



EMERGENCY SERVICES COMMITTEE AGENDA

Emergency Services Committee Meeting
Wednesday, June 5, 2019
Tom Davies Square - Council Chamber

COUNCILLOR GERRY MONTPELLIER, CHAIR

Rene Lapierre, Vice-Chair

4:00 p.m. EMERGENCY SERVICES COMMITTEE MEETING
COUNCIL CHAMBER

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DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

PRESENTATIONS

1. Report dated May 13, 2019 from the Interim General Manager of Community Safety regarding Paramedic Services Land Ambulance Services Review Results. **4 - 10**
(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Paul Kadwell, Deputy Chief of Paramedic Services

(This report provides an update to the Emergency Services Committee on the successful completion of the 2018 Land Ambulance Service Review.)

MEMBERS' MOTIONS

M-1. Fire Services Response Protocols Related To Motor Vehicle Collisions

As presented by Councillor Montpelier:

WHEREAS the Greater Sudbury Fire Services responds to calls to protect the public and mitigate the effects of emergency situations which include fire suppression, medical response, technical rescue and hazardous materials;

AND WHEREAS the public sometimes questions the necessity of the Fire Services' presence at motor vehicle collisions across the City of Greater Sudbury;

AND WHEREAS Council for the City of Greater Sudbury deems it worthwhile to educate the public and be educated about Greater Sudbury Fire Services response protocols;

THEREFORE BE IT RESOLVED that the City of Greater Sudbury directs the Fire Chief / General Manager of Community Safety to present a report to the Emergency Services Committee at its August, 2019 meeting which provides information about the Greater Sudbury Fire Services response protocols related to motor vehicle collisions.

CORRESPONDENCE FOR INFORMATION ONLY

- I-1. Report dated May 15, 2019 from the Interim General Manager of Community Safety regarding Community Safety Department Update. **11 - 29**
(FOR INFORMATION ONLY)

(This report provides a summary of the Community Safety Department statistics and a briefing on current and upcoming activities.)

- I-2. Report dated May 14, 2019 from the Interim General Manager of Community Safety regarding The District of Sudbury Mutual Aid Program and Plan. **30 - 33**
(FOR INFORMATION ONLY)

(This report describes the Mutual Aid Program and Plan for the District of Sudbury which was developed under the authority of the Fire Prevention and Protection Act (FPPA). The plan promotes adequate and coordinated efforts to minimize loss of life and property damage through the efficient utilization of fire service resources across the district when requested.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD

ADJOURNMENT

For Information Only

Paramedic Services Land Ambulance Services Review Results

Presented To: Emergency Services
Committee

Presented: Wednesday, Jun 05,
2019

Report Date Monday, May 13, 2019

Type: Presentations

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to one of the four key pillars identified in the Strategic Plan; Responsive, Fiscally Prudent, Open Governance, in that it demonstrates openness, transparency and accountability in all aspects of the operation of the City of Greater Sudbury Paramedic Services.

Report Summary

The Ambulance Act stipulates that no person shall operate an ambulance service unless the person holds a certificate issued by the certifying authority. The Act further stipulates that a person shall be issued a certificate by the certifying authority only if the person has successfully completed the certification process: the ministry conducts an Ambulance Service Review prior to the expiration of an existing certificate to confirm that the provider continues to meet legislated certification standards. On September 11-13, 2018, the Ministry of Health and Long-Term Care (MOHLTC) Service Review Team conducted a review of the City of Greater Sudbury Paramedic Service for its existing certification. The Final Report was received on April 24, 2019, indicating that the City of Sudbury Paramedic Services has successfully met the legislative requirements for certification as a land ambulance operator in the province of Ontario.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Paul Kadwell
Deputy Chief of Paramedic Services
Digitally Signed May 13, 19

Financial Implications

Jim Lister
Manager of Financial Planning and
Budgeting
Digitally Signed May 14, 19

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community
Safety
Digitally Signed May 16, 19

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed May 22, 19

Paramedic Services Land Ambulance Services Review Results

Purpose

This report provides the Emergency Services Committee with the final results regarding our most recent Ambulance Service Review (ASR) as it relates to the Ministry of Health and Long-Term Care (MOHLTC) results, recommendations, and follow-up visit.

Executive Summary

On April 24, 2019, the City of Greater Sudbury Paramedic Services was notified by the MOHLTC of the successful completion of the 2018 Land Ambulance Service Certificate Program. This ensures that the Service will be issued a certificate to operate for a further three years.

On September 11-13, 2018, the MOHLTC Service Review Team conducted a review of the City of Greater Sudbury Paramedic Service for its existing certification. The final report was received on April 24, 2019 and indicated that the City of Sudbury Paramedic Services successfully met the legislative requirements for certification as a land ambulance operator in the province of Ontario.

As per “The Ambulance Act, R.S.O. 1990, c. A. 19” a person cannot operate an ambulance service without successfully completing an Ambulance Service Review and subsequently receiving a certificate by the MOHLTC. The MOHLTC conducts an Ambulance Service Review prior to the expiration of an existing certificate to confirm that the provider continues to meet legislated certification standards.

Background

The Ambulance Act states that no person shall operate an Ambulance Service unless the person holds a certificate issued by the certifying authority, the MOHLTC, Emergency Health Services Branch. The Act further stipulates that a person shall be issued a certificate by the certifying authority only if the person has successfully completed the certification process prescribed by the Regulations.

Greater Sudbury Paramedic Services has been in operation since December 3, 2000. The current certificate to operate expires on September 11, 2019.

The purpose of the Service Review is to ensure Ambulance Services are operated in a manner consistent with the Land Ambulance Certification Standards and in compliance with the legislation. Services are required to successfully complete the prescribed Ambulance Service Review certification process once every three years in order to maintain their certification to operate the Service.

In completing the Ambulance Service Review Certification process, Services are required to meet all of the legislative quality requirements in the following areas:

- Level of Service
- Employee Qualifications
- Staffing
- Documentation
- Training
- Service Review Program
- Patient Care
- Vehicles
- Patient Care Equipment
- Policy and Procedures
- Operations

MOHLTC Ambulance Service Review Process

The MOHLTC Ambulance Service Review is conducted over the span of several months in the year preceding the expiry of the current Land Ambulance Certification and includes the following:

Pre-Ambulance Service Review

Months in advance of the Ambulance Service Review site visit, the MOHLTC conducts a comprehensive review of the mandatory information and documents supplied by the Service. This includes background information on call volume, response times, staffing profiles, types and numbers of vehicles and station locations. In addition, several hundred random patient care records are submitted for off-site review and auditing.

Ambulance Service Review Site Visit

The Ambulance Service Review site visit occurs over two days and allows a team of peer managers, Paramedics and MOHLTC staff to review all aspects of the organization. The review ensures compliance with legislation and that the patient care provided meets patient care standards as required by the MOHLTC. This is accomplished by grading the Service against legislative requirements and standards. At the completion of the site visit, the Ambulance Service Review team leads deliver an exit interview providing a high level overview of preliminary findings. It is understood there may be additional findings when all the files from the team members have been reviewed.

