



EMERGENCY SERVICES COMMITTEE AGENDA

Emergency Services Committee Meeting
Wednesday, February 7, 2018
Tom Davies Square

COUNCILLOR RENE LAPIERRE, CHAIR

Mark Signoretti, Vice-Chair

4:00 p.m. EMERGENCY SERVICES COMMITTEE MEETING
COMMITTEE ROOM C-11

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DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

APPOINTMENT OF CHAIR AND VICE-CHAIR

Report dated December 11, 2017 from the General Manager of Corporate Services regarding Appointment of Chair and Vice-Chair - Emergency Services Committee.

5 - 6

(RESOLUTION PREPARED)

(The current Chair of the Emergency Services Committee will call the meeting to order and preside until the Emergency Services Committee Chair and Vice Chair have been appointed, at which time the newly appointed Chair will preside over the balance of the meeting.)

PRESENTATIONS

1. Greater Sudbury Paramedic Services: Health Promotion Community Paramedic Program

(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Rebecca Poulin, Health Promotion Community Paramedic

(The presentation will provide an update on the Health Promotions Community Paramedic Program and the positive impacts on the community, Paramedic Services, and the local health care system.)

CONSENT AGENDA

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

CORRESPONDENCE FOR INFORMATION ONLY

- C-1. Report dated January 22, 2018 from the Chief of Fire and Paramedic Services, General Manager of Community Safety regarding Community Safety Department Update.

7 - 23

(FOR INFORMATION ONLY)

(This report provides a summary of the Community Safety Department statistics from January 1, 2017 to September 30, 2017 and a briefing on current and upcoming activities.)

- C-2. Report dated January 22, 2018 from the Interim General Manager of Community Safety regarding Fire Services – Illness and Absences.

24 - 28

(FOR INFORMATION ONLY)

(This report was prepared following the August 21, 2017 Emergency Services Committee meeting, where staff were directed to provide a report outlining illness and absences for full-time Firefighters. This report provides information regarding full-time Firefighter non-occupational and occupational absences.)

MOTIONS

M-1. Creation of Emergency Services Chief's Seniors Fund

As presented by Councillor Lapierre:

WHEREAS according to the Statistics Canada census results in 2016, the current population of Greater Sudbury is an estimated 161,000 people;

AND WHEREAS according to the World Health Organization, World Report on Ageing and Health, the number of people 60 years of age and older will exceed 30% of Canada's total population, which will outnumber all children under 14 years by 2050;

AND WHEREAS the Council Strategic Plan indicates that the City of Greater Sudbury will strive to make the community even greater and further enhance the quality of life by creating programs and services designed to improve the health and well-being of youth, families and seniors;

AND WHEREAS Paramedic Services respond to over 30,000 calls for service per year, and 57% of the patients who call for Paramedic Services are over the age of 60;

AND WHEREAS the Greater Sudbury Police Service created the Board's Chief's Youth Initiative Fund, which has a mandate to support initiatives of the Greater Sudbury Police Service or the community that benefit youth; initiatives benefiting children and/or youth and/or their families; initiatives addressing violence prevention or repetition or causes of violence; initiatives reducing the need for policing intervention or those that strengthen police-community relationships;

THEREFORE BE IT RESOLVED that the City of Greater Sudbury directs the General Manager of Community Safety to develop a similar fund to support initiatives geared to seniors within the City of Greater Sudbury, called Emergency Services Chief's Seniors Fund, establishing a mandate applicable to the City of Greater Sudbury Emergency Services, terms of reference and financial options, to be brought back to the Emergency Service Committee in the second quarter of 2018 for its consideration.

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD AND ANNOUNCEMENTS

NOTICES OF MOTION

ADJOURNMENT

Request for Decision

Appointment of Chair and Vice-Chair - Emergency Services Committee

Presented To:	Emergency Services Committee
Presented:	Wednesday, Feb 07, 2018
Report Date	Monday, Dec 11, 2017
Type:	Appointment of Chair and Vice-Chair

Resolution

THAT the City of Greater Sudbury appoints Councillor _____ as Chair and Councillor _____ as Vice-Chair of the Emergency Services Committee for the term ending November 30, 2018.

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Report Summary

This report sets out the procedure for the election by the Committee of the Chair and Vice-Chair of the Emergency Services Committee for the term ending November 30, 2018.

Financial Implications

Funding for the remuneration of the Chair is provided for within the operating budget.

Signed By

Report Prepared By

Brigitte Sobush
Manager, Clerk's Services/Deputy City Clerk
Digitally Signed Dec 11, 17

Division Review

Eric Labelle
City Solicitor and Clerk
Digitally Signed Dec 15, 17

Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
Digitally Signed Jan 16, 18

Recommended by the Department

Kevin Fowke
General Manager of Corporate Services
Digitally Signed Jan 16, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jan 17, 18

Background

This report sets out the procedure for the election by the Committee of the Chair and Vice-Chair of the Emergency Services Committee for the term ending November 30, 2018.

The Procedure By-law provides that a Member of the Committee shall be appointed annually by the Committee to serve as Chair of the Emergency Services Committee. As well, a Vice-Chair is appointed annually.

The above appointments need only be confirmed by resolution.

Remuneration

The Chair of the Emergency Services Committee is paid \$1,045.78 per annum.

Selection

The selection of the Chair and Vice-Chair is to be conducted in accordance with Articles 33 and 37 of the Procedure By-law.

Council's procedure requires that in the event more than one (1) candidate is nominated for either the Chair or Vice-Chair's position, a simultaneous recorded vote shall be used to select the Chair and Vice-Chair.

It is always in order for a Member of Council to nominate themselves and to vote for themselves.

Once the successful candidates have been selected, a recommendation will be introduced.

Resources Cited

Council Procedure By-law 2011-235: <https://www.greatersudbury.ca/city-hall/by-laws/#frb>

For Information Only

Community Safety Department Update

Presented To:	Emergency Services Committee
Presented:	Wednesday, Feb 07, 2018
Report Date	Monday, Jan 22, 2018
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 statistical information regarding number of calls for Fire and Paramedic Services along with good news stories and an update on Emergency Management. Report prepared by: Jesse Oshell, Assistant Deputy Fire Chief; Paul Kadwell, Acting Deputy Chief Paramedic Services; and Latoya McGaw, Emergency Management Officer.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Michael MacIsaac
Executive Deputy Chief of Fire and
Paramedic Services, Community Safety
Digitally Signed Jan 22, 18

Financial Implications

Jim Lister
Manager of Financial Planning and
Budgeting
Digitally Signed Jan 23, 18

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community
Safety
Digitally Signed Jan 22, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jan 23, 18

Community Safety Update Report February 7, 2018

Community Safety includes services that work to keep our community a safe place to live. This Department includes: Fire Services, Paramedic Services, Emergency Management, and Strategic Business Services. This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories as well as recent business with the Community Safety Department.

