



EMERGENCY SERVICES COMMITTEE AGENDA

Emergency Services Committee Meeting
Monday, October 3, 2016
Tom Davies Square

COUNCILLOR RENE LAPIERRE, CHAIR

Michael Vagnini, Vice-Chair

6:00 p.m. EMERGENCY SERVICES COMMITTEE MEETING
COMMITTEE ROOM C-11

Council and Committee Meetings are accessible. For more information regarding accessibility, please call 3-1-1 or email clerks@greatersudbury.ca.

DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

PRESENTATIONS

1. Report dated September 20, 2016 from the Chief of Fire and Paramedic Services regarding Community Paramedicine Program Evaluation. **4 - 5**

(ELECTRONIC PRESENTATION) (RESOLUTION PREPARED)

- David McNeil, Vice President Patient Services, Clinical Transformation and Chief Nursing Executive, Health Sciences North

(David McNeil, Vice President Patient Services, Clinical Transformation and Chief Nursing Executive, Health Sciences North will provide an overview of the Care Transitions Community Paramedic Program evaluation process, results and Health Science North's recommendation.)

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 September 20, 2016 from the Chief of Fire and Paramedic Services regarding Emergency Services Department Update. **6 - 9**

(FOR INFORMATION ONLY)

(This report provides current Emergency Services Department statistics and a briefing on current and upcoming activities.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD AND ANNOUNCEMENTS

NOTICES OF MOTION

ADJOURNMENT

Request for Decision

Community Paramedicine Program Evaluation

Presented To: Emergency Services
Committee

Presented: Monday, Oct 03, 2016

Report Date Tuesday, Sep 20, 2016

Type: Presentations

Resolution

WHEREAS presented at the October 3, 2016 Emergency Services Committee, the Greater Sudbury Care Transitions Community Paramedicine (CTCP) program is shown to be highly cost effective for the system, reducing the total cost per care per patient by 50%;

AND WHEREAS, the program has provided statistically significant reductions in the number of admissions and hospital bed days at three, six, and twelve months;

AND WHEREAS, statistically significant reduction in emergency department use in the three-month intervention period of the program demonstrating that through appropriate community-based intervention total health system costs can be reduced and more appropriate patient care provided;

AND WHEREAS, the City of Greater Sudbury has demonstrated its ongoing support of the CTCP program providing in-kind services (vehicles, medical supplies, administrative support and managerial oversight) required to deliver the program;

AND WHEREAS, the current Ministry of Health and Long Term Care (MOHLTC) funding for direct delivery costs (paramedic salary and benefits, training, wages, continuing medical education, physician oversight, and communications) will cease on March 31, 2017;

AND WHEREAS, the City of Greater Sudbury will only continue to operate the CTCP program if funding can be secured for direct delivery costs;

THEREFORE, BE IT RESOLVED THAT the City of Greater Sudbury directs the Chief of Fire and Paramedic Services to continue to lobby the Provincial government and agencies for sustained funding of the Care Transitions Community Paramedicine program.

Background

The Care Transitions Community Paramedicine Program is a pilot study funded by the Ministry of Health and Long Term Care (MOHLTC). This program is a partnership between Greater Sudbury Paramedic

Signed By

Report Prepared By

Joseph Nicholls
Deputy Chief of Emergency Services
Digitally Signed Sep 20, 16

Recommended by the Department

Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed Sep 20, 16

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Sep 20, 16

Services, Health Sciences North (HSN) and the North East Community Care Access Centre. The goal of the program is to improve the management and coordination of complex high-risk patients with chronic disease who have been discharged from HSN to reduce Emergency Department visits and readmissions. The pilot program commenced mid-January 2015 and is funded until March 31, 2017.

In February 2016, Greater Sudbury Paramedic Services and HSN met to discuss program evaluation to determine effectiveness and efficiency. The HSN Improving Transitions: Evaluation of the Greater Sudbury Care Transitions Community Paramedicine Program presentation provides an overview of the program and results of the evaluation.

