding in head injuries.

- Toronto Paramedic Services played a pivotal role in the design of the emergency department (ED) for the new Humber River Hospital located on Wilson Avenue. The design incorporates a number of forward-thinking best practices to minimize Paramedic wait times and optimize patient flow.



*Members of the Pan Am/Parapan Am Games Paramedic Team*

# Communications Centre

The Central Ambulance Communications Centre (CACC), which is 100% funded by the Ministry of Health and Long-Term Care (MOHLTC), provides an ambulance dispatch service that includes 911 call receiving, dispatch and real-time system performance monitoring. It includes the design, operation and maintenance of radio, telephone and computerized communications equipment. The CACC also provides training to its dispatchers.

Garrie Wright, Deputy Chief

## ACHIEVEMENTS

- Toronto Paramedic Services has continued to develop and implement improved computer-aided dispatch technology and processes in the Communications Centre to facilitate the deployment of ambulances and to improve response time performance.
- The Communications Centre's Quality Improvement & Education Team continued the training of new staff in the fall of 2015.
- On February 13, 2015, Toronto Paramedic Services' CACC was awarded re-accreditation by the International Academies of Emergency Dispatch (IAED). The CACC is one of 139 Communications Centres worldwide to achieve the Accredited Centre of Excellence (ACE) standard.

Accreditation represents a high commitment to excellence in emergency dispatch by all the Emergency Medical Dispatchers and leadership team.



Accreditation Ceremony, April 2015



# Operational Support

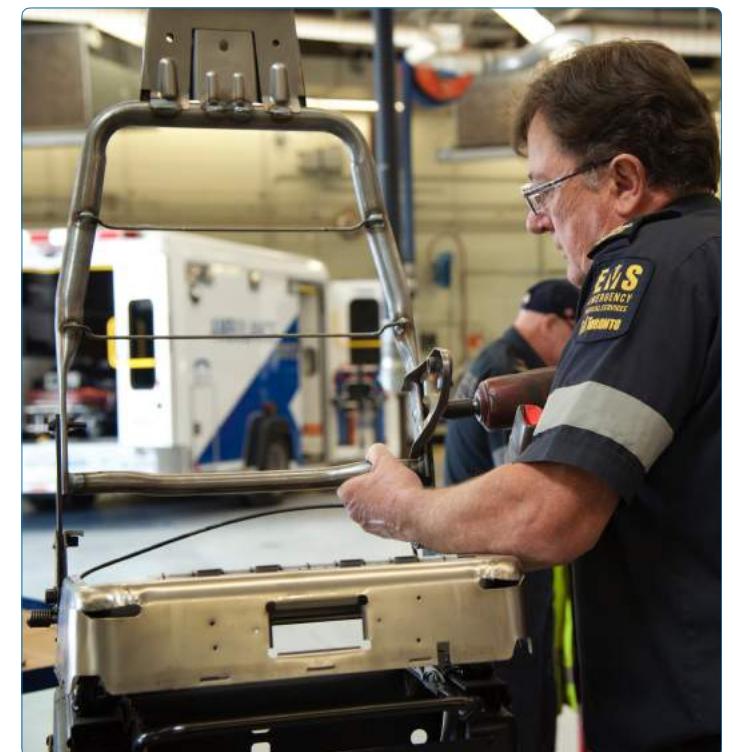
*The Operational Support section is critical in supporting Toronto Paramedic Services' frontline Paramedic and Emergency Medical Dispatchers (EMDs), by providing functions that include fleet services, facility maintenance, staff scheduling, materials management, equipment maintenance services and communication systems engineering.*

Rhonda Hamel-Smith, Acting Deputy Chief



## ACHIEVEMENTS

- In a continued effort to reduce workplace injuries, Toronto Paramedic Services initiated the evaluation of new self-loading power stretchers with the direct feedback of over 140 frontline Paramedics involved in the trial. Paramedic feedback was also instrumental in allowing Toronto Paramedic Services to choose a new cardiac monitor in order to provide improved patient care.
- Toronto Paramedic Services continued to achieve efficiencies through its work with other Divisions (Toronto Fire Services, Toronto Water, and Corporate Fleet Services) on shared vehicle and repair contracts.
- Construction began on Toronto Paramedic Services' first multifunction station. The station is to be completed by early 2017 and will be situated near the new Humber River Hospital on Wilson Avenue. Due to its strategic geographic location, this new station will be used as part of Paramedic Services' active deployment plan.
- Toronto Paramedic Services' communications engineering unit successfully designed enhanced GPS technology for the Division's fleet. This new technology enables Toronto Paramedic Services to better track vehicle mileage, thereby allowing more effective and accurate compliance with vehicle maintenance schedules and targets.



