

For Information Only

Emergency Services Department Update

Presented To: Emergency Services Committee

Presented: Monday, Aug 21, 2017

Report Date: Wednesday, Aug 02, 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: Paul Kadwell, Acting Deputy Chief Paramedic Services; Jesse Oshell, Assistant Deputy Fire Chief; 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 Aug 2, 17

Recommended by the Department

Trevor Bain
Chief of Fire and Paramedic Services,
General Manager of Community Safety
Digitally Signed Aug 2, 17

Financial Implications

Apryl Lukezic
Co-ordinator of Budgets
Digitally Signed Aug 2, 17

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Aug 2, 17

Calls for Service for the Period of January 1, 2017 to June 30, 2017

Fire Calls for Service (January 1 – June 30, 2017)

- Fires – 141
- Alarms – 520
- Vehicle Collisions – 335
- Open Air Burning – 109
- Medical Assistance – 351
- Other Incidents – 645
- Total Calls – 2101

Fire Services Major Incidents

- South Lane Road, Sudbury
 - April estimated loss \$600,000
 - 39 personnel & ten apparatus
- Highway 144, Chelmsford
 - May estimated loss \$450,000
 - 34 personnel & eight apparatus
- Regional Road 84, Capreol
 - June estimated loss \$750,000
 - 28 personnel & nine apparatus
- Nickel Offset Road, Chelmsford
 - June estimated loss \$405,000
 - 47 personnel & 11 apparatus
- **Total** of 141 fire incidents with an estimated combined loss of \$5,583,176

Paramedic Services Calls (January 1 – June 30, 2017)

Patient Care Reports

- Code 1 non-emergency calls – 553
- Code 2 scheduled transfers – 1278
- Code 3 prompt emergency calls – 2708
- Code 4 urgent emergency calls – 8468
- Total Patient Care Records – 13007

*data retrieved from iMedic ePcr on July 24, 2017

Breakdown of care provided

- Basic Life Support provided – 75%
- Advanced Care provided – 18%
- Transfers – 5%
- No patient contact – 1.5%

Paramedic Service 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 lead 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

- 11 volunteer probationary Firefighters hired at 7 Stations (March)
- 30 offers extended to potential volunteer probationary Firefighters at 14 Stations (June)

Training Division

- Thermal imaging training provided
- Scott FIT testing for 340 firefighters
- 13 mandatory annual training dates completed
- Medical program revision and training delivered

Paramedic Services

Community Paramedic Program

The Care Transitions Community Paramedic (CP) Program has been active since January 12, 2015 and has had a total of 377 patients since inception. Currently the program has:

- 168 patients active patients,
- 2649 scheduled home visits conducted,
- 258 just in time visits conducted,
- 209 patients either graduating or being discharged (deceased, met goals, moved LTCF, etc.) from the program.
- 23% completion rate on patient satisfaction surveys,
- Received survey results indicating that 100% would recommend the program with 100% being satisfied with the service.

The Community Paramedic program is partnering with the Health Sciences North Outpatient Chronic Disease Clinics, North East Specialized Geriatric Centre and NE-LHIN Home and Community Services to coordinate, improve and realign care for older adults in the community and divert low acuity Emergency Department visits/admissions by using a coordinated planning process called **START** (**S**eniors, **T**riage, **A**ssessment, **R**ehabilitation, **T**reatment). The Care Transition Community Paramedics are valued members of this team approach as they have proven, through their interventional care

in the home they can positively affect the patient's well-being and decrease Emergency Department visits, admissions and length of stay.

Working together on a larger scale with more central planning and coordination, is expected to demonstrate efficiencies in the system that may affect low acuity ambulance call volume and ambulance off load delays in the Emergency Department. The "test of concept" of this new plan is set to commence on September 5th, with reviews scheduled for October 6th, November 3rd, and December 1st.

New Ambulances

Paramedic Services is replacing three ambulances that have come to their end of their useful life. Moving forward, all new ambulances and paramedic response vehicles (PRUs) will be outfitted with an enhanced decal design, shown below, that will increase safety by using highly reflective and contrasting colours. The new design will increase vehicle visibility and safety.



Emergency Management Update

Testing of Greater Sudbury's Emergency Notification System, Sudbury Alerts

The City of Greater Sudbury in partnership with VALE, Glencore, Greater Sudbury Police Services, Greater Sudbury Utilities, and the Sudbury and District Health Unit launched Sudbury Alerts in February 2017. This notification system will alert residents of a potential hazard or concern that is considered an imminent threat to public safety. The system, built by Everbridge, allows residents to receive emergency alerts on their home phone, cell phone, TTY service, fax number or email address. Sudbury Alerts will act in conjunction with the City's Emergency Management Program for the protection and safety of residents.

In conjunction with Emergency Preparedness Week, May 7 to 13 2017, the City of Greater Sudbury's (CGS) Emergency Management division conducted the first annual test of the Sudbury Alerts Emergency Notification System on May 9th 2017. Testing of the system allows for identification of potential gaps as well as presenting the opportunity to make any necessary improvements.

At 10 a.m. on May 9th, the English test notification was sent to 69,000 public home and business phones numbers, and 4,349 residents who registered their mobile phones or email addresses via the member portal located on the City's website.

At 10:05 a.m. the French test notification followed. Within five minutes, over 140,000 messages were sent throughout the city to residents informing them of the test of the system.

The Sudbury Alerts system allows for confirmation of receipt of message. 5,173 confirmation notices were received based on the English test with 2,955 confirmations being received for the French notification.

Because of the size of the test and the fact that this was the first ever test of using a mass notification system on Greater Sudbury's telephone infrastructure, a few opportunities for improvement were identified. Work has been ongoing with the service provider Everbridge to address these items. Some opportunities for improvement include:

- Some residents received notifications in one language instead of both (English and French).
- 311 and the after-hours telephone services received a high volume of calls from residents inquiring about the notifications they had received. This prevented residents with non-test related queries from accessing the City's 311 services.
- Due to the large volume of calls and data being transmitted on the telephone infrastructure, the City's phone number (number registered on the system) was

black-listed by VoIP carriers as this influx of calls and data was believed to be spam.

A second test of the system was conducted on July 12th, 2017. This test was conducted within the City of Greater Sudbury communities of Lively and Copper Cliff. This smaller test sample allowed the ability to test the alterations of the system in a manner that would not have widespread negative impacts should the fixes not address previous issues.

Sudbury Alerts currently has 69,000 publicly listed residential and business phone numbers in addition to 5,306 residents who have signed up via the member portal on the City's website.

Transition of Basic Emergency Management Training to Online Format

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.

BEM is offered to individuals who play an active role in emergency management for their respective organizations. This includes employees at all levels of government, local and out of town businesses, and members of the Greater Sudbury Emergency Management Advisory Panel. On average, 75 participants enroll in the course each year.

City of Greater Sudbury is the hub for many Northern Ontario services when it comes to training in emergency management/preparedness. Over the years, a continually noted shortcoming was that the current format of the BEM course is not consistent with adult learning principles. To maintain consistency with the many training programs offered by the City, the Emergency Management Office has been working with Cambrian College to transition appropriate areas of the teacher directed course content to online delivery.

It is anticipated that this transition will afford the opportunity for less in-class time that can focus on reinforcing learning content and objectives through group discussions and role play involving various scenarios. This project is on target and is expected to be completed by August 31st, 2017.