Each section of this report contains updates from the different sections within each Service with appropriate statistical information.

Good News Stories

Paramedic Ride

On September 15th to September 19th, seven Greater Sudbury Paramedics participated in the Paramedic Ride.

The Paramedic Ride is a not-for-profit organization dedicated to strengthening the Paramedic community. The purpose of the ride is to raise funds in support of the Canadian Paramedic Memorial Foundation. The foundation is constructing a monument in the Nation's Capital – Ottawa, Ontario. The monument is intended to commemorate those Paramedics who have



lost their lives in the line-of-duty. This important monument will be a place where family, friends and colleagues can remember their loved ones and honour the dedication and sacrifice of all Canadian Paramedics who have lost their lives.

The 2017 Ontario Paramedic Ride Route travelled over 450 km starting in Toronto passing through Port Hope, Kingston and Brockville arriving four days later in Ottawa. Riders from Ontario were joined with riders from Quebec and travelled together to Parliament Hill. Two members of the Sudbury Paramedic Honour Guard also participated in the closing ceremonies, along with other Paramedic Honour Guards from across the province and Gatineau, Quebec.

Working During the Holiday Season

To show appreciation for colleagues (first responders) who worked Christmas Day, several members of Community Safety administration volunteered their time to prepare snack tins for those shifts on December 22. Tanya Osterlund, Data Records Coordinator in Paramedic Services, said the tradition is at least five years old.

On Christmas Day, the tins were sent to staffed Emergency Services Stations to provide some Christmas cheer.



Community Safety Winter Coat Drive



A heartwarming project was initiated by Dayna Jonasson, Emergency Services Payroll and Finance Clerk to make sure people in need would be able to protect themselves better from Mother Nature. Winter coats were collected in the weeks before Christmas in a box that was placed in the lobby of LEL.

On Friday December 22, with the assistance of some Emergency Vehicle Technicians and a Paramedic, several bags of clothing were delivered to

Better Beginnings Better Futures, a community development organization in the Donovan neighbourhood of Greater Sudbury.

Fire Services



Fire Services is responsible for delivering proactive public safety and response programs to prevent emergencies wherever possible and to preserve and enhance life, property, and the environment where response is required.

Fire Services Statistics

January 1 – December 31, 2017

Major Fire Loss Incidents		
Date	Location	Estimated Loss
Sunday, April 30, 2017	South Lane Rd Sudbury	\$ 600,000
Tuesday, May 9, 2017	Highway 144 Chelmsford	450,000
Friday June 9, 2017	Regional Rd 84 Capreol	750,000
Sunday, June 11, 2017	Nickel Offset Rd. Chelmsford	405,000
Wednesday, July 19, 2017	Carleton St, Sudbury	400,000
Wednesday, July 19, 2017	Dell St, Sudbury	100,000
Tuesday, July 25, 2017	Bruyere St, Sudbury	300,000
Friday, July 28, 2017	Dupuis, Hanmer	175,000
Saturday, August 5, 2017	St. George, Sudbury	145,000
Saturday, August 5, 2017	Second Ave, Lively	130,000
Saturday, August 26, 2017	Geneva St, Sudbury	130,000
Sunday, October 8, 2017	Prete St, Sudbury	100,000
Tuesday, October 10, 2017	Potvin Cres, Sudbury	170,000
Saturday, December 9, 2017	Armand Cres, Chelmsford	150,000
Friday, December 15, 2017	Orange Grove, Sudbury	110,000
Sunday, December 24, 2017	Edgewater Rd, Sudbury	110,000
Sunday, December 31, 2017	Seguin St Azilda	200,000
TOTAL Estimated Loss for all 272 Fires		\$ 8,807,676

Data Source: Fire House

Incident Type	2017 Totals
Fires	272
Fire Alarms	1,219
Vehicle Collisions	887
Open Air Burning Response	270
Medical Assistance	770
Other Incidents (assisting other agencies, no incident found on arrival, etc.)	1,329
Total	4,747

Data Source: Fire House

Emergency Response

The Emergency Response section provides the City of Greater Sudbury with emergency response including fire suppression, medical tiered response (MTR), and hazardous materials handling (HAZMAT), as well as rescue and incident mitigation.

Naloxone

On December 7, 2017 the Ministries of Health & Long Term Care (MOHLTC) and Community Safety and Correctional Services (MCSCS) announced that the Ontario Naloxone Program would be expanded to include Police and Fire Services. Naloxone (also known as Narcan) is a drug that can temporarily reverse the effects of an opioid overdose. Opioids are drugs that are typically prescribed to treat pain but have recently been attributed to a higher fatal overdose rates especially in recreational drug users. Most common opioids include: fentanyl, carfentanil, morphine, heroin and oxycodone. A person experiencing an opioid overdose would appear to have anywhere from slower breathing and lowered levels of consciousness to no breathing and full unconsciousness leading to cardiac arrest (death).

Recent data within Ontario is showing a marked increase in opioid-related deaths. According to statistics released on the MOHLTC website there were 336 opioid-related deaths in Ontario from May to July 2017, compared with 201 during the same time period in 2016. This represents a 68 per cent increase. Notwithstanding deaths from overdose from July to September 2017, there were 2,449 emergency department visits related to opioid overdoses, compared with 1,896 in the three months prior. This represents a 29 per cent increase. Local data from Paramedic Services suggests a similar trend in increasing calls related to suspected overdose. There has been a local year on year increase in suspected opioid overdose calls from 66 in 2016 to 92 in 2017. This represents a 39 percent increase. While this is a substantial percentage increase it must be noted that the overall number of patients in suspected opioid overdose (92) still represents an extremely small number in the greater overall call volume (24,441). It must also be stated that the increased media attention to

the opioid crisis in urban centres in Canada has resulted in a greater availability and subsequent use of Naloxone.

With the above in mind Fire Services has engaged the Community Safety Medical Director on the matter to determine whether Fire Services administration of Naloxone is to be considered. Taking advice from the local medical perspective, Fire Services will move forward in a manner which provides the best service for the residents of Greater Sudbury. Updates on this matter will be detailed in future Emergency Services Committee reports.