# Program Development and Service Quality

*This section supports frontline operations through emergency planning, community-focused health care and evidence-based education for staff and the public, thereby ensuring legislative compliance and maintenance of quality standards.*

Gord McEachen, Deputy Chief

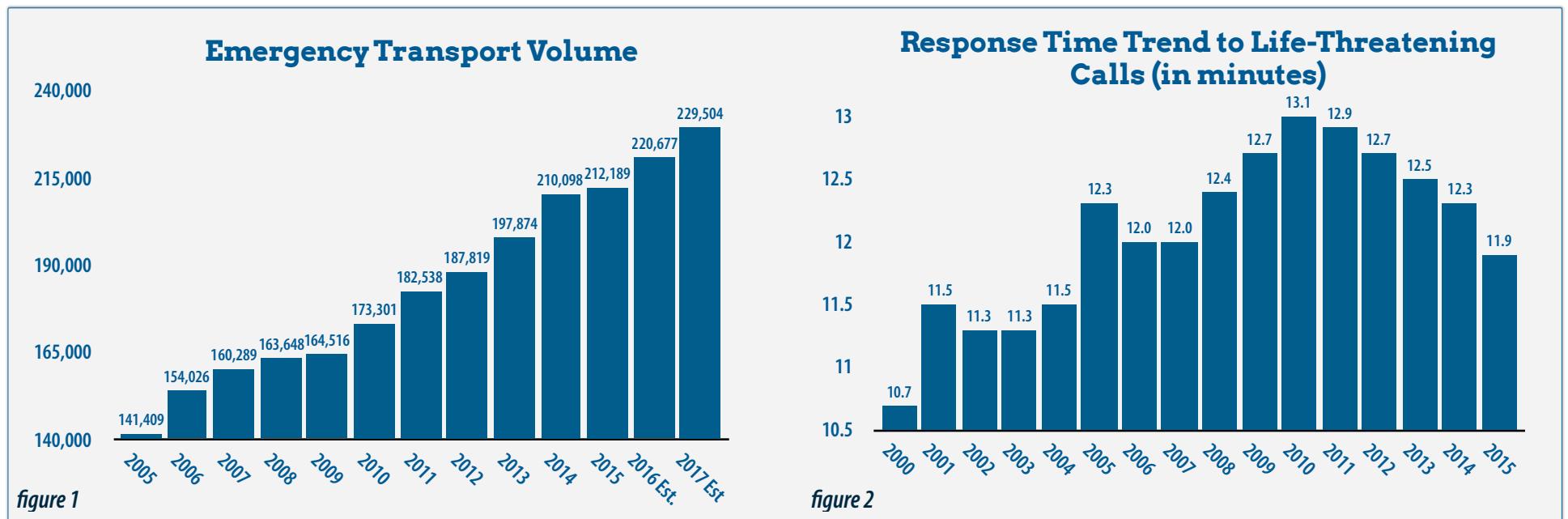
## ACHIEVEMENTS

- Toronto Paramedic Services' Advanced Care Paramedic Training Program was accorded a two-year accreditation by the Canadian Medical Association through its continued compliance with best practices in Paramedic education.
  - Toronto Paramedic Services' Community Paramedicine Program continued to play an integral role in reducing call volume pressures and providing the most appropriate, mobile patient care to vulnerable Toronto communities and residents – as affirmed by City Council in July 2013 per the City Manager's Service and Organizational Review.
  - In partnership with Toronto Employment and Social Services (TESS), Toronto Paramedic Services continued to deliver its Primary Care Paramedic (PCP) training program, aimed at allowing low-income individuals from diverse
- communities to become life-saving professionals by mitigating their costs and helping them become self-reliant.
- Toronto Paramedic Services' Public Access Defibrillation (PAD) program continued to save lives by allowing bystander medical interventions to begin sooner. Through 2015, there were 32 uses of our automated external defibrillators (AEDs) by the public with 16 lives saved.
  - Toronto Paramedic Services continued to recruit a diverse workforce in 2015, hiring Paramedics and Emergency Medical Dispatchers (EMDs) with various cultural backgrounds and fluency in languages that include Tagalog, Korean, Tamil, Russian, Ukrainian, Romanian, Vietnamese, Portuguese and Polish.



*Graduates of the 2015 Primary Care Paramedic Training Program*

# Performance



## Number of Emergency Transports

In 2015, the number of emergency transports provided by Toronto Paramedic Services was 212,189 – an increase of 50% since 2005 when emergency transports totalled 141,409 (See figure 1 above). This is attributable to a growing and aging population. Emergency transport volumes are projected to continue growing by 2 to 4% per year, reaching approximately 230,000 by 2017.

## Response Time (Length of time for Toronto Paramedic Services to arrive at an emergency scene)

Figure 2 above shows Toronto Paramedic Services' 90<sup>th</sup> percentile response time trend for life-threatening calls. While emergency transports have continued to increase since 2005, response times are now at their lowest in that same time span. Toronto Paramedic Services' Patient Safety Advocate (PSA) function continues to focus on response time performance, both in real-time and retrospectively to ensure that our patients receive a timely response.

