



EMERGENCY SERVICES COMMITTEE AGENDA

Emergency Services Committee Meeting
Monday, June 20, 2016
Committee Room C-11, Tom Davies Square

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

APPOINTMENT OF CHAIR AND VICE-CHAIR

1. Report dated May 11, 2016 from the Executive Director, Administrative Services/City Clerk regarding Appointment of Chair and Vice-Chair - Emergency Services Committee. **4 - 5**

(RESOLUTION PREPARED)

(Deputy City Clerk, Brigitte Sobush 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. Report dated May 27, 2016 from the General Manager of Health, Social and Emergency Services regarding Ministry of Health and Long Term Care (MOHLTC) Ambulance Service Review. **6 - 10**

(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Joseph Nicholls, Deputy Chief of Emergency Services

(This information report and presentation provide an overview of the Ministry of Health and Long Term Care Land Ambulance Service Certification Program and the outcome of the City of Greater Sudbury' Paramedic Service 2015 Review.)

2. Report dated June 3, 2016 from the Chief of Fire and Paramedic Services regarding Emergency Services Department Overview. **11 - 11**

(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Trevor Bain, Chief of Fire and Paramedic Services

(The Chief of Fire and Paramedic Services will present an overview of the Emergency Services Department assisted by Directors from the department to provide the Emergency Services Committee with background information regarding the roles, responsibilities and legislative mandates of Fire, Paramedic, and Emergency Management Services.)

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:	Monday, Jun 20, 2016
Report Date	Wednesday, May 11, 2016
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 December 31, 2016.

Finance Implications

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

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 December 31, 2016.

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 \$1021.63 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.

Signed By

Report Prepared By

Brigitte Sobush
Deputy City Clerk
Digitally Signed May 11, 16

Recommended by the Department

Caroline Hallsworth
Executive Director, Administrative Services/City Clerk
Digitally Signed May 11, 16

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jun 7, 16

It is always in order for a Member of Council to nominate themselves and to vote for themselves. Under *Robert's Rules of Order* a nomination does not need a second.

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

For Information Only

Ministry of Health and Long Term Care (MOHLTC) Ambulance Service Review

Presented To: Emergency Services
Committee

Presented: Monday, Jun 20, 2016

Report Date Friday, May 27, 2016

Type: Presentations

Resolution

For Information Only

Executive Summary

Greater Sudbury Paramedic Services has successfully completed the Ministry of Health and Long-Term Care (MOHLTC) Land Ambulance Certification Program and is now in receipt of the Ministry of Health and Long Terms care Ambulance Service Review - Final Report, which in part states "Congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario. The Ambulance Service Review follow up conducted on November 9, 2015 found that the Sudbury Paramedic Services continues ongoing improvement toward ensuring delivery of high quality ambulance service. The Review found that the Sudbury Paramedic Services meets the certification criteria and the legislated requirements. Accordingly, the Sudbury Paramedic Services will be issued a renewed Certificate to operate an ambulance service."

Signed By

Report Prepared By

Paul Kadwell
Assistant Deputy Chief of Paramedic
Services
Digitally Signed May 27, 16

Division Review

Joseph Nicholls
Deputy Chief of Emergency Services
Digitally Signed May 27, 16

Recommended by the Department

Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed May 27, 16

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jun 6, 16

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, 2016.

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 (3) 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
- Liaison/Communication

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 certificate and includes the following stages:

- 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.
- 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 to legislation and the patient care provided meets patient care standards as required by the Ministry. The Service is graded against legislative requirements and standards.
- At the completion of the site visit, the Ambulance Service Review team leads provide 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.
- Following the visit, the MOHLTC provides a “Draft” Ambulance Service Review - Executive Summary Report detailing the Service review findings. The Service is required to respond within thirty days with an action plan that addresses the Ambulance Service Review findings.
- Once the Service responds with the action plan addressing the findings, an MOHLTC inspector will be assigned to complete a follow-up site visit to verify that the Service action plan is being implemented in a manner satisfactory to the MOHLTC. On November 19, 2015 the MOHLTC inspector conducted the follow-up site visit and was satisfied with the Services action plan to address the findings in the draft report.

The Service has developed and communicated to the MOHLTC an action plan in response to the findings of the Ambulance Service Review. The plan will ensure compliance with legislation and improvements toward ensuring the delivery of high quality Ambulance Services.

