

## For Information Only

### Emergency Services Department Update

Presented To: Emergency Services Committee

Presented: Wednesday, Oct 25, 2017

Report Date: Friday, Oct 06, 2017

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

This report has no financial implications.

#### Signed By

##### **Division Review**

Michael MacIsaac  
Executive Deputy Chief of Fire and  
Paramedic Services, Community Safety  
*Digitally Signed Oct 6, 17*

##### **Financial Implications**

Liisa Brule  
Coordinator of Budgets  
*Digitally Signed Oct 10, 17*

##### **Recommended by the Department**

Trevor Bain  
Chief of Fire and Paramedic Services,  
General Manager of Community Safety  
*Digitally Signed Oct 6, 17*

##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
*Digitally Signed Oct 11, 17*

# **Calls for Service for the Period of July 1, 2017 to September 15, 2017**

## **Fire Calls for Service (July 1 – September 15, 2017)**

- Fires – 65
- Alarms – 265
- Vehicle Collisions – 169
- Open Air Burning – 109
- Medical Assistance – 188
- Other Incidents – 276
- Total Calls – 1072

## **Fire Services Major Incidents**

- Carleton St, Sudbury
  - July estimated loss \$400,000
  - 21 personnel & six apparatus
- Bruyere St, Sudbury
  - July estimated loss \$300,000
  - 17 personnel & five apparatus
- Dupuis, Hanmer
  - July estimated loss \$175,000
  - 30 personnel & ten apparatus
- Second Ave, Lively
  - August estimated loss \$130,000
  - 22 personnel & seven apparatus
- Total of 65 fire incidents with an estimated combined loss of \$1,721,500

## **Paramedic Services Calls (July 1 – September 19, 2017)**

### **Patient Care Reports**

- Code 1 non-emergency calls – 243
- Code 2 scheduled transfers – 499
- Code 3 prompt emergency calls – 1164
- Code 4 urgent emergency calls – 3978
- Total Patient Care Records – 5884

\*data retrieved from iMedic ePcr on September 19, 2017

### **Breakdown of care provided**

- Basic Life Support provided – 84%
- Advanced Care provided – 16%

Paramedic Services is currently unable to provide accurate Response Time Standard (RTS) data following recent changes to the Documentation Standards by the Ministry of Health and Long Term Care. The change has led to how RTS data is captured within the electronic patient care record (ePcr) and the Service is concerned with its validity.

Work is ongoing with the ePcr vendor on validating the data to ensure it is accurate before it is released. Additionally, the Department is working on the implementation of a business intelligence (BI) program in an effort to streamline and standardize the Department's business analytic capabilities. It is hoped to have the BI program operational in the fourth quarter of this year.

## **Good News Items**

### **Fire Services**

#### Volunteer Firefighter Recruitment by the Numbers

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 pass physical fitness testing.
- **30** Applicants are 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 2 weekend classes in August:
  - Copper Cliff – 1      ○ Dowling – 3      ○ Val Caron – 2      ○ Falconbridge – 1
  - Waters – 3          ○ Levack – 1      ○ Val Therese – 4      ○ Skead – 1
  - Lively – 2              ○ Hanmer – 3      ○ Wahnapiatae – 1
  - Whitefish – 3              ○ Capreol – 1

#### Prevention Division

Fire Prevention week begins on October 8. Some events scheduled for the community include:

Opening Ceremonies for Fire Prevention Week is at St Etienne School Dowling, Tuesday, October 10 at 9:30 am. There will be Presentations with the inflatable Fire Prevention training house and Sparky mascot. Also, there is a tentative event in the evening in the Dowling neighborhood where Fire Prevention will accompany the fire crews from Dowling, Station 12. Fire Services will sound the siren and the families would then execute their Home Escape Plan (Every Second Counts: Plan 2 ways out!). Families would come out and meet Firefighters at their predestinated meeting place near the road. Families will then ask questions and discuss the importance of what they just did.

Presentations will also occur at St James School in Lively where volunteer stations Waters, Station 6 and Lively, Station 7 will attend. Also, throughout the week there will

be presentations at Northeastern Elementary School in Garson, Atikameksheng Anishnawbek First Nations community, and Ecole Publique Foyer Jeunesse in Hanmer.