Post Ambulance Service Review

Following the visit, the MOHLTC provides a “Draft” Ambulance Service Review – Executive Summary Report detailing the Ambulance Service Review findings. The Service is required to respond within 30 days with an action plan that addresses all of the Ambulance Service Review findings. Once the MOHLTC is in receipt of the Service response an MOHLTC inspector will be assigned to complete a follow-up site visit to verify that the Service’s action plan is being implemented in a manner satisfactory to the MOHLTC. On February 7, 2019, the MOHLTC inspector conducted the follow-up site visit and was satisfied with the Service’s action plan to address the findings in the “Draft” Ambulance Service Review – Executive Summary Report. On April 24, 2019, Sudbury Paramedic Services received the Ambulance Service Review – Final Report.

Analysis

The Service Review Team utilizes a number of activities and processes to evaluate the success of the Service Provider in meeting the requirements of the legislation and standards. The following activities are utilized to evaluate the Service Provider. The activities include: interviews with the Service Provider and other service staff; review of documentation pertinent to the delivery of ambulance service; ride-outs that provide the broadest possible assessment of the patient care provided by the service and observations and examinations, to determine compliance with legislation and standards.

The report indicates that the City of Greater Sudbury Paramedic Services continues to improve and strive toward ensuring the delivery of the highest possible quality ambulance service.

Ambulance Service Review Findings

The Service was commended for its efforts in the following areas:

1. Preparation for the certification inspection
2. Training
3. Equipment preventative maintenance
4. Vehicle certification and maintenance

Based on the correspondence contained in the report, the MOHLTC identified the following areas require attention so Sudbury Paramedic Service may make further improvements in delivering quality ambulance service (see **Table 1**).

Table 1

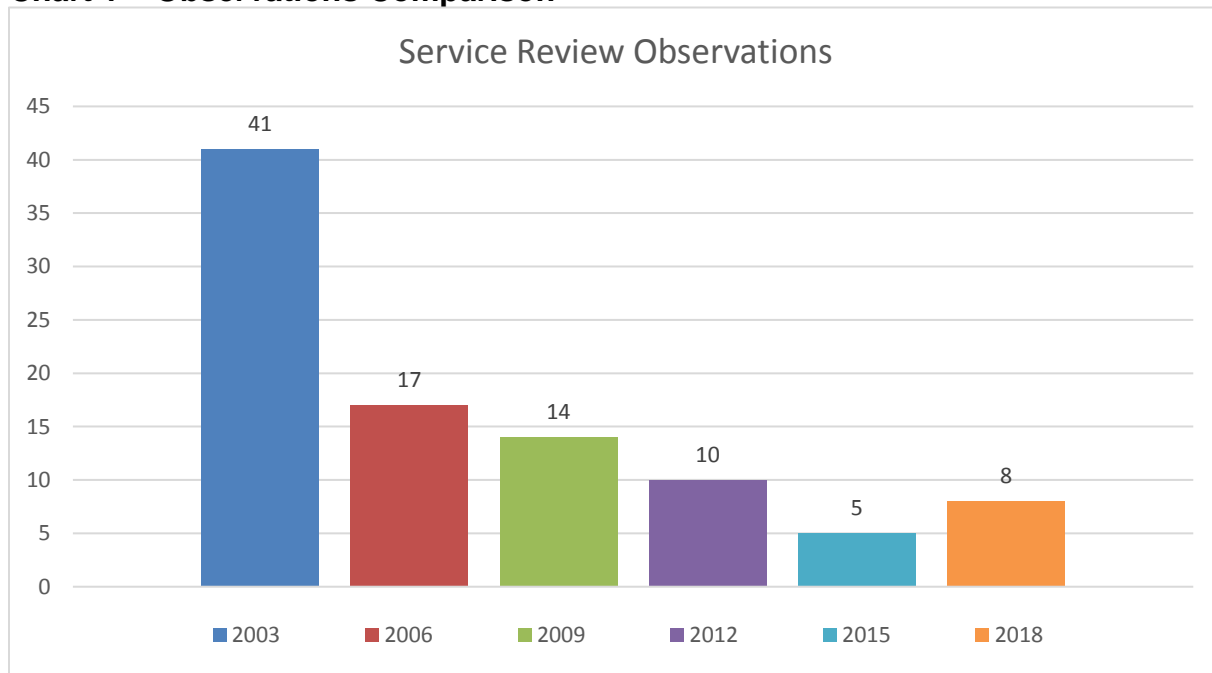
OBSERVATION	AUDIT ACTION	MOHLTC FINDING
#1 Patient Care	307 electronic ePCR's were reviewed	98% of the electronic Ambulance Call Reports reviewed demonstrated that the documentation adhered to the ALS/BLS Patient Care Standards
	10 ride outs were conducted for direct observation of patient care	90% of ride-out observations demonstrated patient care provided met the ALS/BLS Patient Care Standards. During one call, there was a delay to apply oxygen. (<i>this single call represents the 10%</i>) The patient care observed during the ride-outs was described as professional, courteous and compassionate.
#2 Securing of Equipment	12 vehicles were inspected for securing of equipment and supplies	Unrestrained equipment found in the front of vehicles inspected, E.g. to boxes of gloves, satellite radios, large garage door openers and CPR boards. During one call, the crew went mobile prior to restraining bags and equipment.
#3 Patient Care and Supplies	Five ambulances and one Paramedic Response Unit were inspected	The Service captured 98% of the equipment and supply requirements from the Provincial Equipment Standards. The Service is commended for this review observation.
#4 Patient Care and Accessory Equipment	Five ambulances and one Paramedic Response Unit were inspected	98% of the patient care and accessory equipment observed was maintained in working order. The fire extinguisher tags in four vehicles indicated they had not been inspected as per monthly and annual inspection.
#5 Medications	Six ambulances were inspected	100% of the medications were stored in a manner consistent with manufacturer's requirements; however, they were not always secured from unauthorized access. During one call, the back doors of the ambulance were left open while inside at a health facility

		attending to a patient.
#6 Employee Qualifications	41 HRI files were reviewed for qualifications	<p>The Service Review Team identified the Service captured 89.7% of the qualification requirements.</p> <p>A personnel record is maintained for each employed paramedic as described in Part III of Regulation 257/00.</p>
#7 Employee Qualifications		90.2% of HRI files reviewed captured a signed written statement indicating that they have taken the educational review and provided their intent regarding Influenza vaccination.
#8 Documentation	307 electronic ePCR's were reviewed	Paramedics captured 98.6% of the required information on the ePCR's, as per the Ontario Ambulance Documentation Standards

Observations Compared to Previous Reviews

The Service's initial certification process started in the Fall of 2000. **Chart 1 – Observations Comparison** depicts the number of observations listed in the final reports since 2003. The number of observations compared from previous reviews demonstrates that this Service continues to performing at a high level and continues to strive for excellence.

Chart 1 – Observations Comparison



Conclusion

The result of the Ambulance Service Review was very positive and as such, the City will be issued a Certificate to operate the Service for a further three years. This success is a result of the outstanding work of our administration staff, Training Section, Professional Standards Section and Logistics Section all facilitating our Paramedics so they may, each day, deliver high quality patient care to the citizens of the City of Greater Sudbury.

The City of Greater Sudbury Paramedic Service thanks the entire Paramedic Team for their continued commitment to the delivery of high quality Paramedic services to both the citizens of and visitors to the City of Greater Sudbury.