# Research and Clinical Excellence

*Through the ongoing participation in research trials, Toronto Paramedics continue to ensure that evidence-based care is provided to our patients. These studies not only validate the effectiveness of care already provided by Toronto Paramedics, but also drive critical changes that improve patient outcomes, and set standards and best practices for prehospital providers worldwide. Toronto Paramedic Services is also the largest contributor to and one of only ten Regional Clinical Centres across North America, making up a network known as the Resuscitation Outcomes Consortium (ROC). The ROC's mission is to conduct clinical research in the areas of CPR and traumatic injury in the prehospital setting.*

## In 2015, Toronto Paramedics participated in a number of trials that included:

- Improving the way cardiopulmonary resuscitation (CPR) is delivered;
- Use of cooling to increase the survival rate of cardiac arrest patients. This trial was the largest clinical trial of post-arrest cooled patients in the world, and was part of a province-wide study under the supervision of Dr. Laurie Morrison and her research team at St. Michael's Hospital; and
- Two drug trials – one aimed at improving the neurologic outcome in patients suffering from traumatic brain injury (TBI), and the other to minimize the damage caused by acute strokes. These studies will continue through 2016.

It is a privilege for Toronto Paramedic Services to be a part of this exciting research. The results of these trials will help shape and transform the direction of paramedicine.

## Post-Cardiac Arrest Survival

Dr. Laurie Morrison also tracks the survival rate of cardiac arrest patients treated and transported by Toronto Paramedic Services – specifically how many cardiac patients not only survive to receive care and treatment in a hospital but also do well enough to return home after treatment. An important part of this chain of survival is the intervention of bystanders in providing immediate cardiopulmonary resuscitation (CPR) and/or assistance from an automated external defibrillator (AED). Dr. Morrison's results for these patients show that from 2004, when OHCA survival rates were 2% (for all cardiac rhythms) to the first 6 months of 2015, OHCA survival rates grew to 12.7%. This impressive increase in survival is based on a combination of Emergency Medical Dispatcher instructions, Paramedic care and of increased actions of bystanders to assist the patient before Paramedics arrive.

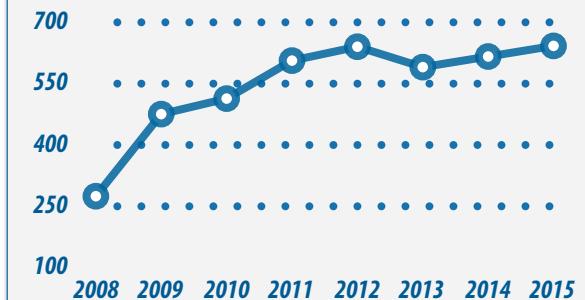
## Advanced Treatments for Heart Attack, Stroke, Trauma and Acute Medical Conditions

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

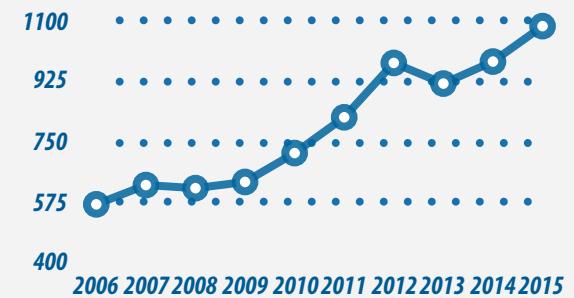
The STEMI program allows Advanced Care Paramedics (ACPs) to take patients suffering a specific type of heart attack (known as STEMI) directly to heart catheterization labs and bypass peripheral hospitals – based on a successful research study that has demonstrated the benefit for patients.

The trends in figures 3-5 at right demonstrate the vital role that Paramedics play in providing care for patients suffering from heart attacks (STEMI Transports), strokes and trauma.

**STEMI Transports** figure 3



**Stroke Transports Community Response** figure 4



**Trauma Transports** figure 5



# A Look at Community Paramedicine

*Toronto Paramedic Services' Community Paramedicine Program was created in the fall of 1999. It uses a variety of programs and approaches that focus on health promotion and injury prevention to help connect the most vulnerable population of patients to the most appropriate entry into the health care system. The Program matches each patient's particular needs, while alleviating unnecessary emergency responses and emergency department visits.*



## Community Referrals by EMS (CREMS)

Since 2006, the CREMS program has provided a mechanism for frontline Paramedics who respond to 911 emergency calls to make specific health care referrals based on a determination that a patient is in need of additional care or support services. Referrals are made to the appropriate Community Care Access Centre (CCAC) to arrange for further assessment, and to determine the types of available service that are best suited to each patient's needs, thereby reducing future trips to the emergency department. In 2015, there were 4,079 referrals – a 39% increase over 2014.