For Information Only

Emergency Services Department Update

| | |
|---------------|-------------------------------------|
| Presented To: | Emergency Services Committee |
| Presented: | Monday, Oct 03, 2016 |
| Report Date | Tuesday, Sep 20, 2016 |
| Type: | Correspondence for Information Only |

Resolution

For Information Only

Background

Calls for Service

Fire Calls for Service (August 1 - September 1, 2016)

- Fires – 66
- Alarms – 114
- Vehicle Collisions – 59
- Open Air Burning – 10
- Medical Assistance – 56
- Water Rescues – 2
- Other Incidents – 110

Fire Services Major Incidents

Attended 23 incidents with an estimated loss of \$1,116,700 over the time period of August 1 – September 1, 2016

Structure Fires

- Flood Road Aug 7 – Estimated loss \$50,000
- Larchmont Road (Chelmsford) Aug 7 – Estimated loss \$240,000
- Tedman Avenue Aug 15 – Estimated loss \$50,000
- Eastern Avenue (Lively) Aug 27 – Estimated loss \$150,000
- Auger Avenue Aug 28 – Estimated loss \$40,000

Vehicle Fires

- RR55 @ Blueberry Hill (Whitefish) Aug 19 – Estimated loss \$45,000

Paramedic Services Calls (August 1 - August 31, 2016)

Patient Care Reports

- Code 1 non-emergency calls – 61 (3%)
- Code 2 scheduled transfers – 200 (10%)

Signed By

Recommended by the Department
Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed Sep 20, 16

Recommended by the C.A.O.
Ed Archer
Chief Administrative Officer
Digitally Signed Sep 21, 16

- Code 3 prompt emergency calls – 375 (18%)
- Code 4 urgent emergency calls – 1417 (69%)

Breakdown of care provided

- Basic Life Support provided – 81.49%
- Advanced Care provided – 17.49%
- No patient contact – 0.63%

| Level of Acuity | Target Time | Approved Target % | Actual Response time <u>August 1 - 31, 2016</u> |
|-----------------------|---------------------------|----------------------|--|
| Sudden Cardiac Arrest | 6 minutes (set by MOHLTC) | 70% | 69% (9 of 13) |
| CTAS 1 | 8 minutes (set by MOHLTC) | 80% | 78% (28 of 36) |
| CTAS 2 | 10 minutes | 85% | 84% (253 of 301) |
| CTAS 3 | 15 minutes | 85% | 95% (693 of 733) |
| CTAS 4 | 15 minutes | 85% | 95% (346 of 364) |
| CTAS 5 | 15 minutes | 85% | 92% (118 of 128) |

*The amount of time from Paramedic notification (T2) to Paramedic arrived scene (T4)

*Data retrieved from ePcr iMedic database

Good News & Upcoming Events

Fire Services

Initiated a phased-in implementation of a new Digital Pager system for Volunteer Firefighters. This system leverages the Harris P25 network already in successful use by Fire, Police, and Transit. One quarter of all Volunteer Stations will be transitioned by October 31 and successful testing has been done across all geographic areas of the City with the Waters Station being the first to fully transition. An expected increase in pager coverage of over 50% and a significant decrease in missed pages and interference will occur thanks to the P25 digital system.

Fire Services welcomes 25 new Volunteer Recruits who began their training in September and will be available to respond as probationary Firefighters starting October 3, 2016.

Paramedic Services

Paramedic Services has successfully migrated the Kronos Time and Attendance software to a newer version. This move was needed to address security risks and system accessibility by our Paramedics. The CGS IT department led this project and was able to do the work in-house which helped reduce costs.

Paramedic Services received \$216,834 from the Ministry of Health and Long Term Care (MOHLTC) to fund our Ambulance Offload Delay Nurse Program; this money funds an Emergency Department Nurse at HSN. This nurse will receive ambulance patients in the Emergency Department reducing offload times and help improve vehicle turnaround at the hospital, which results in improved response times.

We continue to monitor the Power Cot/load system and have seen a reduction in repetitive strain type injuries directly resulting from lifting and loading the ambulance stretcher. Paramedics continue to express a high level of satisfaction with the power cots.

On September 12, 2016, Paramedic Platoon Trainers attended a train-the-trainer session which enables them to deliver the Road to Mental Readiness (R2MR) program. All Paramedics and Management will then receive this training in November. The R2MR curriculum was developed by the Department of National Defense to help improve mental resiliency and mental health training in soldiers following exposure to

traumatic mental stress. The R2MR curriculum has since been modified by the Mental Health Commission of Canada to meet the needs of first responders.

R2MR primary course goals:

- improve short-term performance and long-term mental health outcomes,
- reduce barriers to care and encourage early access to care,
- provide the tools and resources required to manage and support employees who may be experiencing a mental illness,
- assist supervisors in maintaining their own mental health.