For Information Only

Community Safety Department Update

Presented To: Emergency Services Committee

Presented: Wednesday, Jun 05, 2019

Report Date: Wednesday, May 15, 2019

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Report Summary

This report for information was prepared to provide the Emergency Services Committee with good news stories and an update on Emergency Management, along with an overview and statistical information from Fire Services and Paramedic Services.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Michael MacIsaac
Executive Deputy Chief of Community Safety

Digitally Signed May 15, 19

Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting

Digitally Signed May 15, 19

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community Safety

Digitally Signed May 16, 19

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer

Digitally Signed May 22, 19

Greater Sudbury Paramedic Services Update Report



Presented to: Emergency Services Committee on June 5, 2019

This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as recent business activities within the Paramedic Services Division of the Community Safety Department.

Greater Sudbury Paramedic Services is responsible for the delivery of a performance-based paramedic service that complies with legislative and regulatory requirements, ensuring pre-hospital emergency medical care and transportation to those individuals suffering injury or illness. A performance-based paramedic service focuses on clinical excellence, response time performance, patient outcomes, patient satisfaction, continuous quality improvement, and a healthy work environment conducive to professional growth.

Good News Stories

Grant Pitman Retirement



Grant Pitman, an Emergency Vehicle Technician of 10 years, has retired from Paramedic Services. Grant has provided the City and Paramedic Services a tremendous amount of time and energy in his tenure here. Grant's retirement was celebrated on May 1 with close friends and colleagues with his last day of work May 31, 2019. Paramedic Services wishes Grant all the best in his next chapter and thank him for his service over the years.

Survival story

Paramedics Luke Leslie and Joel Roy met a former patient of theirs who is a survivor of a cardiac arrest. This person wanted to meet their "hero" paramedics who provided treatment, got a Return of Spontaneous Circulation (ROSC) and transported promptly to HSN. The short but very meaningful gathering occurred on April 10th and all parties were very appreciative of the opportunity to meet.



Paramedic Services Statistics Defined

Paramedic Calls for Service

A measure of calls **received** by Greater Sudbury Paramedic Service by the Central Ambulance Communications Centre (CACC) to respond to emergencies. In simpler terms, the number of calls to 911 for Paramedic services that resulted in the Paramedics being dispatched.

Paramedic Unit Responses

A measure of units **dispatched** by the CACC to Paramedics to service emergencies. This number will typically be higher than calls for service as some calls necessitate the use of multiple ambulances, Paramedic Response Units, or Superintendent units.

Paramedic Patients Transported

A measure of patients being transported on both an emergency and non-emergency basis.

Calls for Service/Unit Response/Patients Transported by Year

A comparative chart detailing, since 2011, the 3 measures together.

2018 No. of Calls by Age

A clustered bar chart detailing the age of each patient encountered. The purpose of this chart is to detail the effects of the aging population in comparison to call volumes.

2018 Calls by Problem Group

A pie chart detailing the categorized primary problem of each patient who was transported. Paramedics detail in great granularity the primary problem as assessed and treated where possible. These primary problem codes have been rolled up into primary categories as detailed on the Patient Care Record and displayed here.

2018 Patients Transported by Dispatch Priority vs. CTAS on Contact

A metric consisting of a 100% stacked bar chart that measures the urgency at which Paramedics are dispatched by the CACC against the actual patient acuity at patient contact.

Ambulance Communications Officers (ACOs) at the CACC currently use a system called the Dispatch Priority Card Index (DPCI) when determining a patient priority. This system automatically generates a priority based on the series of questions answered by the caller of the emergency. Then, once on scene, Paramedics assign a detailed Canadian Triage Acuity Scale (CTAS) rating based on the patient's presenting condition.

Paramedics are generally dispatched patient calls on 4 different "Priority" codes.



- **Code 1** “Deferrable” (no time factor) – e.g. a non-scheduled transfer with no definitive time factor, a minor injury
- **Code 2** “Scheduled” (time is a factor) – e.g. inter-hospital transfers for scheduled diagnostic tests, a scheduled meet with an air ambulance, patient transferred for a scheduled appointment.
- **Code 3** “Prompt” – transport without delay (serious injury or illness e.g. stable fracture)
- **Code 4** “Urgent” – where the patients “life or limb” is at risk (e.g. Vital Signs Absent patient; unconscious).

CTAS is a widely recognized rating scale used across within Canadian healthcare institutions. There are 5 different CTAS ratings.

- **CTAS 1:** Severely ill, requires RESUSCITATION
 - Requires resuscitation and includes conditions that are threats to life or imminent risk of deterioration, requiring immediate aggressive interventions (for example, arrest, and major trauma or shock states).
- **CTAS 2:** Requires EMERGENT care and rapid medical intervention
 - Requires emergent care and includes conditions that are a potential threat to life or limb function, requiring rapid medical intervention or delegated acts (for example, head injury, chest pain or internal bleeding).
- **CTAS 3:** Requires URGENT care
 - Requires urgent care and includes conditions that could potentially progress to a serious problem requiring emergency intervention, such as mild to moderate asthma, moderate trauma or vomiting and diarrhea in patients younger than 2 years.
- **CTAS 4:** Requires LESS-URGENT care
 - Requires less-urgent care and includes conditions related to patient age, distress or potential for deterioration or complications that would benefit from intervention, such as urinary symptoms, mild abdominal pain or earache.
- **CTAS 5:** Requires NON-URGENT care
 - Requires non-urgent care and includes conditions in which investigations or interventions could be delayed or referred to other areas of the hospital or health care system, such as sore throat, menses, conditions related to chronic problems or psychiatric complaints with no suicidal ideation or attempts.