## Community Agency Notification (CAN)

While CREMS enables Paramedics to link patients with community support agencies, the CAN program ensures patients stay connected with those agencies, such as during a medical emergency when Paramedics are usually involved in the response and care of such patients. The program bridges the communication gap between the community agency and the client by notifying community agencies in real-time when their clients have been in contact with Toronto Paramedics. This allows community agencies to better respond to their clients' changing needs. By the end of 2014, 2,000 clients had been registered with the program; a 110% increase since 2013.

## Independence at Home (IAH)

This 12-month pilot initiative, funded by the Ministry of Health and Long-Term Care (MOHLTC), involves two Community Paramedics following up regularly with seniors living in specific Toronto Community Housing sites who have a history of multiple calls for Paramedic service. The goal of the IAH program is to ensure that seniors at higher risk of health care issues have appropriate supports in place to manage

their medical and social conditions, ultimately reducing their reliance on 911 and the hospital system.

## "House Calls" for Medically Complex Patients

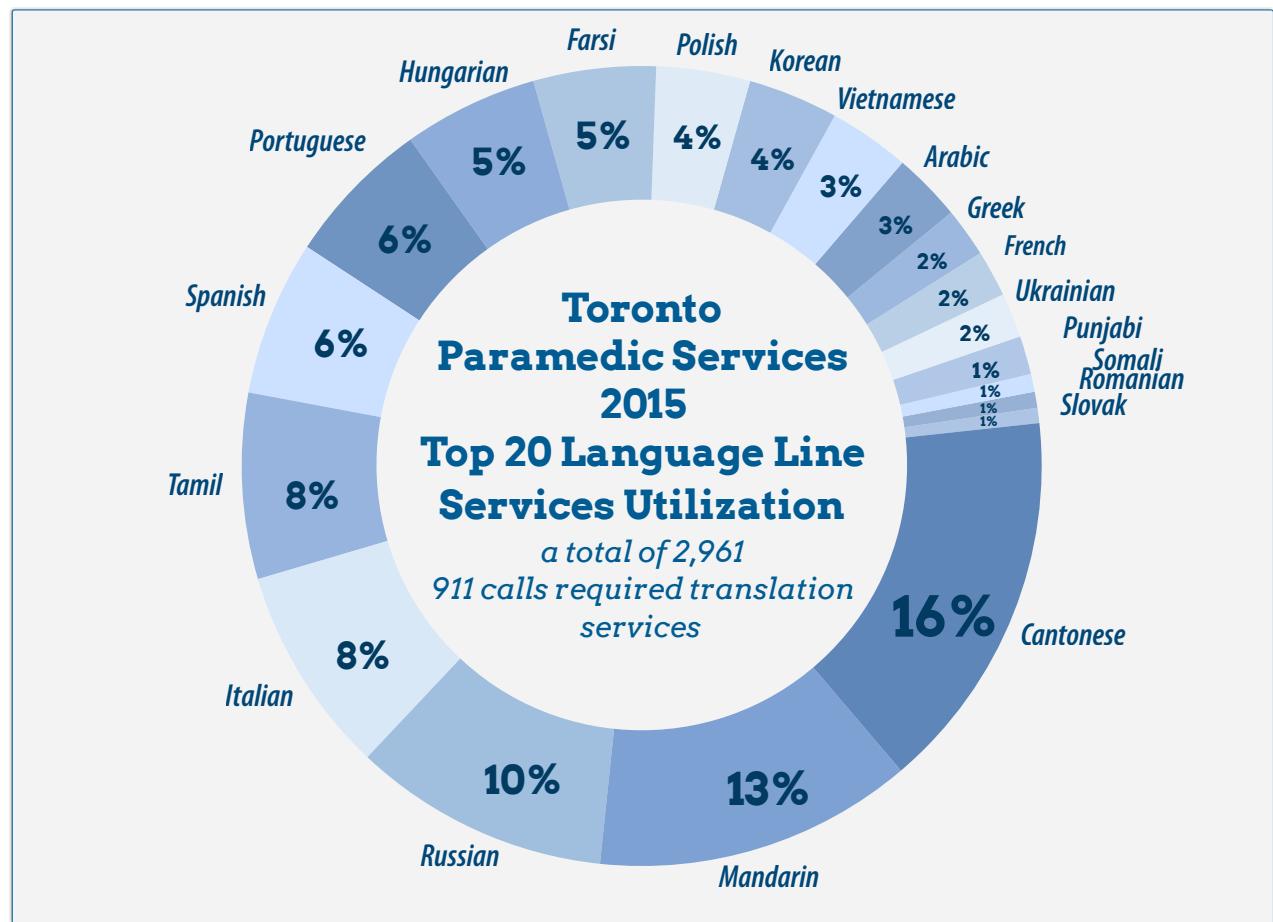
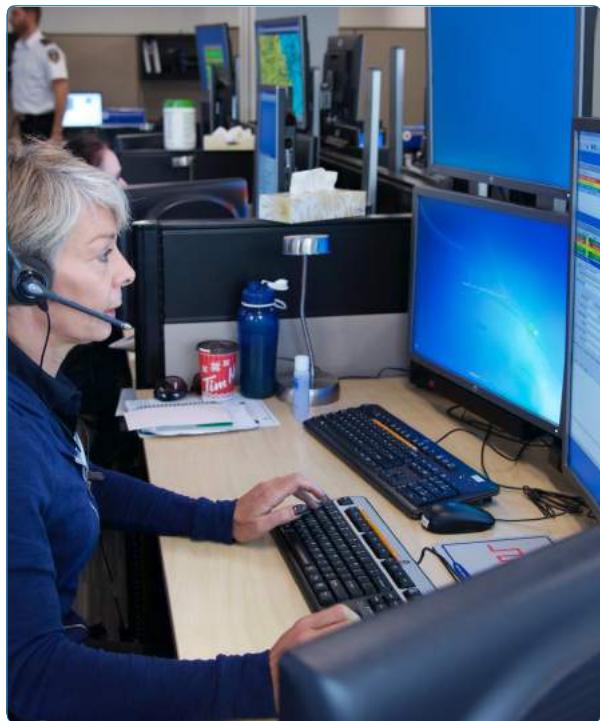
The goal of this MOHLTC-funded pilot program is to incorporate Community Paramedic home visits into the House Calls program, which involves an interdisciplinary mobile team providing frail and vulnerable homebound seniors with medical assessments and care at home rather than in hospital. This pilot initiative aims to demonstrate that integrating the work of Toronto Paramedic Services with the House Calls program can reduce 911 calls, emergency department visits and hospitalizations, as well as reduce the number of re-admissions that occur within a 30-day period for the targeted population of frail, homebound elders.