Ambulance Service Review Final Report Findings

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

1. Preparation for the certification inspection
2. Level of Service
3. Quality Assurance initiatives with community partners
4. Training
5. Vehicles

Based on the correspondence contained in the report, the MOHLTC finds the following areas require attention so that Sudbury Paramedic Service may make further improvements in delivering quality ambulance service.

Recommendations	ASR Particulars	EMS Action Plan
Level of Service	<p>The Service Provider provides the Director of EHSB with a copy of the Response Time Performance Plan no later than October 31st of each year. Documentation did not demonstrate that the Service Provider is meeting their Response Time Performance Plan. Documentation demonstrated the Service Provider, throughout the year, continuously maintains, enforces, evaluates and where necessary, updates their Response Time Performance Plan.</p> <p>Submitted in March 2015, (65%) Performance</p>	<p>Sudbury Paramedic Service has set 70%, to arrive at a Sudden Cardiac Arrest call.</p> <p>This percentage is one of the highest in Ontario. Sudbury Paramedic Services strives for excellence.</p> <p>The Service continues to monitor response times and addresses calls that do not meet the Response Time Plan provided to the MOHLTC.</p> <p>Sudbury Paramedic Service has 70%, to arrive at a Sudden Cardiac Arrest call. It should be noted that in 2015 the Service achieved this standard.</p>
Documentation	<p>a) 97.2% of the ACRs reviewed demonstrated patient care was provided in accordance with the ALS/BLS Patient Care Standards.</p> <p>Of the 248 Ambulance Call Reports reviewed by the Review Team, the following seven or 2.8%, demonstrate that documentation to confirm adherence to the ALS/BLS Patient Care Standards was not always completed.</p>	<p>Paramedic Services reviewed the seven Ambulance Call Records that Ambulance Service Review team deemed to not adhere to the Basic Life Support/Advanced Life Support Patient Care Standards.</p> <p>Our Service conducted a review and identified only 3 or 1.3% of the Ambulance Call Records did not adhere to the Basic Life Support/Advanced Life Support Patient Care Standards.</p>

	b) Mandatory fields were not always completed on patient carried and non-patient carried calls according to the Ambulance Service Documentation Standards.	Sudbury Paramedic Services has reviewed the items that were identified. During the fall training sessions in 2015 Paramedics were advised of the identified items.
Vehicles	Patient care and accessory equipment and supplies were not always secured in the vehicles as per the ASPCTS <i>Working bag not secured while transporting patient.</i>	Sudbury Paramedic Services will be conducting a review of the methods used to secure all equipment in the patient compartment, particularly when transporting a patient. The Service will be utilizing the Paramedic Advisory Committee that consists of frontline Paramedics and managers, to research different options.
HR Files	Observations: From the HRI files reviewed by the Review Team, the Service Provider captured 1,550 of 1,748 possible qualification requirements, or 88.7%.	Sudbury Paramedic Services has reviewed the qualification requirements that were missing. The Service was able to locate all requirements, within the Paramedics HRI file, that was missed by the inspectors. All this information was available to the inspectors, when they were on site.

