

## 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

- Frood 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	Actual Response time
		Target %	<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.