## Our commitment is to:

- Increase CREMS referrals by 10% annually to ensure that vulnerable patients are identified and put into contact with the appropriate Community Care Access Centre or provincial programs
- Increase the number of home visits to the most vulnerable patients by Community Paramedics
- Continue participation in the various Provincial Community Paramedicine working groups, and continued collaboration with other Community Paramedicine Programs across Ontario and abroad to establish and validate best practices
- Continue participation in the Health Links program within the city of Toronto, and continue involvement with the larger, multi-service Local Health Integration Networks (LHINs) surrounding the city
- Work with the MOHLTC to continue support of the Community Paramedicine program and existing Community Paramedic staffing in conjunction with an expanded scope of clinical practice

# Customer Service

In keeping with our commitment to provide excellent customer care to Toronto's diverse community, Toronto Paramedic Services employs a translation service within our Communications Centre known as "Language Line". This service allows 911 callers to access life-saving Paramedic services in any one of over 170 different languages. In 2015, our Emergency Medical Dispatchers (EMDs) utilized this service almost 3,000 times to gather critical information to provide the most appropriate care to those in need. The chart to the right depicts the top 20 languages for which Language Line was used in 2015.

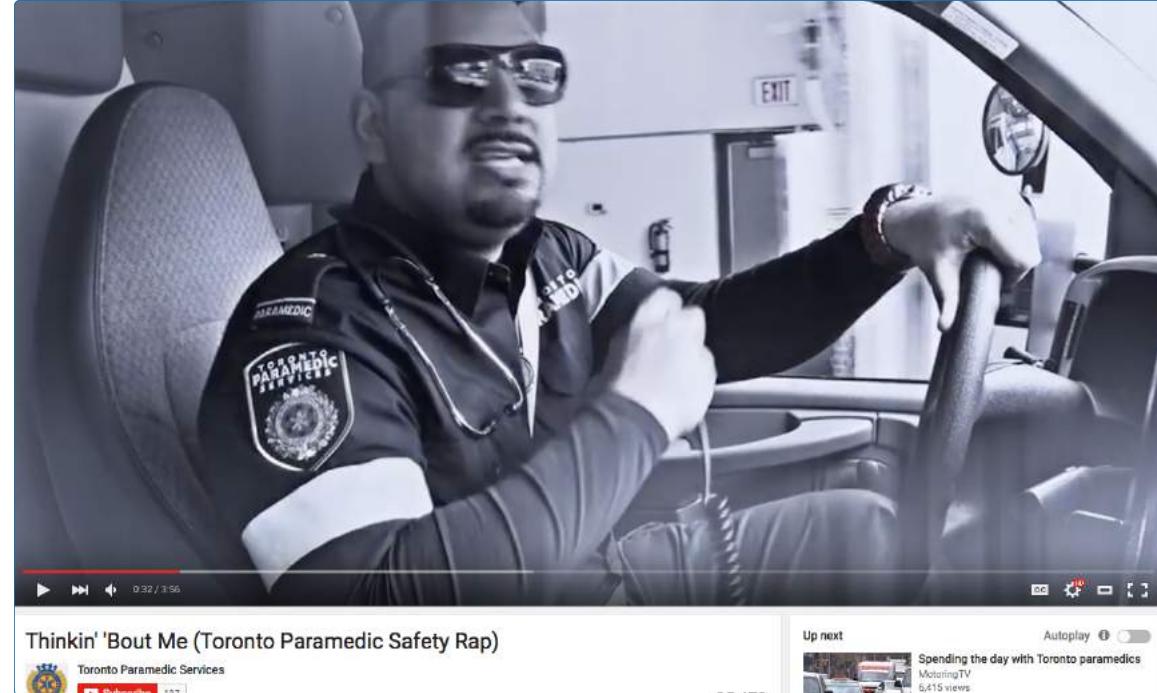


Toronto Paramedic Services also recognizes the importance of responding to customer concerns. In 2015, 226 complaints were received, representing less than 1% of the over 270,000 emergency responses provided by Paramedics. In addition, notwithstanding the increase in call volume, the overall number of complaints received by Toronto Paramedic Services

in 2015 decreased for the second year in a row by approximately 16.3%, compared to 2014. Meanwhile, those who contacted us to express their gratitude and to complement our staff increased by more than 7% over the last six years.

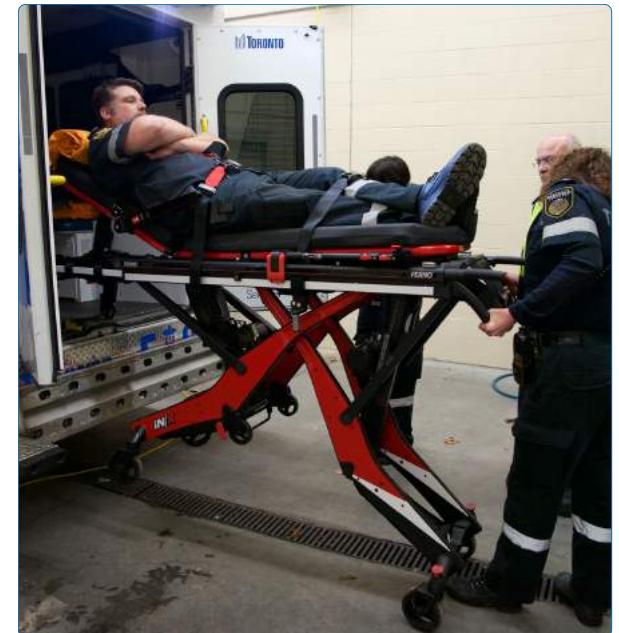