Greater Sudbury Paramedic Services Statistics 2019 as of May 6th



9582

EMS Calls for Service

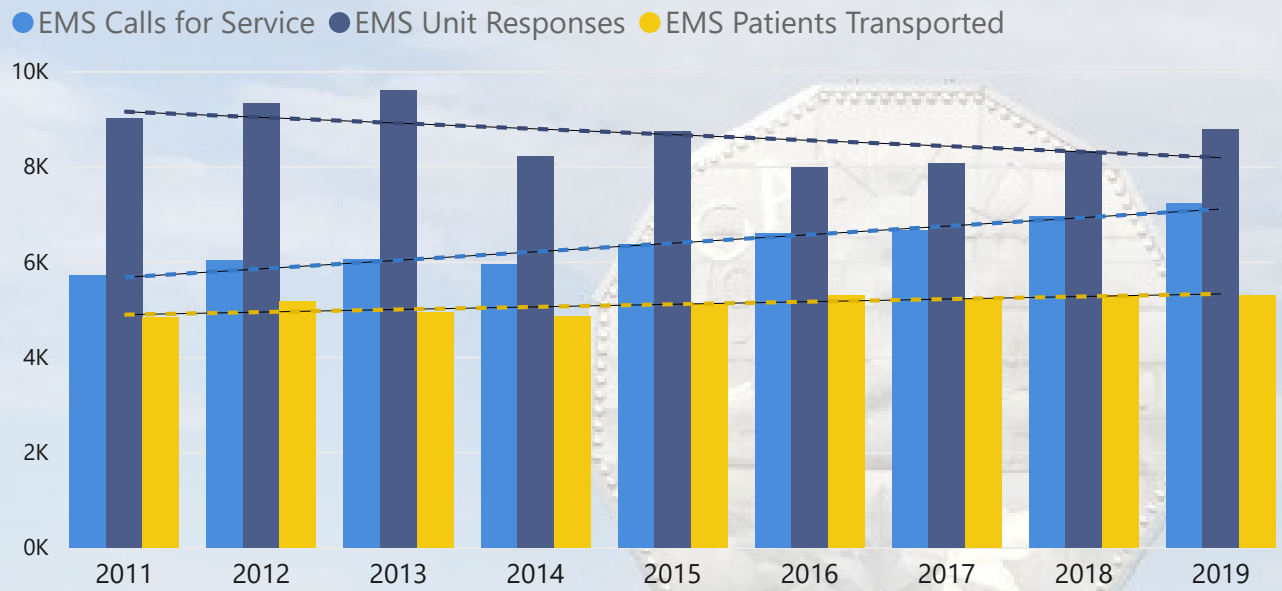
11492

EMS Unit Responses

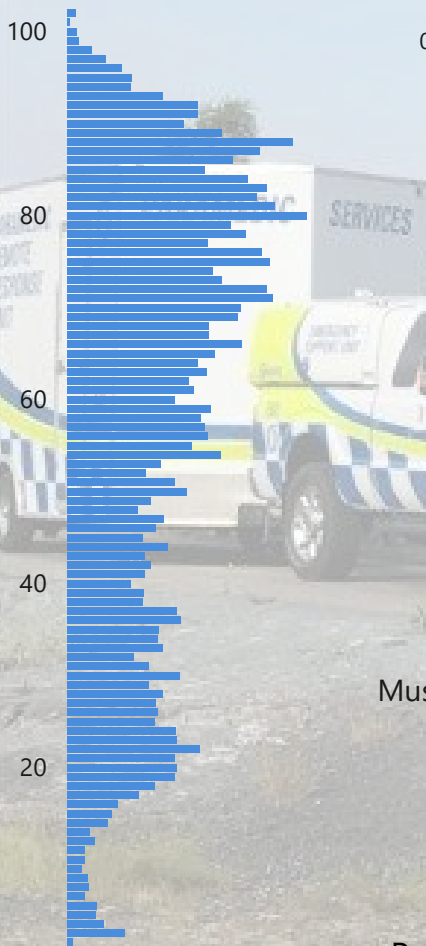
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EMS Patients Transported

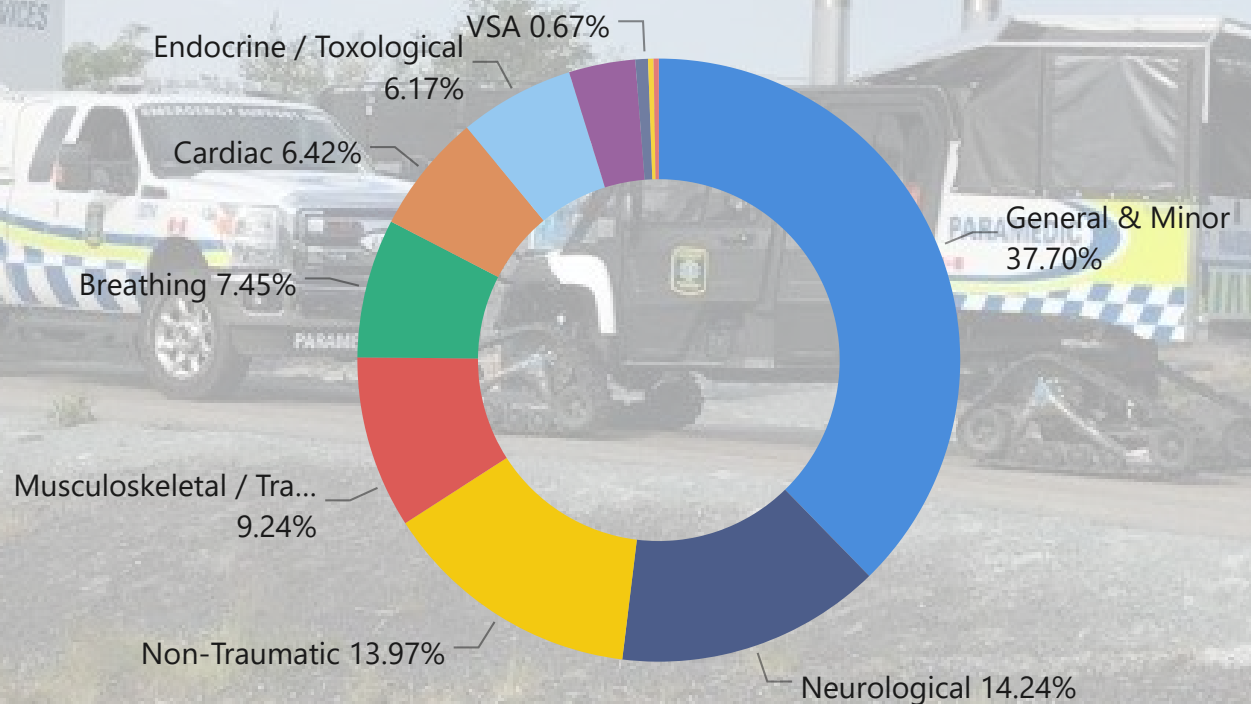
Calls for Service / Unit Responses / Patients Transported by Year



No. of Calls by Age

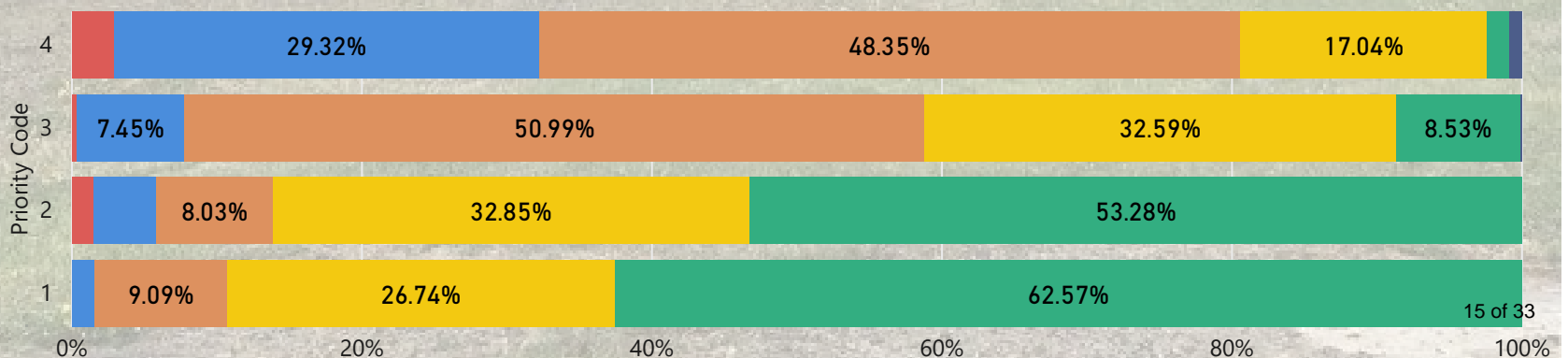


Calls by Problem Group



Patients Transported by Dispatch Priority vs. CTAS on Contact

CTAS on Contact 1 2 3 4 5 SCA





Paramedic Operations

The Operations Section provides pre-hospital emergency medical care and transportation as well as non-urgent transportation between health-care facilities, the airport and residences, to over 21,000 patients. 83% of the Division's resources are used to deliver approximately 114,000 hours of ambulance services in accordance with mandated provincial legislation. Responding to over 27,000 calls for service, Paramedic operations maintains a response time for the most serious patient acuity (CTAS 1) within eight minutes, 80% of the time.