Volunteer Firefighter Recruitment (August)

One class of 30 recruits available (increase of five over previous years due to additional training officer staffing)

- 161 Applications
- 53 Applications scored that targeted stations determined to be those of greatest need based on the Volunteer Station Staffing policy.
- 50 Applicants successfully passed the interview.
- 35 Applicants successfully passed physical fitness testing.
- 30 Applicants were offered employment.
- 3 Applicants withdrew immediately before training began.
- 1 Applicant did not respond and the offer was withdrawn.
- 26 Probationary Volunteer Firefighters hired and trained in two weekend classes in August. They have since been deployed to the stations as follows:

Copper Cliff – 1	Val Caron – 2	Falconbridge – 1	Dowling – 3
Waters – 3	Val Therese – 4	Wahnapitae – 1	Levack – 1
Lively – 2	Hanmer – 3	Skead – 1	
Whitefish – 3	Capreol – 1		

Volunteer Firefighter Recruitment (December)

After community consultation, Community Safety developed a plan to address the need to increase the number of volunteer firefighters in areas of the city identified as “most in need” and called for the third recruitment drive of 2017 specifically targeting the Fire Beats of: Beaver Lake, Copper Cliff, Dowling, Falconbridge, Levack, Red Deer Lake, Skead, Val Caron and Vermillion Lake. Following a series of information sessions and a media campaign, a class of 12 moved on to training.

- 39 Applications
- 22 Applications met the location criteria
- 13 Applicants successfully passed physical fitness testing

- 12 Applicants successfully passed the interview
- 12 Applicants offered employment all of which accepted and were successfully trained and deployed to the stations as follows:

Copper Cliff – 2

Val Caron – 5

Falconbridge – 1

Levack – 1

Red Deer Lake – 3

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. Public Education provides directed and focused fire safety programs to reduce risk where fire code enforcement has a diminished impact and where emergency response is delayed due to the city's geography.

Fire Prevention conducts inspections, and enforces various sections of municipal by-laws and provincial legislation. The section's goal is 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.

Fire Prevention Week



Fire Prevention week ran October 8 to 14, 2017. Some events scheduled for the community included:

- Opening Ceremonies for Fire Prevention Week were at École St Étienne School Dowling, Tuesday, October 10 at 9:30 am. There were presentations with the inflatable Fire Prevention training house and Sparky mascot.
- On the evening of Tuesday, October 10 in the community of Dowling, Fire Prevention accompanied the fire crews from Dowling Station 12 as they sounded the siren and the families then executed their Home Escape Plan (Every Second Counts: Plan 2 ways out!). Families came out and met Firefighters at their predetermined meeting place near the road. Families asked questions and discussed the importance of what they just did.
- Presentations also occurred at St James School in the community of Lively where volunteer stations Waters Station 6 and Lively Station 7 attended.

- Throughout Fire Prevention week there were presentations at Northeastern Elementary School in Garson, Atikameksheng Anishnawbek First Nations community, and École publique Foyer Jeunesse in Hanmer.

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.

Year End Summary

Prior to the conclusion of 2017, the Fleet and Logistics section of Fire Services was diligently working on several key deliverables that included but not limited to:

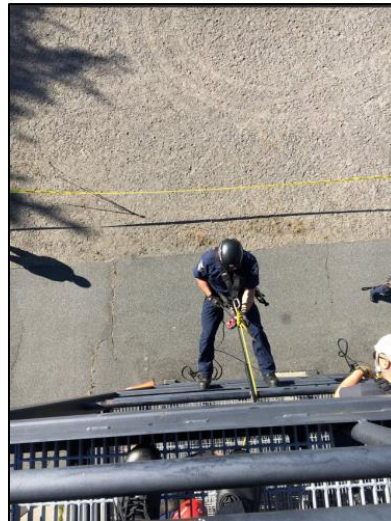
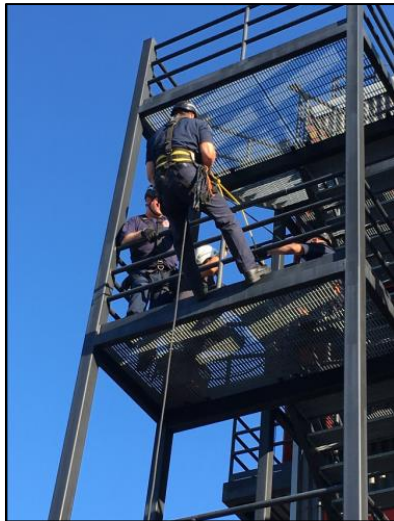
- The purchase of specialty rescue equipment to support the Technical Rope Rescue program.
- Receipt of fifteen new KNOX Box Security consoles with plans for installation in fire apparatus that support the KNOX program.
- Volunteer support vehicles were replaced with a van and a repurposed ambulance. Modifications to both vehicles completed to allow for use in support of the Stations.
- The vehicle specifications for Council approved capital purchases of an aerial truck and a tanker have been developed to go to market.
- Completed the mandatory annual inspection of all Bunker Gear for 2017 in preparation of the 2018 inspection process to begin.
- Completed the roof replacement and commenced replacement of floor grating at Van Horne Station as part of planned maintenance.

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. They also oversee operation of fire training grounds.

Technical Rope Rescue

Fire Services is presently completing the training for the Technical Rope Rescue program using current industry best-practices with state-of-the-art equipment. Although these are of low-frequency occurrences, they are of high risk and as such Fire Services relies heavily on training to ensure that the Division is fully prepared to respond to such calls both safely and effectively. A community risk profile completed in 2017 identified significant community risks for technical rescue (confined space and trench rescue) in the industrial and utility delivery services in the City. The implementation of this training is essential in aligning response capabilities as a Fire Service with the identified risks found in the community.



Paramedic Services



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

Paramedic Services Statistics

January 1 – December 31, 2017

	* Priority Dispatched						
Quarter	1	2	3	4	2017 TOTAL	2016 TOTAL	% Change
First Quarter	272	568	1238	3924	6003	6024	-0.3%
Second Quarter	276	690	1310	3797	6073	5792	4.9%
Third Quarter	269	560	1262	4099	6190	5669	9.2%
Fourth Quarter	252	561	1402	3960	6175	5956	3.7%
TOTALS	1069	2379	5212	15781	24441	23441	4.3%

Data Source: Interdev iMedic

* Priority Dispatched Definitions

Priority 1	Deferrable	Calls which may be delayed without being physically detrimental to the patient.
Priority 2	Scheduled	Calls which must be done at a specific time in order to arrive at a medical appointment on time or scheduled aircraft.
Priority 3	Prompt	Calls which may be answered with moderate delay. Patients in this priority group are stable or under professional care.
Priority 4	Urgent	Calls which refer to emergencies that threaten life or limb and time is crucial.

Paramedic Services Response Time Standard data will be provided in a future report for 2017 once finalized Ministry of Health and Long Term Care data is consolidated.

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.

Kronos®-TeleStaff™

Kronos®-TeleStaff™ is an automated scheduling solution to achieve our scheduling and workforce management goals. Kronos®-TeleStaff™ optimizes the scheduling, communications, and deployment of public safety personnel. This program uses unique scheduling rules and adheres to policies, minimizing compliance risk. This software improves productivity with automated position, shift and vacation bidding allowing time for the Platoon Superintendent to focus on critical field supervision. This program is able to contact employees by phone, text or email, to expedite scheduling and deployment. Employees are contacted in the right order, and all communications are automatically documented.