# Health and Safety

*Toronto Paramedic Services is committed to employing best practices to ensure the safety of paramedics, patients, and health care colleagues at all times. In May of 2015 the Toronto Paramedic Services' Musculoskeletal Disorder (MSD) committee launched a Health and Safety Rap Video at the 16th Annual City of Toronto Joint Health and Safety Recognition event. The video, titled "Thinkin' 'bout me", was a unique and fun way of conveying the importance of looking out for one's personal health and safety, and using best practices and techniques. This innovative approach to health and safety messaging was a collaborative effort by staff from across the Division and received praise by other City Divisions and external services, including the Ontario Ministry of Labour.*



## Power Stretchers

In December 2015 Toronto Paramedic Services began an 18-week trial of self-loading power stretchers. The trial involved over 140 Paramedics providing critical feedback on two different power stretcher models. Once a suitable model is chosen, implementation of power stretchers will occur in 2016 and 2017 and is expected to reduce the incidence of lifting injuries among Paramedics, thereby improving their overall health and safety.



## News and Events

# MAKE THE RIGHT CALL

**It's important to know who to call**

**SCRAPES, BUMPS AND BRUISES?**  
VISIT A WALK-IN CLINIC

**HAVE SHORTNESS OF BREATH?**  
CALL 911 FOR A TORONTO PARAMEDIC

**TWISTED YOUR ANKLE?**  
VISIT YOUR DOCTOR'S OFFICE

**CHEST PAINS?**  
CALL 911 FOR A TORONTO PARAMEDIC

**GETTING THE FLU?**  
CALL TELEHEALTH ONTARIO 1-866-797-0000

For most ailments and minor injuries you should visit your DOCTOR, WALK-IN CLINIC or call TELEHEALTH ONTARIO. They can take care of you or direct you to more appropriate medical attention.

For emergencies such as chest pains or trouble breathing, DON'T WAIT, CALL 911. Toronto Emergency Medical Dispatchers can take your call in over 170 languages and send a highly trained Toronto Paramedic to treat you and determine the appropriate course of action.

**TORONTO**  
Visit [TorontoParamedicServices.ca](http://TorontoParamedicServices.ca)

**TORONTO PARAMEDIC SERVICES**

### Public Information & Media

Toronto Paramedic Services hosts several public information campaigns annually. In 2015 the "Make the Right Call" campaign aired in both the spring and the fall. This annual campaign is focussed on building public awareness of alternative health care options that may not require Paramedic assistance. The campaign was created to enhance public understanding of the role that paramedics play in the health care continuum and thus, to help channel more non-emergency medical calls to other appropriate health care resources in the community.