Emergency Management

Emergency Management Civil Protection Act compliance exercise for Community Control Group

The Canadian Armed Forces facilitated a 10-day training event hosted by Emergency Management from August 14th through to August 24th. The event provided a joint learning opportunity for both City of Greater Sudbury (CGS) and the Canadian Armed Forces; providing each a better understanding of operations, planning and response in times of a large scale municipal disaster.

The event called “Stalwart Responder” consisted of three parts:

1. Education Block – Basic Emergency Management (BEM) - Aug 14-15, Incident Management System IMS 200 - Aug 16-17
2. Symposium/Conference - August 18-20
3. EOC Tabletop Exercise - August 21-24

The four-day Emergency Operations Centre (EOC) tabletop exercise involved CGS departments, the Canadian Armed Forces and various external agencies. The Community Control Group (CCG) and the EOC were activated to assist the emergency site and ensure continuity of operations in the remainder of the community.

The emergency tabletop exercise saw the Canadian Armed Forces and CGS collaborate in operational planning and response in support of a mock hazardous material release due to a train derailment West of Hwy 17 in Coniston.

The key objective of the exercise was for the City to test our Municipal Emergency Response Plan (MERP) in addition to exploring interoperability between the Canadian Armed Forces and civilian emergency services throughout a declared emergency.

Debrief sessions were held immediately after the exercise, both internal and with the Canadian Armed Forces. The after action report which will follow, outlines strengths and areas for improvement.

Exercise Stalwart Responder has been deemed successful by the Canadian Armed Forces as well as by CGS Emergency Services. The opportunity for participants to assess their preparedness was achieved and complemented by the interaction with other community agency stakeholders. The exercise objectives were achieved and provided additional opportunities for the participants to identify and resolve identified areas for improvement.

City of Greater Sudbury Evacuation Plan Project

Development of the CGS Evacuation Plan is a large project underway within the Department with a completion deadline of April 2017. This project requires the input from multiple internal and external community partners and stakeholders. This plan's aim is to prevent or reduce loss of life and/or property damage in the event of an emergency requiring evacuation of Greater Sudbury in whole or in part. An

evacuation plan for the City is legislated under the Emergency Management Civil Protection Act (EMCPA) and is required for the orderly and coordinated evacuation of all or any portion of the population of the City if it is determined that such action is the most effective means available for protecting the population from the effects of the emergency situation.

Emergency Management and Civil Protection Act, RSO, 1990:

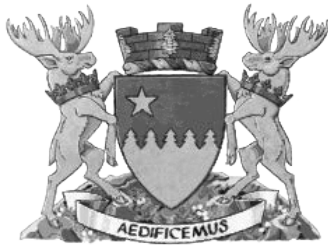
- Every Municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner which employees of the municipality and other persons will respond to the emergency and the Council of the municipality shall by by-law adopt the emergency plan;
- An emergency plan formulated under sections 3, 6 or 8 shall, (b) specify procedures to be taken for the safety or evacuation of persons in an emergency area;

An evacuation plan will help streamline the evacuation process by providing an organized framework for the activities involved in coordinating and conducting an evacuation which will include:

- Assigning responsibilities to municipal employees, by position and/or function.
- Set out the procedures for notifying the members of the Municipal Emergency Control Group, municipal and other responders, the public, the province, neighboring communities, and as required, other impacted and interested parties of the emergency.
- Identify lead departments and considerations for the development of incident-specific plans (Incident Action Plans).

Additional Objectives of the Evacuation Plan include:

- Identifying the risk associated with the City's emergency evacuation zones.
- Defining the roles and responsibilities/functions of CGS Departments and the supporting agencies involved in an evacuation.
- Providing the procedures needed to minimize the effects of an evacuation on the City and to its residents.
- Providing effective intra-agency cooperation and inter-agency communication before, during and following an evacuation.
- Identifying and supporting agencies that would be tasked with implementing and completing the evacuation.



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;

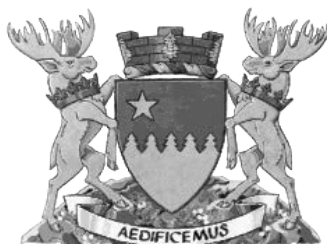
AND WHEREAS the City of Greater Sudbury official motto is "Come, Let Us Build Together," and was chosen to celebrate our city's diversity and inspire collective effort and inclusion;

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.