PEER support training



The Community Safety Department, Paramedic Division and Fire Division (career and volunteer) participated in PEER training provided by Dr. Paulette Laidlaw from April 23rd to April 26th. This training is crucial in providing the best support to fellow co-workers when they are in need. Community Safety is proud to say that 13 staff from Paramedic Services have successfully completed the course. This proactive education is designed to minimize the harmful effects of stress through reactive interventions when emergency personnel request assistance.

Esso Cup 2019

Paramedic Services was present at the 2019 Esso Cup hockey tournament providing on-site medical coverage for approximately 80 hours for all 19 games. Congratulations to our Sudbury Lady Wolves and how well they represented the City of Greater Sudbury.





Alliance of Canadian Paramedic Honour Guards



The Community Safety Department, Paramedic Division hosted the Alliance of Canadian Paramedic Honour Guards at the Lionel E. Lalonde Centre from March 25th to the 28th. Paramedic honour guards from multiple Canadian provinces were represented during this grueling four days of instruction. Paramedic Services was fortunate to have Nathan Ryan, Roger Frappier, James Urquhart and Blaise Quenneville participate representing Greater Sudbury Paramedic Honour Guard.

Professional Standards

Using 5 % of the Division's resources, the Professional Standards Section is responsible for the delivery of continuous quality improvement programming ensuring that legislatively mandated responsibilities of the Division are upheld. This Section also manages the electronic patient care record system in accordance with various legislative and regulatory requirements. By conducting approximately 1,600 clinical audits of paramedic documentation this Section endeavours to achieve the goal of improving safety and high-quality clinical care. Conducting approximately 1,400 event analysis/reviews in relation to patient care and operational investigations this Section assists in preparation for related legal proceedings. Lastly, this Section provides approximately 500 hours of stakeholder/community relations to ensure integration into the health-care framework.

Paramedics Providing Palliative Care in the Home

Work remains underway in further establishing the role in the provision of care to palliative patients in our community. Paramedics completed their specialized palliative care training – LEAP and have commenced working with the Palliative Nurse Practitioners in our Community to further strengthen their working relationship. Paramedics' goal is to bridge the gap between palliative patients and shared care teams when there is a sudden increase in need (patient unexpectedly worsens) and/or



the usual care team is unavailable. The goal is to assist and refer patients to palliative care, if they are not being followed by a palliative care team, while preventing Emergency Department visits and unnecessary hospital admissions in the last few months of life.

Logistics

Encompassing 7% of the Division's resources, the Logistics Section provides asset management and supply maintenance services for paramedics and vehicles. Processing approximately 5,400 paramedic vehicles each year meeting the processing standard 93% of the time, ensures both vehicle and equipment are sanitized, stocked and operationally ready for service, in accordance with all legislative requirements and industry best practices. Inventory control is managed through the purchasing and deployment of materials within a centralized model with delivery to five satellite stations on a regular basis. This Section also maintains operational oversight of two specialized response units; the Mobile Command Unit and remote response Gator unit, as well as maintenance oversight of the City's emergency helipads. Ensuring the reliability of paramedic vehicles according to manufacturer's recommendations, logistics personnel monitor and deliver paramedic vehicles to the maintenance depot on average over 780 times per year.

New Ambulances Purchased

The approved purchase of three ambulances has begun with Demers Ltd. Paramedic Services requires three new ambulances each year as part of our annual vehicle replacement program. These new vehicles replace those that have reached or exceeded their service life. These much needed ambulances have an estimated delivery date of September 2019.

EVT Workspace Improvements

Emergency Vehicle Technicians (EVT) will soon see an improvement to their physical work space at LEL. Planning is underway to make the field bag processing area more efficient. This will in turn also allow for better stock management and shift transitions.

Training

Training utilizes 5% of the Division's resources to orient new staff, sustain legislatively-mandated training requirements for staff, and support reorientation of staff returning to work after a medical leave. Service level training is delivered annually to 165 staff on initiatives that include continuing medical education and remedial education to address identified gaps in knowledge, skill or critical decision-making. Additionally, the Training Section devotes an average of 28 days of orientation support for newly hired paramedics. Coordinating with educational institutions this Section assists with the clinical placement of paramedic students, and educational observer shifts for other allied agencies. Lastly, Training participates in national and international clinical research initiatives aimed at improving pre-hospital clinical care.



Paramedic Training – Spring Training Session

On April 29, the Paramedic Training Section began hosting the annual spring training sessions for all paramedic staff, which will conclude on May 29. Updates for staff from Operations and Professional Standards were provided, including a presentation from Trillium Gift of Life – considering organ donation following termination of resuscitation. Members from the Attorney General's Office provided some training on court process and legal documentation for staff followed by a special guest speaker, Professor William Morin of Laurentian University, who facilitated a workshop to bring about awareness of Indigenous Communities and their many cultural experiences and differences. SafeTalk Suicide Awareness Training was delivered to all staff as well as orientation to the new extrication device recently placed into operations, called a SKED.

Hands Only CPR Training

On May 3, 78 grades 7 & 8 students attended a Bystander Hands Only CPR session that was hosted by Health Promotion Community Paramedic. CPR and AED training was hosted at TDS on May 6. Hands Only CPR Training and AED review was provided for a total of 30 people from City of Greater Sudbury Finance Department.

Paramedic Week – Seniors Day

On May 29 as part of Paramedic Week, paramedics will host a session that will include a hands-on educational experience for seniors including CPR, a blood pressure clinic, and interactive discussion. There will be an information booth with a key focus on hypertension, falls, heart attacks and strokes. Seniors will also be provided with information regarding community resources and expectations when placing a 911 call.

Community Paramedicine

The Community Paramedicine section, while technically overseen by Operations Section, utilizes Paramedics in non-traditional roles providing home visits, clinical interventions, and preventative health initiatives with the goal of reducing 9-1-1 calls, demand for Emergency Department visits and hospital admissions. They also assist our at-risk aged population to keep them healthy and at home while attempting to aid our vulnerable population by directing them to suitable community resources.

Our newest Community Paramedic Research Project – CP@Home

As reported in MBNC – Municipal Benchmarking Network Canada for Paramedic Services in 2018:

- Visited 750 individuals who called 911 ≥ 4 times
- Accounted for over 4700 calls for service
- More than 6600 hours spent on responding to these multiple callers
- Amount of calls per individual range from 4 to 38 calls



City of Greater Sudbury's multiple caller rates are growing faster than other communities as they have increased by 24% in 2018. In this research, Paramedic Services will be proactive and look to understand the root cause of their dependence on the 911 system and provide them with solutions to their needs.

The aim is to lower the 911 use by these multiple callers. Data will be analyzed to identify repeat callers and have a Community Paramedic go to their homes and assess for unmet needs and provide support to end this reliance on the 911 system.