The first phase of this project began in mid-summer of 2017 and is anticipated to be completed by March of 2018.

Professional Standards, Logistic & Training

Professional Standards is responsible for the delivery of quality assurance programming consisting of maintenance of the electronic patient care record system, and clinical and service delivery auditing with the goal of improving patient safety and ensuring high quality clinical care thereby reducing risks.

The logistics section provides cleaning, management and maintenance of the Paramedic vehicle fleet, designated night landing sites (heliports), specialized vehicles, and patient care equipment with the goal of ensuring vehicles and equipment are sanitized and stocked in accordance with all legislative requirements.

Training involves the development and delivery of paramedic education that includes: continuing medical education, orientation for new hires and those returning following extended absences, and remedial education to address identified gaps in knowledge, skill or critical decision making. Additionally, participation on national and international clinical research initiatives aims at improving pre-hospital clinical care

PulsePoint App Implementation

Working collaboratively with Fire Services and Greater Sudbury Police Services, work is well underway for the implementation of this Smart Phone App to improve *Survival from Out of Hospital Cardiac Arrest*. Following the scheduled February launch of this application, Community Safety Department aims to improve cardiac arrest survival rates through improved bystander performance and active citizenship.

PulsePoint empowers everyday citizens to provide life-saving assistance of sudden cardiac arrest. App users who are trained in CPR and willing to assist in case of an emergency will be alerted if someone in a public place requires CPR and also advised of the exact location of the closest public Automated External Defibrillator (AED).

More information on this software can be found at www.pulsepoint.org

New Paramedic Patient Care Standards

Paramedic Training Section completed training of all paramedic staff on the new Advanced and Basic Patient Care Standards that came into effect December 11, 2017. These standards guide paramedic practice in the Province of Ontario. Notable changes were in how paramedics administer oxygen, treat trauma patients and manage external hemorrhage.

New equipment training was also delivered for new end tidal carbon dioxide inline monitors, tourniquets and hemostatic dressings. Reviews of these clinical practice changes were also conducted with our many stakeholders including Health Sciences North Emergency Department Staff, Sudbury Fire Services, Ornge and Central Ambulance Communication Centre.

New Equipment

Aged trauma equipment bags are being replaced with a standardized model that will provide an updated cleaner profile. As the last of the field bags to be replaced, the current bags are in many cases over 10 years old and are showing signs of disrepair.

Receipt of a new ambulance recently occurred replacing one involved in a collision. This ambulance includes new technology relating to the siren system. This Howler system now adds a low tone vibration to the other usual siren tones. This now adds a “feel” component to emergency warning systems to go along with visual and auditory cues with the aim at reducing risk to emergency response.

Opioid Action Plan

Being a member of the Community Drug Strategy (CDS), Paramedic Services participated in stakeholder consultation where prevention and education, harm reduction and treatment were discussed. Paramedic Services is currently conducting enhanced monitoring of opioid related emergencies and Naloxone delivery by Paramedic staff in order to monitor trends in the community.

Community Paramedicine

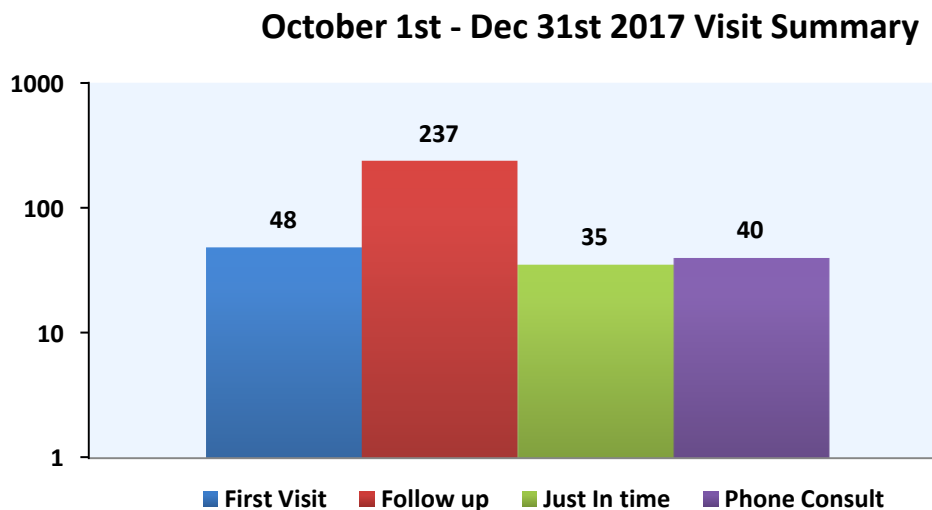
The Community Paramedicine section utilizes Paramedics in non-traditional roles providing home visits, clinical interventions, and preventative health initiatives with the goal of reducing demand for emergency department visits, hospital admissions and to keep our at risk aged population healthy and at home and attempting to aid our vulnerable populations by directing them to suitable community resources.

Care Transitions Program

The Care Transitions Community Paramedic (CP) Program has been active since January 12, 2015 and has seen 342 patients since inception. Reporting on this section covers up to the end of the third quarter of 2017. At the time of this report, year-end data is being consolidated. At the end of December the program had:

- 159 current active patients that have received 641 scheduled home visits to date in 2017.

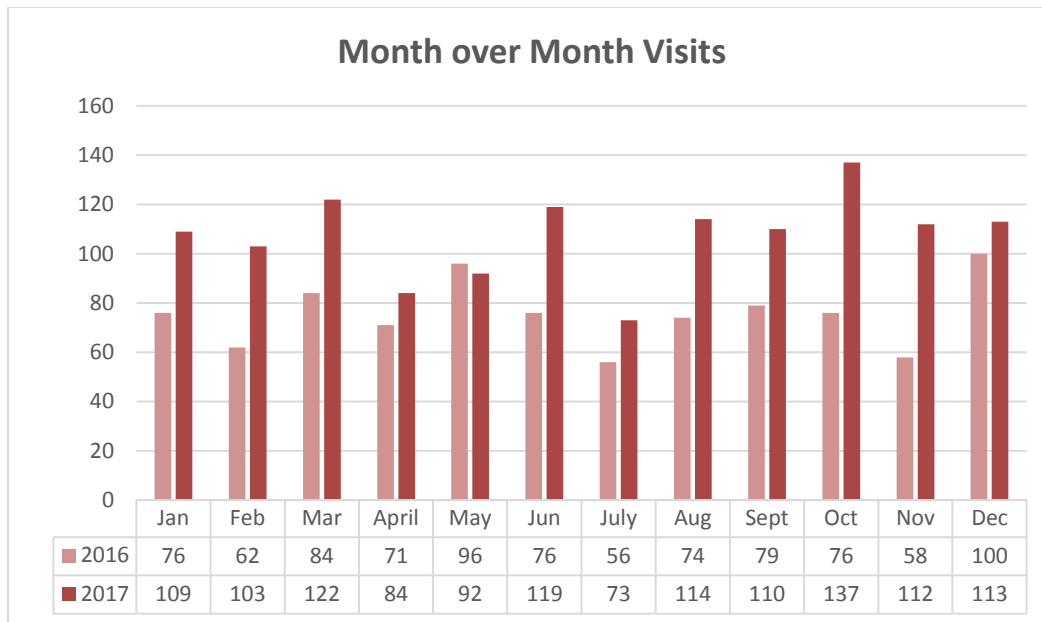
The graph below represents a snapshot of Community Paramedic activity in Q3:



- 116 total Just in Time (JIT) visits have been performed to date in 2017, these are when the patient contacts the CTCP outside of their scheduled appointment due to new symptoms or an exacerbation of a medical condition. Once contacted, the Paramedic will see that patient immediately before they visit any more of their scheduled appointments for the day.
- 27 patients have graduated the CTCP program to date in 2017

The CP program averages over 100 visits to patients in a normal month with steady growth from year to year.

The following chart represents year on year visits by month:



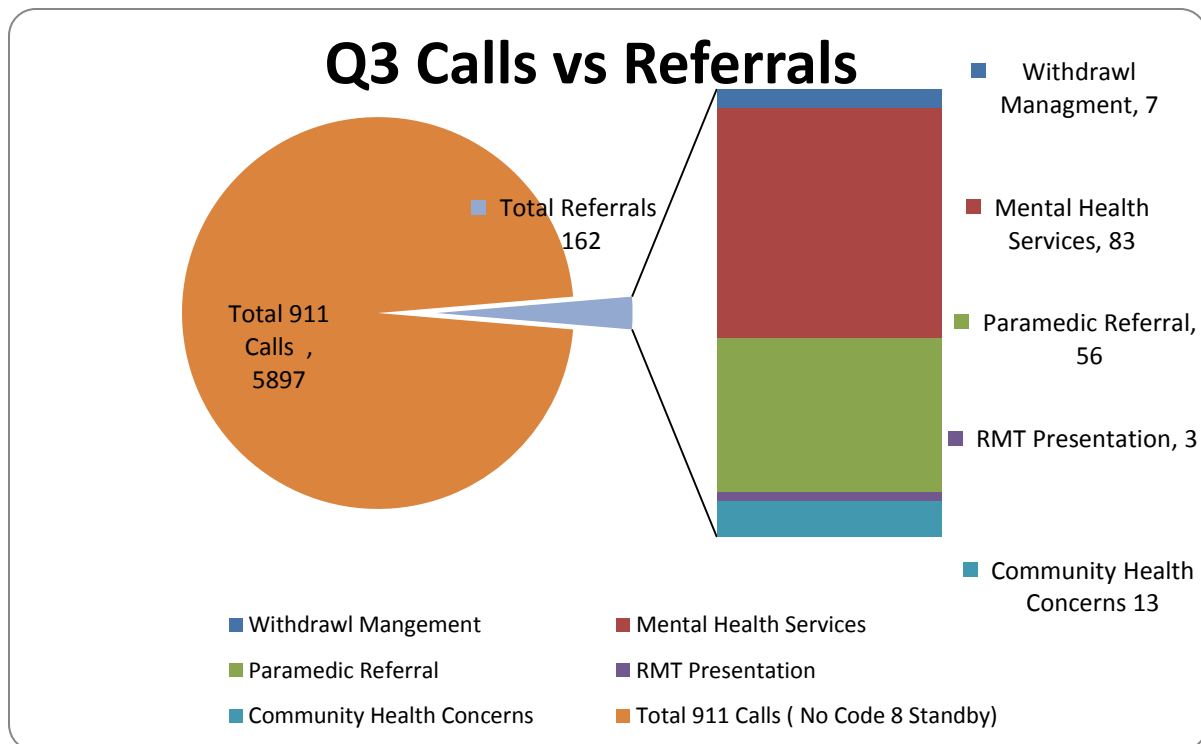
- 26% completion rate on patient satisfaction surveys
- Received survey results indicating that 100% would recommend the program with 100% being satisfied with the service

Health Promotions Community Paramedicine Program

The objective of this project is to maintain and expand a health promotion, education, injury prevention program to assist citizens in chronic disease recognition and prevention, public education and injury awareness/prevention strategies, referrals and health system navigation assistance. The primary goals of this project are to mitigate emergency calls and hospital visits, keep our at risk aged population healthy and at home, attempt to aid our vulnerable population and redirect them to more suitable community resources than the Emergency Department.

Within this reporting period the number of calls resulting in referrals to local services/programs is 162. Referrals are made through three established processes; clinical diversion, paramedic staff referrals and Community Mobilization Sudbury-Rapid Mobilization Table responses.

Clinical diversion is diverting consenting patients from the local Emergency Department to HSN Withdrawal Services and Crisis Intervention clinics, Paramedic Referrals are completed by Paramedics who see safety concerns with a patient's home situation during a 911 response, noting that they have unmet needs that require home care services, and Community Mobilization Sudbury-Rapid Mobilization Table responses, is when our Health Promotions Community Paramedic presents a patients case to Community Mobilization Sudbury (CMS) – Rapid Mobilization Table (RMT) for an immediate group response. Referral call volume and type in this quarter can be seen in the following graph.



- 6 patients were seen in our Shelter Wellness clinics this quarter for a total of 80 patients seen this year.
- 269 patients attended our CP@ clinic program one-to-one education sessions with an annual total of 1077 patients seen to date.
- 12 annual free CPR sessions booked for February/March 2018 to coincide with the Heart & Stroke Foundation's "Heart Month".

Emergency Management



The Emergency Management Department provides leadership, guidance and direction to ensure the City is safe. Governed by the Emergency Management and Civil Protection Act (EMCPA) with guidance from the Office of the Fire Marshal and Emergency Management, City Council and the Greater Sudbury Emergency Management Advisory Panel, the primary focus to contribute to the safety of citizens through the effective management of community risks and emergencies.

Basic Emergency Management (BEM) Training

Greater Sudbury's Emergency Management hosted its first Basic Emergency Management training course for 2017. Basic Emergency Management (BEM) is a two-day provincial certification course taught by the City of Greater Sudbury's (CGS) Emergency Management Office. BEM provides an

overview of emergency management in Ontario and introduces the basic concepts of emergency management including the systems and process for preventing, mitigating, preparing for, responding to and recovering from emergencies and disasters.

Being the hub of the North, the course was attended by individuals from various northern communities such as Chapleau, Powassan, and Kapuskasing. Various community partners such as Sudbury & District Health Unit and Health Sciences North were also in attendance. Eighteen participants attended the course.

