

# 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.

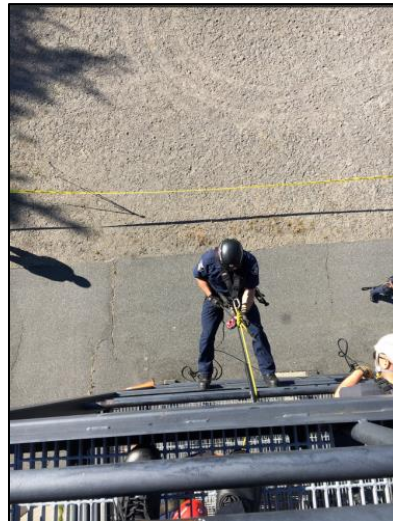
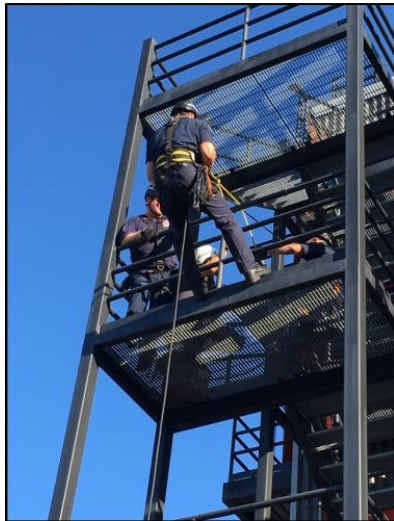


## Training

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<br>TOTAL | 2016<br>TOTAL | %<br>Change |
| First<br>Quarter  | 272                   | 568  | 1238 | 3924  | 6003          | 6024          | -0.3%       |
| Second<br>Quarter | 276                   | 690  | 1310 | 3797  | 6073          | 5792          | 4.9%        |
| Third<br>Quarter  | 269                   | 560  | 1262 | 4099  | 6190          | 5669          | 9.2%        |
| Fourth<br>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](http://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**

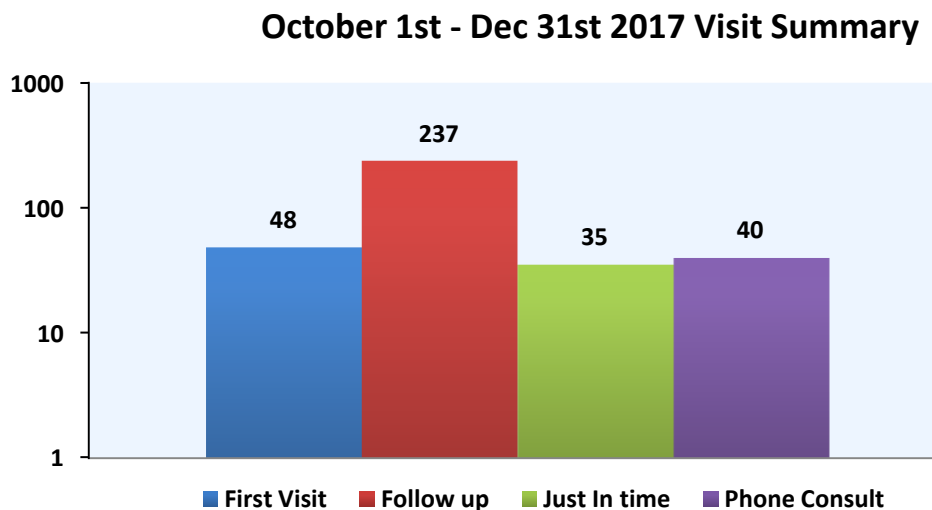
The Community Paramedicine section utilizes Paramedics in non-traditional roles providing home visits, clinical interventions, and preventative health initiatives with the goal of reducing demand for emergency department visits, hospital admissions and to keep our at risk aged population healthy and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