CP@Home is the sister research project to the wellness clinics, where CPs will book home visits with these identified multiple callers. A total of 3 visits (1st visits = 1 to 1.5 hours, 2nd and 3rd visits = 20 minutes; each visit separated by 2 weeks). During these interactions the following services will be provided:

- home safety and needs assessment,
- home and caregivers/support,
- chronic disease screening ,
- medication reconciliation,
- disease management,
- education and coaching,
- healthy lifestyle change promotion,
- determination of social isolation or suspicion of mental health addictions issues,
- Community Referrals to helpful programs that exist in the community to provide the unmet need(s) to lessen or end the dependence on emergency services.

Greater Sudbury Fire Services Update Report

Presented to: Emergency Services Committee on June 5, 2019



This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as recent business activities within the Community Safety Department, Fire Services Division.

Fire Services is responsible for delivering proactive public safety and response programs to prevent emergencies wherever possible and to preserve and enhance life, property, the environment, and the economy due to fire losses in accordance with the Fire Protection Act (FPPA) of Ontario, associated regulations, and City by-laws.

Good News Stories

New Structural Fire Helmets

Fire Services Fleet and Mechanical Section has procured new structural firefighter helmets for all Career and Volunteer Suppression staff. This purchase engaged the Fire Services Joint Health and Safety Committee to identify which new helmets will become the standard across the Fire Service. New helmets are colour coded to assist in the identification of firefighter rank on our busy emergency scenes and during training scenarios.



Included for each individual firefighter is a personalized name shield for the front of their helmet. This shield will display Sudbury Fire, their rank and name. The purchase of these new helmets helps ensure a high level of safety for all Fire Service responders.



To further our safety standards and to help combat the increasing rates of cancer among firefighters, the helmets were purchased with a secondary inner liner. This piece of equipment gives all firefighters the ability to remove contaminated pieces of their helmets after attending at an emergency scene. They can then be replaced with the new clean pieces while the contaminated ones are laundered. This assists the firefighters with protection from carcinogens that would normally build up and potentially permeate their skin, which could cause cancer.

In addition, all firefighters will receive a second flash hood that provides protection for vulnerable areas of exposed skin between the firefighter's





helmet and bunker coat. With a second flash hood, each firefighter will be able to also remove their existing hood from service and use their spare hood while contaminated pieces are laundered.

Fire Services Statistics

Major Fire Loss Incidents March 1 – April 30 2019		
Date	Location	Estimated Loss
Monday, March 4, 2019	Montpellier Rd., Chelmsford	\$ 800, 000
Tuesday, March 5, 2019	Kelly Lake Rd., Sudbury	\$ 500, 000
Wednesday, April 3, 2019	Lakeview Ave., Onaping	\$ 250, 000
Tuesday, April 9, 2019	Romeo St., Sudbury	\$ 125, 000
Saturday, April 13, 2019	Montague Ave., Sudbury	\$ 100, 000
Sunday, April 28, 2019	Dryden Rd., Wahnapiatae	\$ 250, 000
TOTAL Estimated Loss for all 72 Fires in 2019 to date		\$ 3, 206, 511

Data Source: Fire House

Incident Type	January 1 – April 30 2019	January 1 – April 30 2018
Fires	72	88
Fire Alarms	363	362
Vehicle Collisions	248	409
Open Air Burning Response	18	17
Medical Assistance	294	222
Other Incidents (assisting other agencies, no incident found on arrival, etc.)	419	414
Total	1414	1512

Data Source: Fire House



Fire Operations

Fire Operations utilizes 88% of the Division's resources to deliver approximately 195,000-person hours of fire suppression services. The Section receives and processes approximately 4,800 requests for service representing 9,300 vehicle responses, in mitigation of emergent and non-emergent events within the scope of Fire Services including fire suppression, Medical Tiered Response (MTR), and technical rescue including water, ice, high angle, confined space, etc. Additionally, the Section responds to major emergency incidents through coordination with provincial and federal response agencies. From a non-emergency perspective, the Section delivers 160 Knox Box maintenance visits and approximately 60 tactical pre-plans. The operations group is made up of both Volunteer and Career responders.

PEER Support Network (PSN)

The PSN is a dedicated team of staff from both Paramedic & Fire Services (Career and Volunteer). They provide support to their fellow workers during times of emotional difficulties by being a confidential listening ear and a bridge to help. The PSN members receive training and ongoing support from a consulting psychologist. In April of this year, the PSN team expanded, and new and existing team members trained together for four days. This team has been in existence since 2016 and is an important part of our emergency services mental health care.



Public Fire Safety Education/Fire Prevention

Public Fire Safety Education and Fire Prevention work hand-in-hand to proactively deliver programs aimed at ensuring safe communities by using 5% of the Division's resources to reach nearly 12,000 citizens via fire safety education programs aimed at at-risk populations and the completion of approximately 1,900 inspections enforcing various sections of municipal by-laws and provincial legislation. Public Fire Safety Education provides directed and focused fire safety programs aimed at at-risk populations to reduce risk where Fire Code enforcement has a diminished impact and where emergency response is delayed due to the City's geography through the development and delivery of programs such as: Learn Not to Burn, seniors' fire safety, student housing fire safety, the Arson Prevention Program for Children (TAPP-C), industrial fire safety, and fire extinguisher training. Fire Prevention conducts inspections and enforces various sections of municipal by-laws and provincial legislation in delivery of fire prevention programs to reduce the possibility and severity of fire or



explosion, by providing tools, resources and leadership to the community, with a focus on disadvantaged and vulnerable citizens.

Play Safe, Be Safe

The Play Safe, Be Safe program is in full swing throughout the City. The program offers Grade 2 students in schools within the City the opportunity to learn about fire safety through an interactive program. Public Safety Officers attend the schools on two separate occasions to first present the message, and then returning to evaluate retention of the message with the program culminating with a visit to either a fire station or a visit to the school with a fire truck. The program encourages student involvement and positive interaction with fire service personnel creating a better understanding of safety during an emergency.



Fire Fleet/Logistics

Fleet provides logistical and maintenance support to ensure fire vehicles, equipment and buildings are maintained and repaired in accordance with applicable legislation, regulations, policy and manufacturers' suggested standards.

Water Rescue Equipment

An updated Water Rescue program was launched in mid-April to ensure an appropriate level of training and response for the fast flowing water season. Fire Services Fleet and Mechanical Section coordinated resources and assigned two updated Water Rescue units, (each unit includes a Zodiac boat and a tow vehicle) to respond out of Station 2 (Minnow Lake) and Station 4 (Long Lake). Fire Services Training Section has been extremely diligent to ensure water rescue responders are both equipped and trained to the appropriate standards in order to be operational and ready to respond from those stations across the entire City. Station 22 in Skead will remain the location of Boat 22, (a Stanley Steel watercraft) which responds to emergencies on Lake Wanapitei.

Training

Training involves the development and delivery of fire service related training programs, including recruit training, officer development, emergency care, equipment operator training, fire suppression, and fire prevention. The Training Section also oversees operation of fire training grounds on which the training sessions are conducted.



Career Recruitment

The Training Section has been hard at work with the 2019 Career Candidates. Twelve (12) new candidates have been progressing through several technical components as part of their nine-week training academy. Technical Rope Rescue, Water Rescue, and Emergency First Responder Medical Training are a few of the specialized programs to be completed. A graduation ceremony will be held on May 16th at the Lionel E Lalonde Centre for our successful candidates.