Greater Sudbury Emergency Management has been at the forefront of redeveloping the BEM course to better align with current technology and adult learning principles. This recently completed online curriculum was demonstrated during this session, where participants provided valuable and positive feedback. This feedback will be shared with the Office of the Fire Marshal and Emergency Management in hopes that this will influence future course delivery.

2017 Annual Compliance Training

The Emergency Management and Civil Protection Act (EMCPA) requires all municipalities to conduct annual training with their Community Control Group (CCG). To meet the 2017 legislative requirements, the Emergency Management team selected “IMS 100 – Introduction to the Incident Management System (IMS) for Ontario” as the training component.

The Incident Management System is a standard, coordinated approach to managing incidents that provides functional interoperability at all levels of emergency management.

The objective of this training is to:

- Define the purpose and scope of IMS
- Introduce basic functions, concepts and principles of IMS in Ontario
- Explain how IMS is implemented in simple and complex incidents
- Explain how resources are managed
- Explain how some common accountability responsibilities of individuals deployed to incidents

This training was completed by members of the Community Control Group and their alternates. This group consists of senior management at the City, Mayor, Chief of Police, and Medical Officer of Health.

Sudbury Alerts Gas Leak Notification

On November 21st there was an accidental gas leak at the Rainbow Centre Mall. The Community Safety Department was actively engaged in the incident both on scene and from an emergency management perspective. During this incident the Sudbury Alerts emergency notification system was used to warn the community about the incident, advising citizens to avoid the area. This was the first real time use of this system.

Sudbury Alerts is used to notify residents of any imminent threat to public safety. Sudbury Alerts provides a rapid method to notify a large number of residents providing emergency information to the public before, during and after emergencies. During the gas leak 74,650 notifications were sent to residents and businesses advising of the incident. This includes the 5,562 residents who have signed up via the member portal on the City's website and approximately 69,000 publicly listed businesses and home phone numbers uploaded via the white and yellow pages.

Overall the system worked well with a few minor issues noted; namely with the caller ID indicating a Huntsville phone number under the new Northern Ontario area code of (249). Emergency Management is working with the software vendor to better align the phone number used to deploy the Sudbury Alerts message.

A sign of greater community engagement on this system is realized every time a notification is released as many more citizens sign up on the member portal in the days after a message is delivered.

For Information Only

Fire Services – Illness and Absences

Presented To: Emergency Services Committee

Presented: Wednesday, Feb 07, 2018

Report Date Monday, Jan 22, 2018

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 following the August 21, 2017, Emergency Services Committee meeting, where staff was directed to provide a report at the October 2017 meeting outlining a comparison of call volume from 2013 through to 2016 against: short and long-term lost time, the average use of sick days and WSIB lost time for full-time Firefighters.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Jesse Oshell
Assistant Deputy Chief
Digitally Signed Jan 22, 18

Manager Review

Michael MacIsaac
Executive Deputy Chief of Fire and Paramedic Services, Community Safety
Digitally Signed Jan 22, 18

Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
Digitally Signed Jan 22, 18

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community Safety
Digitally Signed Jan 22, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jan 22, 18

Fire Services – Illnesses and Absences (Full Time)

This report for information was prepared following the August 21, 2017, Emergency Services Committee meeting, where staff was directed to provide a report at the October 2017 meeting outlining a comparison of calls against: short and long-term lost time, the average use of sick days and WSIB lost time for full time firefighters. Additionally, the report will also include a comparison of Leaves of Absence and minimum staffing requirements against overtime.

Background

Greater Sudbury Fire Services is responsible for the delivery of Fire Protection and Prevention as defined by the Establishing and Regulating by-law (2014-84). The Fire Service provides both full time and volunteer levels of protection spread across 24 fire stations throughout the municipality. There are currently 127 full time staff, including 108 suppression firefighters, 2 training officers, 4 platoon chiefs, 8 fire prevention staff, 2 mechanical division staff, and 3 office clerk positions.

Sick Leave / Leave of Absence /Annual Vacation and Statutory Holidays

The collective agreement between City of Greater Sudbury and Sudbury Professional Fire Fighters Association IAFF Local 527, Article 11:01 Sick Leave of Absence states, "Each employee shall accumulate sick leave credits at the rate of one-and-a-half days for each calendar month of service with the Greater Sudbury Fire Department, such credits to be cumulative with no maximum." A sick leave day is one that an employee can utilize to maintain their regular earnings during days of absence for temporary non-occupational illness or injury. Sick leave may also be utilized for maintenance of personal health care, for compassionate family reasons or for emergency leave. Sick leave shall be deducted from the employee's banked accumulated credit as it is taken. Further outlined in the collective agreement, Article 13 Annual Vacation and Statutory Holidays and Article 14 Leaves of Absence (Pregnancy / Parental Leave) are days that are accrued under the terms outlined for each provision. Employees are entitled to their allotment as defined and mutually agreed upon. There are, on average, four firefighters off per day using Annual Vacation day, Sick Leave, or Leave of Absence.

WSIB (Occupational Injury or Illness)

A 'lost time' claim is created when an employee suffers a work-related injury/disease which results in: being off work past the day of injury, loss of wages or earnings, or a permanent disability or impairment. WSIB leave is maintained until such time as a review

of clinical information that determines when an employee is fit to return to their pre-injury work or suitable work is available. Under the direction of a physician and the employer, employees may have the opportunity to return to work in a modified position based on their clinical assessment. Modified work does not put an employee back in a suppression position for minimum staffing rather it places them in a supporting role.

Minimum Staffing Requirement

The collective agreement between City of Greater Sudbury and Sudbury Professional Fire Fighters Association IAFF Local 527, Article 8.02 Staffing states, "The parties agree that the Employer shall maintain a minimum of twenty-two (22) full time firefighters on each of the four platoons at all times. On duty suppression personnel shall only be assigned to in-service emergency vehicles, or be in training (within the confines of the geographical response area and available to respond) at all times." Once less than twenty-two (22) full time firefighters are not on the platoon due to Annual Vacation, Sick Leave, WSIB, or Leave of Absence, additional full time staff must be called in on overtime. In order to minimize overtime requirements and based on a three (3) firefighter average per shift off for Annual Vacation, a complement of twenty-seven (27) firefighters per platoon is optimal to cover the absenteeism due to Annual Vacation, Sick Leave, WSIB, or Leave of Absence. The following chart (figure 1) is a visual representation of the calls for service from 2013 to 2016 and compares that data with sick leave and WSIB days lost. (Zero WSIB days lost in 2014).