Recommendations Compared to Previous Reviews

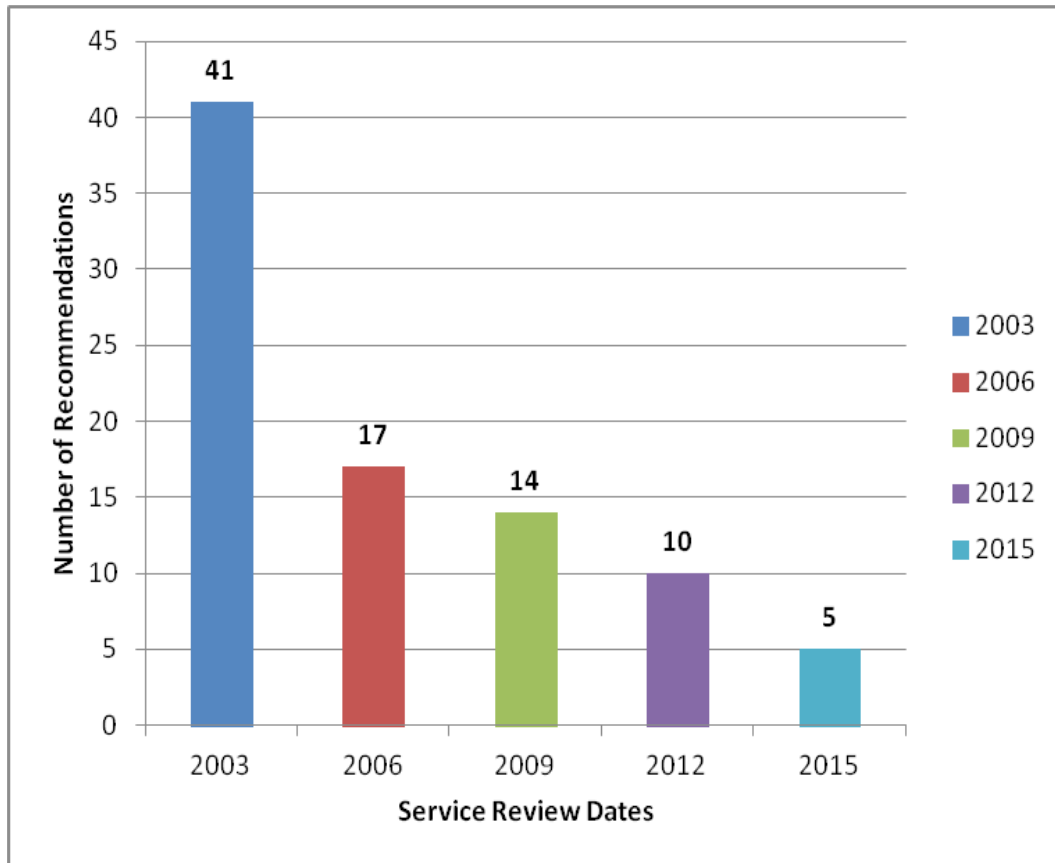
The Services's intial certification process started in Fall of 2000. The attached chart Appendix A, indicates the number of recommendations listed in the final reports, since 2003. The reduction of recommendations across our certification history, demonstrates that this Service is performing at a high level and continues to strive for excellence.

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 (3) years. This success is a result of the outstanding work of our staff including: Administration, Platoon Trainers, Clinical Auditor, Logistics, and Equipment Vehicle Technicians, all supporting our Paramedics who, each day deliver high quality patient care. The Ambulance Service Review Final Report states, “100% of ride-out observations demonstrated patient care provided met the ALS/BLS Patient Care Standards. Patient care observed during ride-outs was described as professional, courteous, well managed and compassionate.”

We thank the entire Sudbury Paramedic Team for their continued commitment to the delivery of high quality Paramedic services to the residents and visitors of Sudbury.

Appendix A – MOHLTC Recommendations Compared to Previous Years



For Information Only

Emergency Services Department Overview

Presented To: Emergency Services
Committee

Presented: Monday, Jun 20, 2016

Report Date Friday, Jun 03, 2016

Type: Presentations

Resolution

For Information Only

Background

The Chief of Fire and Paramedic Services will present an overview of the Emergency Services Department. The presentation includes background information regarding legislative mandates and governance; operational/capital costs and funding; calls for service statistics; various stakeholders; and the departmental organizational structure for Fire, Paramedic and Emergency Management Services.

This background information, provided by the Fire Optimization Project Team, outlines various roles and responsibilities in the delivery of emergency services in the City of Greater Sudbury.

Signed By

Report Prepared By

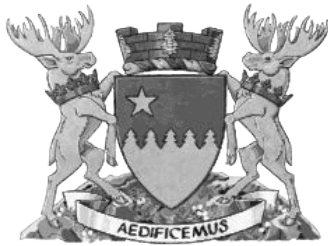
Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed Jun 3, 16

Recommended by the Department

Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed Jun 3, 16

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jun 6, 16



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;

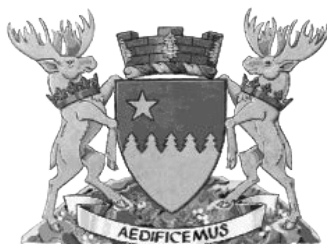
AND WHEREAS the City of Greater Sudbury official motto is "Come, Let Us Build Together," and was chosen to celebrate our city's diversity and inspire collective effort and inclusion;

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.