The Training Section continues working diligently to deliver several other technical programs throughout the City that will ensure the high risk but low frequency emergency response incidents attended to by Fire Services meet or exceed the required standards.



Greater Sudbury Emergency Management Update Report



Presented to: Emergency Services Committee on June 5, 2019

This report aims to provide The City of Greater Sudbury Emergency Services Committee with an update on information as it relates to recent business activities within the Emergency Management Section of the Community Safety Department.

The Emergency Management Section provides leadership, guidance and direction to ensure the safety of residents in community emergencies. This Section is governed by the Emergency Management and Civil Protection Act (EMCPA). The Office of the Fire Marshal and Emergency Management and the Greater Sudbury Emergency Management Advisory Panel provide further direction and advice to the Emergency Management Section. This Section provides 24/7 support with a primary focus on the safety of our citizens through the effective management of community risks and emergencies.

Exercise Daffodil

The first hazardous material quarterly testing for 2019 “Exercise Daffodil” was held on March 28th. The exercise was designed to test the communication process (Everbridge) between response and partner agencies that would be involved in a hazardous material release event.

The exercise also provided training and awareness for the Community Control Group and staff. Activities such as this assist in continuously improving our Standard Operating Procedure (SOPs) by identifying gaps, as well as assisting responding and partner agencies in improving their response procedures. Great response was received by all those notified with 75% of those participating responding.

Cambrian College EOC Tour

On April 1st, students of Cambrian College’s Security Management course visited Greater Sudbury’s Emergency Operations Centre (EOC) to gain an understanding of how the learning objectives from the Basic Emergency Management Course applies in our community and also how the City of Greater Sudbury prepares and responds to emergencies.

The City’s EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management. The EOC functions at a strategic level in emergency situations, ensuring the continuity of operations for the City.



Laurentian University Basic Emergency Management (BEM) Course

On April 11-12, CGS Emergency Management hosted an exclusive Basic Emergency Management (BEM) course for senior leaders of Laurentian University.



The course provided an opportunity for the University's leaders to learn about emergency management in Ontario; including the systems and processes for preventing, mitigating, preparing for, responding to, and recovering from emergencies and disasters. The course also provided an opportunity for the leaders to review their emergency response plan while identifying roles and responsibilities of various community partners that would be required in a coordinated response.

Training was provided by Emergency Management Officer Latoya McGaw and Regional Advisor North, Business Continuity and Emergency Management Unit at Ontario Ministry of the Attorney General, Carolyn Salem.

A total of 19 participants received this training.

Annual Testing of Sudbury Alerts

The City of Greater Sudbury in partnership with VALE, Glencore, Greater Sudbury Police Services, Greater Sudbury Utilities, and Public Health Sudbury & Districts launched Sudbury Alerts in February 2017. This notification system will alert residents of a potential hazard or concern that is considered an imminent threat to public safety. The system – built by Everbridge, a worldwide leader in critical communications – allows residents to receive emergency alerts on their home phone, cell phone, TTY service, fax machine, or email. Sudbury Alerts will act in conjunction with the City's Emergency Management Program for the protection and safety of residents.



At 10:03 a.m. on May 1st, notifications (English and French) were sent to 77,291 contacts.

The system worked as expected and within 18 minutes of the notifications being sent, 1,087 residents had confirmed that they had received the test message.

Impact to City services was minimal in comparison to the last annual test. The following are preliminary observations from our test:

- From 10 a.m. May 1st until 9 a.m. May 2nd, 27 calls were received by the City's 3-1-1 Call Centre by residents inquiring about the notification they had received. Less than half the calls received the previous year (58 calls)
- There were no calls to the 9-1-1 Communications Centre

One of the goals of this test was to raise public awareness of Sudbury Alerts and encourage residents to sign up for the service. Our public education campaign for this year's test has yielded over 700 residents signing up via the website to receive notifications.



TEST, TEST, TEST. This is a test of the City of Greater Sudbury's emergency notification system, Sudbury Alerts. Sudbury Alerts is used to notify residents of Greater Sudbury of any imminent threat to public safety. Please follow the instructions at the end of this message to acknowledge that you have received this test.

For customized options, please visit Greater Sudbury's website. Thank You.

This year and in future years, Emergency Management will be testing the system before Emergency Preparedness (EP) Week to avoid confusion with the testing of the national system; Alert Ready which is tested during EP Week.

Sudbury Alerts currently has 69,000 publicly listed residential and business phone numbers in addition to 9,378 residents who have signed up via the member portal on the City's website.



Launch of Emergency Preparedness (EP) Week

City of Greater Sudbury recognizes the first full week of May as Emergency Preparedness (EP) Week (May 5-11). The provincial theme this year is “Are You Ready?” promoting the importance of individuals and families being prepared for emergencies before they happen.

Emergency Preparedness Week is a Canada-wide initiative aimed at increasing awareness of individual and family preparedness.



Photos courtesy of Sudbury.com

City of Greater Sudbury launched Emergency Preparedness (EP) Week on May 6th with a proclamation from Mayor Brian Bigger at Carl A. Nesbitt Public School. In attendance were members of City departments, community members and the media.



For Information Only

The District of Sudbury Mutual Aid Program and Plan

Presented To:	Emergency Services Committee
Presented:	Wednesday, Jun 05, 2019
Report Date	Tuesday, May 14, 2019
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Report Summary

In 1997, the Ontario government created the Fire Protection and Prevention Act (FPPA), setting out the framework to address fire risks and other public safety hazards across the Province. Under the authority of the FPPA and from the direction of the Ontario Fire Marshal, Provincial Mutual Aid Systems were put into place under which municipalities that serve a designated area would agree to assist each other in the event of an emergency. The Fire Marshal outlined that fire coordinators shall be appointed to establish and maintain the mutual aid plan of each district across the Province.

The Mutual Aid Plan, which must be approved by the Ontario Fire Marshal, allows a participating department to request assistance from a neighboring fire department, which was authorized to participate in their plan. The Mutual Aid Plan is also designed to work in cases where the emergency requirements of one municipality exceed the resources available and the fire coordinator must allocate fire resources to a location.

Financial Implications

There no financial implications associated with this report.

Signed By

Report Prepared By

Jesse Oshell
Acting Deputy Fire Chief
Digitally Signed May 14, 19

Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
Digitally Signed May 15, 19

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community Safety
Digitally Signed May 14, 19

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed May 15, 19

The District of Sudbury Mutual Aid Program and Plan

Purpose

This report describes the Mutual Aid Program and Plan for the District of Sudbury which was developed under the authority of the Fire Prevention and Protection Act (FPPA). The plan promotes adequate and coordinated efforts to minimize loss of life and property damage through the efficient utilization of fire department resources across the district when requested.

Executive Summary

In 1997, the Ontario government created the Fire Protection and Prevention Act (FPPA), setting out the framework to address fire risks and other public safety hazards across the Province. Under the authority of the FPPA and from the direction of the Ontario Fire Marshal, Provincial Mutual Aid Systems were put into place under which municipalities that serve a designated area would agree to assist each other in the event of an emergency. The Fire Marshal outlined that fire coordinators shall be appointed to establish and maintain the mutual aid plan of each district across the Province.