Approximately 30% of Toronto Paramedic Services calls are considered not immediately life-threatening. The public is often not aware that many alternatives to calling 911 exist, including Telehealth, walk-in clinics and family doctors.

Toronto Paramedic Services' campaign took a positive question and answer approach to educating the community on the availability of alternative health care options. However, the campaign also reminds the public that 911 should always be called for immediate life-threatening medical emergencies like stroke, cardiac arrest, respiratory concerns, or significant trauma.

The campaign slogan was "Make the Right Call". It was aimed primarily at reaching frequent users of Paramedic service and was delivered in 10 languages in addition to English. The targeted media included TV, radio, print, transit, on-line media and doctor's office

television. Posters were also placed in hospital emergency department waiting areas, through Toronto Paramedic Services' social media channels and electronic billboards, as well as through the City's street furniture program.

Public messaging also included information regarding prevention and treatment of extreme heat and cold-related medical conditions, as well as pedestrian and window/balcony safety tips.

During November, a second targeted campaign, known as "Prevent a Fall – Avoid the 911 Call", aired on radio, electronic billboards, and online. It was designed to make seniors and their caregivers more aware of the dangers of slips and falls.



## Follow Us Online

Our website and social media pages can be accessed via the internet from any location, using a personal computer or portable device:

[torontoparamedicservices.ca](http://torontoparamedicservices.ca)

[twitter.com/torontomedics](http://twitter.com/torontomedics)

[www.facebook.com/TorontoMedics](http://www.facebook.com/TorontoMedics)

[www.youtube.com/user/TorontoMedics](http://www.youtube.com/user/TorontoMedics)



# FALLS

## ARE A SERIOUS ISSUE FOR OLDER ADULTS

**OLDER CANADIANS** are more likely to suffer an injury from falling than the rest of the population.

### FALLS CAN RESULT IN SERIOUS INJURY

**1 IN 3**

seniors fall each year.

**By age 75**

falls are the major cause of fatal injuries.

**90%**

of broken hips in seniors are a result of falls.

**40%**

of nursing home admissions are related to falls.

source: Public Health Agency of Canada

### FALLS ARE PREVENTABLE!



Assistive devices like canes, walkers, and rails can provide safeguards from falling.



Physical activity maintains balance and strength which minimize the risk of falling.



Medication can have side effects such as dizziness, visual problems, weakness, and drowsiness. Talk to your doctors and pharmacists.



*Hi, my name is Jessie, and I am a Toronto paramedic.*

*Poor balance, decreased muscle and bone strength can increase your chance of falling. Keep moving! Staying fit will increase your balance and strength, decreasing your risk of falls.*



**PREVENT A FALL — AVOID THE 9-1-1 CALL!**



Visit [torontoparamedicservices.ca/falls](http://torontoparamedicservices.ca/falls) to learn more

# Cardiac Safe City

*Since 2004, Toronto Paramedic Services' Cardiac Safe City unit has enabled the public to help Paramedics save lives.*



*Cardiac Arrest Survivor James McNabb with Paramedic Todd St. Jean*

Every year, Cardiac Safe City delivers almost 1,000 training courses in first aid, CPR and Automatic External Defibrillator (AED) skills. Successful partnerships have been established with the Heart and Stroke Foundation of Ontario (HSFO), Heart and Stroke National Office, the Mikey Network, and with provincial and federal governments to support the growth of Cardiac Safe City's Public Access Defibrillation program.

Our partners have generously funded approximately half of the 1,500 AEDs located across the city. Cardiac Safe City continues to manage all of these devices, of which approximately 40% are located within City-operated facilities such as community centres, ice rinks, swimming pools, municipal buildings, and all TTC and Toronto Police facilities. In 2015, these AEDs were used 32 times by the public, helping to save 16 lives.

Cardiac Safe City also launched an upgrade of its AEDs. The upgraded devices provide real-time feedback to the user about proper CPR techniques along with a smoother transition of care to Paramedics' cardiac monitors once they arrive.



*CPR Event at City Hall*



*CPR Class at Edgewood Public School*

# Community and Public Engagement

Toronto Paramedic Services employees are very generous and community-oriented. Here are some highlights from 2015:



Citizenship Ceremony, May 2015

- Contributing over \$100,000 to the annual City of Toronto United Way campaign, including events such as the CN Tower climb, Toonie Friday, Jeans day and a pizza lunch.
- Collecting 2,145 pounds of food for Toronto's Daily Bread Food Bank at the Toronto St. Patrick's Day parade on March 15.
- Hosting the Downsview and Scarborough Medical Venturer program – a division of Scouts Canada that focuses on the medical/first-aid/first responder aspects of scouting. The Scouts are trained to be available to support Toronto Paramedic Services in providing first-aid to Canadian National Exhibition attendees every August.
- Donating over \$11,000 in cash and \$1,100 in craft materials to Camp Ooch
- Raising over \$2,500 for breast cancer awareness
- Raising over \$5,800 for men's health during the annual Movember event
- Donating over \$3,000 in toys to the Salvation Army's annual Toy Mountain campaign
- Driving the floats in Toronto's Annual Santa Claus Parade. It was the 25th anniversary for Toronto Paramedic Services' volunteer participation as float drivers in the parade.
- Over 50 presentations given annually by Toronto Paramedic Services staff on their own time to various community groups.