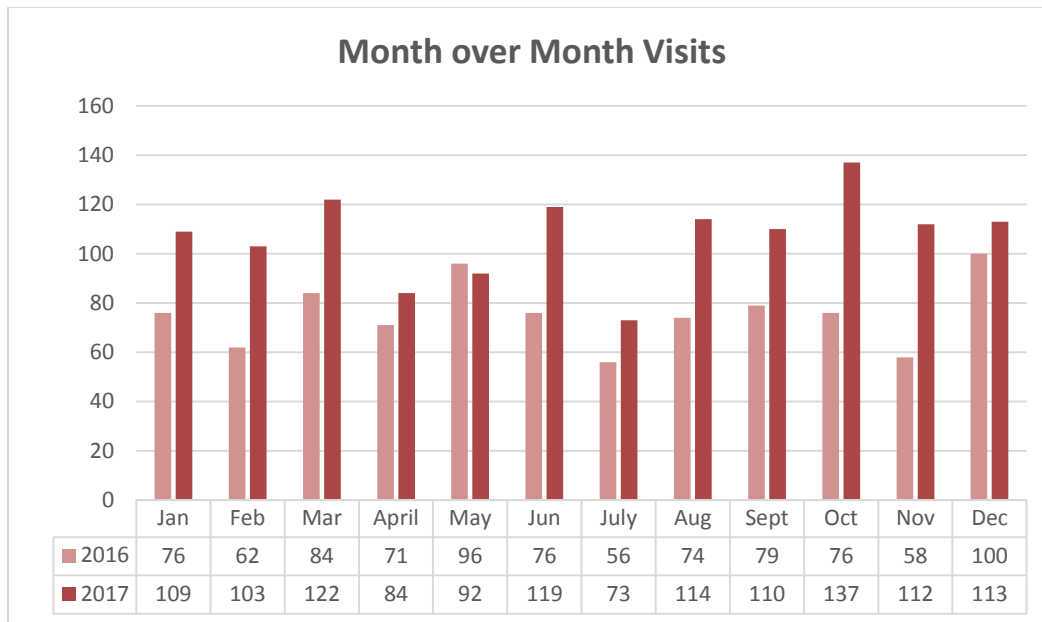
The graph below represents a snapshot of Community Paramedic activity in Q3:



- 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:



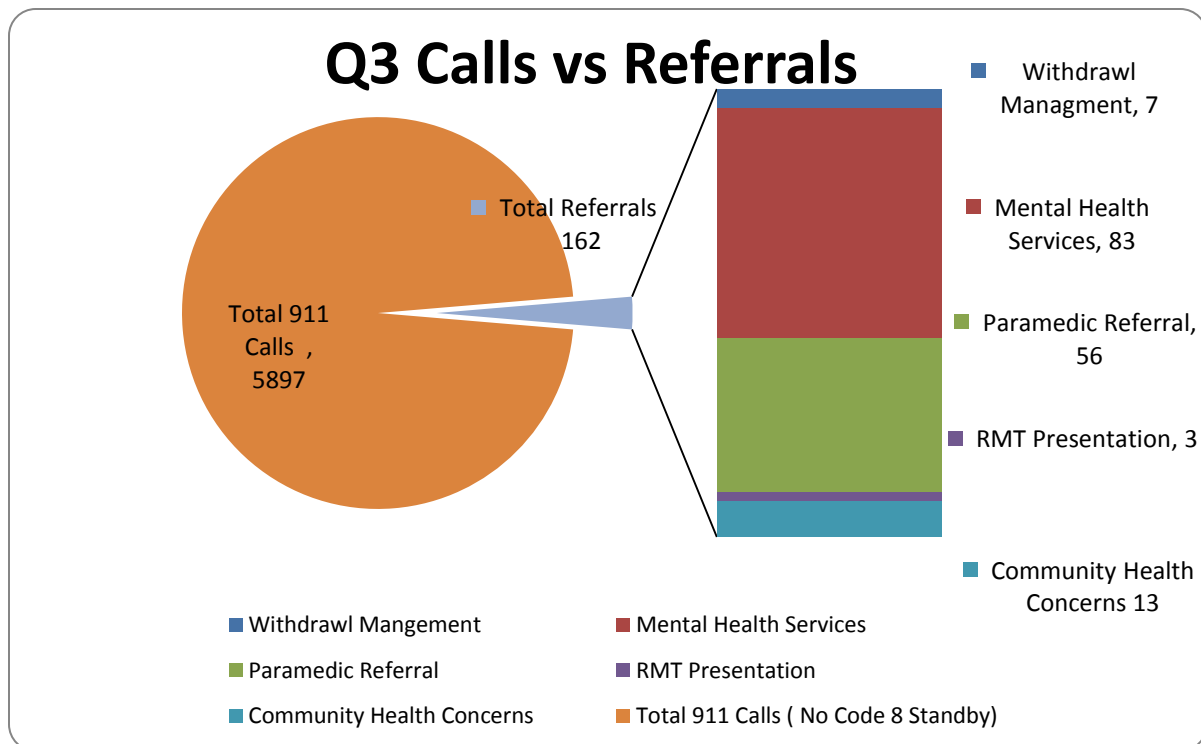
- 26% completion rate on patient satisfaction surveys
- Received survey results indicating that 100% would recommend the program with 100% being satisfied with the service

### **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 21<sup>st</sup> 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.