The Mutual Aid Plan, which must be approved by the Ontario Fire Marshal, allows a participating department to request assistance from a neighboring fire department, which was authorized to participate in their plan. The Mutual Aid Plan is also designed to work in cases where the emergency requirements of one municipality exceed the resources available and the fire coordinator must allocate fire resources to a location.

Requirements to Participate

In order for a municipal fire department to participate in a Mutual Aid Program and Plan, there are two key requirements that must be in place. First, the local Establishing and Regulating Bylaw must grant the Fire Chief or designate the ability to allocate resources outside the municipal boundary and the fire department must have adequate resources to meet their day-to-day fire protection obligations.

Second, responding fire departments must meet the regulations of the Occupational Health and Safety Act and must have a first obligation to emergencies in their own municipality or jurisdiction. The Fire Chief of the fire department in the municipality in which the emergency occurs has the ultimate responsibility for managing the incident.

The Mutual Aid Program and Plan is designed to be a mutual sharing of resources, work force or apparatus between both parties. It is not to be used as a one-way allocation of fire department resources from other municipalities to provide primary fire protection services. Fire departments that are unable to provide the 'mutual' portion of Mutual Aid may be removed from the program.

The District of Sudbury is a Provincial geographic area encompassing the municipalities of Baldwin Township, Birch Island, Cartier, Espanola, Estaire-Wanup, French River, Greater Sudbury, Killarney,

Markstay-Warren, Nairn-Hyman, Sables-Spanish River, Sagamok Anishnawbek, St. Charles, and Whitefish Falls-Willisville. These fire departments form the Mutual Aid Program and Plan for the District of Sudbury. Three fire coordinators maintain the plan: the Fire Chief of Espanola, the Fire Chief of Markstay-Warren, and the Deputy Fire Chief of Greater Sudbury.

Mutual Aid Program and Plan 2019

After completing a review and update in 2019, the District of Sudbury Mutual Aid Program and Plan was brought into compliance with the standards outlined by the Office of the Fire Marshal under the Ministry of the Solicitor General. The 14 member departments of the plan meet on a regular basis to ensure the proper application of the program and to share information. This collaboration is used to build better systems into the mutual aid program and plan that allow for more effective application of requested or required fire department resources. All member departments must maintain and share a list of fire resources and provide a “First Help Call” guide (a list of departments to contact first, second, third) that is used by the fire coordinators to allocate the proper resource as required.

In the District of Sudbury, local fire departments will initiate the request for assistance, under the Mutual Aid Program and Plan, by way of radio or phone contact to the respective dispatch centre or service. The requesting fire department will outline what resources are required (work force or apparatus), which location they must attend, and the expected duration they may be required to remain on scene.

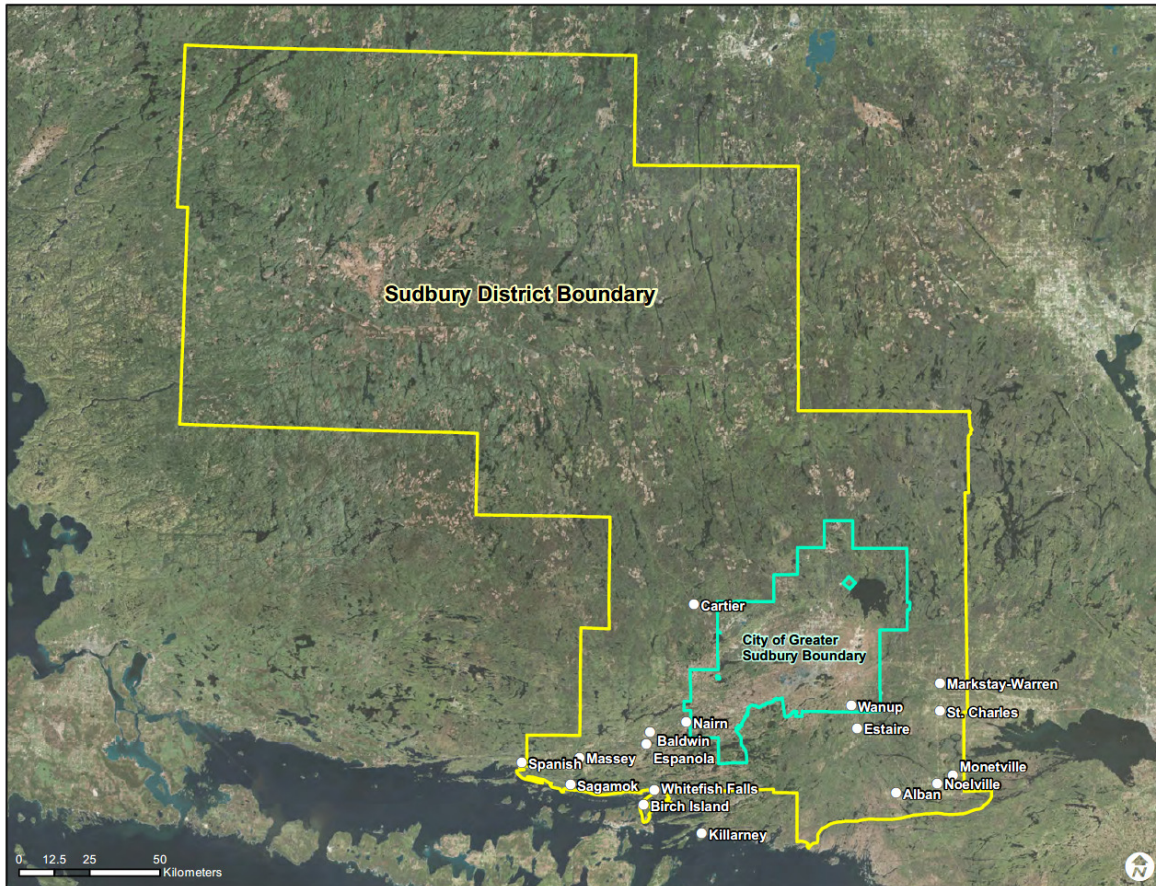
There are no costs to participate in the Mutual Aid Program and Plan, assistance is reciprocal in both work force and apparatus. All activations of mutual aid are reported in a prescribed manner through the City of Greater Sudbury 911 Communications Centre and documented by the fire coordinators who inform the Office of the Fire Marshal.

Automatic Aid

Automatic Aid agreements outline the terms a municipality agrees to provide an initial response to fires, rescues, and emergencies that may occur in part of another municipality. These responses are where the responding department is more capable of arriving quickly as they are situated in a more suitable location relative to the local fire department. These agreements are done in advance of any emergency response and are designed to provide the most effective response to the municipality by using resources of another municipality.

Automatic Aid agreements are negotiated between municipalities and are not mandatory or required under the Mutual Aid Plan. There may be a chosen cost for services delivered under an Automatic Aid agreement.

The District of Sudbury Mutual Aid Program and Plan Boundary



Conclusion

The District of Sudbury Mutual Aid Program and Plan is a working document that assists the participating fire departments and their respective municipalities in understanding the repository of resources available to them in their designated area. In the event of an emergency, under the authority of the FPPA and the Ontario Fire Marshal, fire coordinators may assist municipalities with additional resources in order to provide fire protection services. Local Fire Chiefs may also call upon their Mutual Aid partners directly when planning or responding to an emergency in order to mount an effective fire fighting force. Mutual Aid is an excellent tool and resource for the fire departments in the District of Sudbury.