On May 28 Toronto Paramedic Services hosted a citizenship ceremony for 50 new Canadians from the Toronto area, hailing from over 30 countries and speaking as many languages. Our own Paramedic, Judy Belanger, was on hand to sing O Canada, and Chief Raftis was there to proudly congratulate and welcome the new citizens, highlighting that our service provides 911 service in over 170 languages.



Crafts for Camp Ooch



Emergency Moustache Team, Movember Event 2015

# Awards and Recognition

*In 2015, our staff continued to demonstrate their excellence and dedication. We continue to take pride in recognizing our Paramedics, Emergency Medical Dispatchers (EMDs) and Support Staff for the outstanding work they do every day in ensuring the community receives the best prehospital care available.*

**The following awards were presented in 2015:**

**Paramedic of the Year**

Dennis St. Pierre

**Emergency Medical Dispatcher of the Year**

Sandra Humenik

**Pioneer of the Year**

Dave Ralph

**Support Staff of the Year**

Damon Schreiber, Joey Simoes

**John Dean Chief's Award**

Ian Beduya, Jay Gagne, John Klich, Kris Staley

**Valour Awards**

Spencer Devecseri, Bill Ingram, Greg Mercer, Emmanuel Monssen, Angelo Nero, David Pattinson, Ric Rangel-Bron

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



*Dennis St. Pierre*



*Sandra Humenik*



*Dave Ralph*

## Annual Report 2015 > Awards and Recognition



Damon Schreiber



Joey Simoes



Ian Beduya



Jay Gagne



Kris Staley



Ric Rangel-Bron



Angelo Nero & Spencer Devecseri



Emmanuel Monssen



Greg Mercer

## What the Public is Telling Us

*These are just a few of the compliments received by Toronto Paramedic Services on the great work of our staff.*

- 
- A blue-toned photograph showing several paramedics in uniform standing near an ambulance. One paramedic in the foreground is looking towards the camera. The background shows other paramedics and medical equipment.
- “Julie and Gord were outstanding in their professionalism and yet friendly, caring ways – which calmed me. I want them to know, as well as their superiors, just how much I appreciate them.”
  - “The paramedics were kind, helpful and considerate.”
  - “They were extremely pleasant and gave excellent service. They are fine people.”
  - “Thanks to Jeff and Cory for rescuing my wife from her bike crash this morning. You guys rock!”
  - “The dispatcher did an amazing job of working with the caller...calming her down and showing true empathy and the desire to help.”

A photograph showing several paramedics in blue uniforms and caps inside a vehicle. One paramedic in the foreground is smiling. The background shows other team members and medical equipment.

“Please give the paramedics the highest recommendations. I received the utmost care, attention and support. They were warm and professional.”

“We immediately called 911 and the dispatcher stayed on the line with me until the medics arrived. She was absolutely wonderful-calm, kind, present and reassuring. She kept me from falling apart and sinking into a panic. I want her to know how much she helped me this night. When the medics arrived, they too, were fantastic. They were gentle with us, while also acting very quickly”

“The paramedics were very nice. They were a pleasure to talk to. They made a scary situation better. I can't thank them enough”

## Looking Ahead



*2016 brings with it new challenges and opportunities for Toronto Paramedic Services in how it continues to deliver Paramedic care to the community, including:*

- Continuation of the employee engagement process through 2016 and beyond to solicit feedback from all staff about how we can continue to improve working conditions.
- Construction of the first multi-function ambulance station to improve our operating model and better address the needs of Paramedics and the community.
- Ongoing training for and participation in research to ensure evidence-based care continues to be provided to our patients.

- Planning infrastructure improvements for the coming 10 years.
- Upgrading the dispatch systems in 2016 through the work of our IT Systems group and leadership team.
- Proposed addition of 57 new Paramedics to our existing staff complement, as recommended by the City Manager's Service and Organizational Review.
- Augmenting the vehicle fleet to accommodate new staff.
- Ongoing oversight of nearly 1,500 Public Access Defibrillators through Toronto Paramedic Services' Safe City program.



Paramedic Graduating Class, September 2015



# Toronto Paramedic Services



# here!

Thirty-two years ago when I started my career as a paramedic, I could not have imagined how interesting my occupation would be. I was fortunate from the beginning when employed by Toronto's paramedic service. The organization took an active initiative training paramedics to higher scopes of practice.

I am grateful to Toronto Paramedic Services and all participants who pledged to improve pre-hospital medicine in our city.

- Dennis St. Pierre, Critical Care Paramedic