### Training Division

Fire Services is presently completing the training for our 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. The implementation of this training is essential in aligning our response capabilities as a Fire Service with the risks that exist in our community.



### Paramedic Services

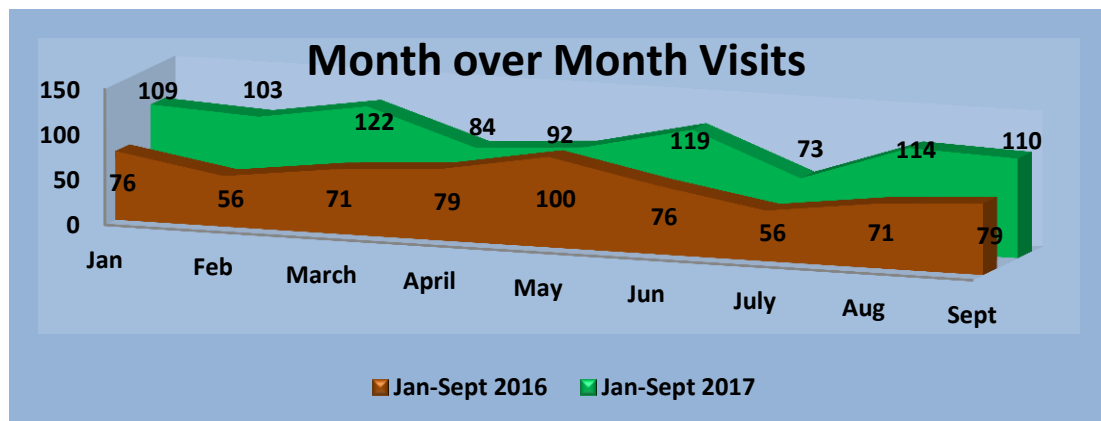
#### Community Paramedic Program

The Care Transitions Community Paramedic (CP) Program has been active since January 12, 2015 and has seen 415 patients since inception. Currently the program has:

- 144 current active patients that have received 641 scheduled home visits to date in 2017.
- The graph below is 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.



- 24% 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 Paramedic Program

The Health Promotions Community Program (HPCP) is also involved in the Paramedic Referral process. 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. The Paramedic Referral is sent with patient verbal consent to NE LHIN Home and Community Care (NE LHIN HACC) to schedule a home assessment with a care coordinator. The HPCP follows up with all of these clients to ensure they do not fall through service gaps. HPCP also follows up with patients that refuse or are unable to consent to a referral to NE LHIN HACC to more fully

explain what the referral to this agency means in an attempt to ensure our patients are fully informed and may accept these services that will enable independent living in their homes. The end goal is to decrease 911 calls by ensuring at risk populations are set up to succeed with appropriate supportive links for independent living.

Community Health Concern Reports are available for field Paramedics to report any other personal/public safety concerns where NE LHIN HACC is not the most appropriate referral. The HPCP manages these concerns and will work to link the situation/individual with the appropriate community agency to rectify the safety concern. At times, if the concern is at elevated risk the HPCP will present the case to Community Mobilization Sudbury (CMS) – Rapid Mobilization Table (RMT) for an immediate group response.

Paramedic Services is a member of the Sudbury Road Safety Committee (SRSC). SRSC works to promote safe driving awareness campaigns for the citizens of Greater Sudbury. Our Health Promotion Community Paramedic sits on this committee representing Paramedic Services and provides a Paramedic perspective with road safety concerns. Other members of this committee include the OPP, GSPS, SDHU, City Traffic Division, Fire, MTO, City Growth and Infrastructure Department and Sudbury Cyclists union.

### 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.

### 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.

### **Emergency Management Update**

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 Sudbury & District and Health Unit and Health Sciences North were also in attendance.

The 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 Marshall and Emergency Management in hopes that this will influence future course delivery.

Eighteen participants attended the course. The next Basic Emergency Management course is scheduled for November 23rd & 24th, 2017.