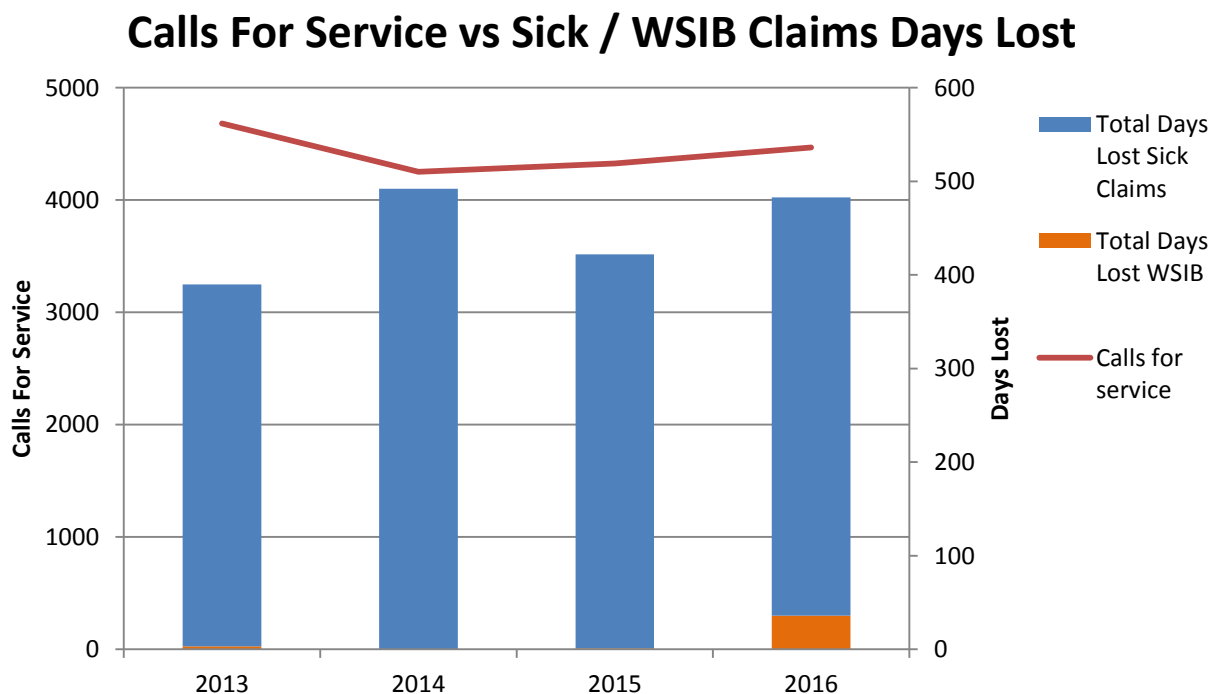


Figure 1

The four year average annual sick leave taken is 436 days which is approximately four days per firefighter per year and an average of one firefighter off on sick leave per day. Over the same period, calls for service average is 4432. Calls for service include all incidents that occurred in all stations as full time fire staff have the possibility of responding to any location at any time.

The following chart (figure 2) is a visual representation of full time firefighter staffing and comparing days absent, which includes Annual Vacation, Sick Leave, WSIB, or Leave of Absence to overtime costs (budgeted and actual).

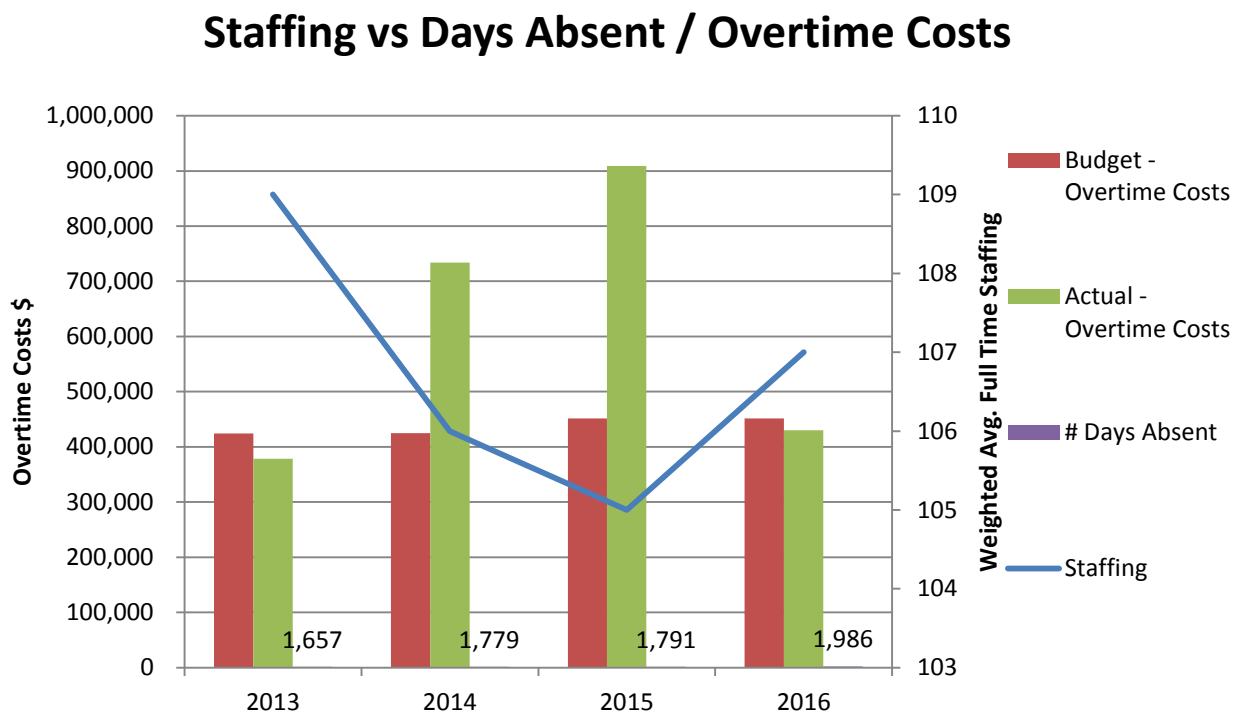


Figure 2

The above chart demonstrates a direct correlation between full time suppression firefighter staffing (minimum per platoon staffing) and the overtime costs generated. When there is a complement of less than 27 firefighters per platoon, which is less than 108 full time suppression firefighters, overtime costs are incurred to maintain the collective agreement minimum staffing levels of 22 suppression firefighters per platoon.

Staffing Adjustments

In 2014 through 2015 a pilot project and agreement between the City of Greater Sudbury and Sudbury Professional Fire Fighters Association IAFF Local 527, occurred in which two (2) additional training officers were put into place. These positions were taken from the full time suppression firefighters platoon system, effectively changing the

average staffing to 105 suppression firefighters and four training officers which also in turn reduced three of the four platoons to 26 firefighters, and one platoon remained at 27.

In 2015, the additional training officer pilot project was discontinued and a full time firefighter recruitment occurred. At the end of 2015 staffing was back to 108 suppression firefighters and only two training officers which in turn returned the four platoons to 27 firefighters.

Conclusion

Calls for service remain, on average, at 4432 per year and do not show any direct relationship with Sick Leave or WSIB lost time days. Recognition of post traumatic stress disorder as a very serious issue for emergency service employees and the implementation of programs such as the Peer Support Network (PSN) and Road to Mental Readiness training (R2MR), have had positive impacts on the mental health and wellbeing of the employees. Further there is an attendance management program in place for full time firefighters that aids in managing the use of Sick Leave.

The use of Sick Leave, Leave of Absence, or Annual Vacation days has little effect on overtime costs when staffing levels of 108 full time suppression firefighters are maintained. When levels fall below this threshold overtime costs increase directly related to the number of suppression firefighters required to meet the minimum complement of 22 on shift.

The balance of maintaining 27 suppression firefighters when using the average of 3 firefighters off on Annual Vacation and 1 firefighter on Sick Leave per day allows one additional firefighter buffer before the minimum of 22 is reached and overtime is required.



City of Greater Sudbury Charter

WHEREAS Municipalities are governed by the Ontario Municipal Act, 2001;

AND WHEREAS the City of Greater Sudbury has established Vision, Mission and Values that give direction to staff and City Councillors;

AND WHEREAS City Council and its associated boards are guided by a Code of Ethics, as outlined in Appendix B of the City of Greater Sudbury's Procedure Bylaw, most recently updated in 2011;

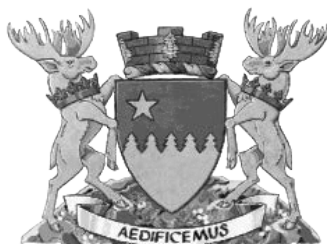
AND WHEREAS the City of Greater Sudbury official motto is "Come, Let Us Build Together," and was chosen to celebrate our city's diversity and inspire collective effort and inclusion;

THEREFORE BE IT RESOLVED THAT Council for the City of Greater Sudbury approves, adopts and signs the following City of Greater Sudbury Charter to complement these guiding principles:

As Members of Council, we hereby acknowledge the privilege to be elected to the City of Greater Sudbury Council for the 2014-2018 term of office. During this time, we pledge to always represent the citizens and to work together always in the interest of the City of Greater Sudbury.

Accordingly, we commit to:

- Perform our roles, as defined in the Ontario Municipal Act (2001), the City's bylaws and City policies;
- Act with transparency, openness, accountability and dedication to our citizens, consistent with the City's Vision, Mission and Values and the City official motto;
- Follow the Code of Ethical Conduct for Members of Council, and all City policies that apply to Members of Council;
- Act today in the interest of tomorrow, by being responsible stewards of the City, including its finances, assets, services, public places, and the natural environment;
- Manage the resources in our trust efficiently, prudently, responsibly and to the best of our ability;
- Build a climate of trust, openness and transparency that sets a standard for all the City's goals and objectives;
- Always act with respect for all Council and for all persons who come before us;
- Ensure citizen engagement is encouraged and promoted;
- Advocate for economic development, encouraging innovation, productivity and job creation;
- Inspire cultural growth by promoting sports, film, the arts, music, theatre and architectural excellence;
- Respect our historical and natural heritage by protecting and preserving important buildings, landmarks, landscapes, lakes and water bodies;
- Promote unity through diversity as a characteristic of Greater Sudbury citizenship;
- Become civic and regional leaders by encouraging the sharing of ideas, knowledge and experience;
- Work towards achieving the best possible quality of life and standard of living for all Greater Sudbury residents;



Charte de la Ville du Grand Sudbury

ATTENDU QUE les municipalités sont régies par la Loi de 2001 sur les municipalités (Ontario);

ATTENDU QUE la Ville du Grand Sudbury a élaboré une vision, une mission et des valeurs qui guident le personnel et les conseillers municipaux;

ATTENDU QUE le Conseil municipal et ses conseils sont guidés par un code d'éthique, comme l'indique l'annexe B du Règlement de procédure de la Ville du Grand Sudbury dont la dernière version date de 2011;

ATTENDU QUE la devise officielle de la Ville du Grand Sudbury, « Ensemble, bâtissons notre avenir », a été choisie afin de célébrer la diversité de notre municipalité ainsi que d'inspirer un effort collectif et l'inclusion;

QU'IL SOIT RÉSOLU QUE le Conseil de la Ville du Grand Sudbury approuve et adopte la charte suivante de la Ville du Grand Sudbury, qui sert de complément à ces principes directeurs, et qu'il y appose sa signature:

À titre de membres du Conseil, nous reconnaissons par la présente le privilège d'être élus au Conseil du Grand Sudbury pour le mandat de 2014-2018. Durant cette période, nous promettons de toujours représenter les citoyens et de travailler ensemble, sans cesse dans l'intérêt de la Ville du Grand Sudbury.

Par conséquent, nous nous engageons à :

- assumer nos rôles tels qu'ils sont définis dans la Loi de 2001 sur les municipalités, les règlements et les politiques de la Ville;
- faire preuve de transparence, d'ouverture, de responsabilité et de dévouement envers les citoyens, conformément à la vision, à la mission et aux valeurs ainsi qu'à la devise officielle de la municipalité;
- suivre le Code d'éthique des membres du Conseil et toutes les politiques de la municipalité qui s'appliquent à eux;
- agir aujourd'hui pour demain en étant des intendants responsables de la municipalité, y compris de ses finances, biens, services, endroits publics et du milieu naturel;
- gérer les ressources qui nous sont confiées de façon efficiente, prudente, responsable et de notre mieux;
- créer un climat de confiance, d'ouverture et de transparence qui établit une norme pour tous les objectifs de la municipalité;
- agir sans cesse en respectant tous les membres du Conseil et les gens se présentant devant eux;
- veiller à ce qu'on encourage et favorise l'engagement des citoyens;
- plaider pour le développement économique, à encourager l'innovation, la productivité et la création d'emplois;
- être une source d'inspiration pour la croissance culturelle en faisant la promotion de l'excellence dans les domaines du sport, du cinéma, des arts, de la musique, du théâtre et de l'architecture;
- respecter notre patrimoine historique et naturel en protégeant et en préservant les édifices, les lieux d'intérêt, les paysages, les lacs et les plans d'eau d'importance;
- favoriser l'unité par la diversité en tant que caractéristique de la citoyenneté au Grand Sudbury;
- devenir des chefs de file municipaux et régionaux en favorisant les échanges d'idées, de connaissances et concernant l'expérience;
- viser l'atteinte de la meilleure qualité et du meilleur niveau de vie possible pour tous les résidents du Grand Sudbury.