
FOR THE **REGULAR MEETING** OF CITY COUNCIL
TO BE HELD ON **TUESDAY, MARCH 7, 2017 AT 6:00 P.M.**
IN THE **COUNCIL CHAMBER**, TOM DAVIES SQUARE

ADDENDUM (RESOLUTION PREPARED)

(Two-thirds Majority Required to Deal with the Addendum)

DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

REFERRED AND DEFERRED MATTERS

ADD-1 Report dated March 3, 2017 from the Deputy Chief of Emergency Services regarding the Linen and Laundry Contract for Paramedic services.
(RESOLUTION PREPARED)

(This report seeks Council approval for Paramedic Services to contract the purchase of linen and laundry services with Mohawk Shared Services Inc., Hospital Linen Services located in Hamilton, Ontario.)

(Next Agenda Item: **CIVIC PETITIONS**)

Linen and Laundry Contract for Paramedic Services
March 3, 2017

Request for Decision




City Council

Type of Decision							
Meeting Date	March 7, 2017			Report Date	March 3, 2017		
Decision Requested	X	Yes	No	Priority	X	High	Low
	Direction Only			Type of Meeting	X	Open	Closed

Report Title
Linen and Laundry Contract for Paramedic Services

Budget Impact/Policy Implication	Resolution
<p>This report has been reviewed by the Finance Division and the funding source has been identified.</p>	<p>THAT the City of Greater Sudbury approves Paramedic Services to contract the purchase of linen and laundry services, including the purchase of replacement linens with Mohawk Shared Services Inc., Hospital Linen Service located in Hamilton, Ontario for a three-year period, with two optional one-year extensions;</p> <p>AND THAT the General Manager, Community Safety be authorized to negotiate, enter into and execute any agreements to secure the services with Mohawk Shared Services Inc. (MSSI) for the purchase and delivery of linen and laundry services.</p>
Background Attached	Resolution Continued

Recommended by the Department	Recommended by the C.A.O.
<p>Joseph Nicholls Deputy Chief of Emergency Services</p>	<p>Ed Archer Chief Administrative Officer</p>

Report Prepared By	Division Review
 Joseph Nicholls Deputy Chief of Emergency Services	Name Title

Rationale

A single source recommendation for linen and laundry services reflects the nature of the service and the nature of Paramedic Services' relationship with Health Sciences North ("HSN"). Specifically, our work processes are integrated such that our soiled laundry is mixed in with the hospital's soiled laundry. Separating our respective soiled laundry is possible for additional cost if, and only if, HSN agrees to work with such a system.

There is no way to run a parallel laundry system without incurring additional costs to the City for more staff and equipment and HSN has indicated they are not willing to participate in running such a system. Conversely, the recommended contract with Mohawk reduces operating costs, maintains service efficiency and requires no additional staff.

Key Facts

- To utilize a different linen service from our destination hospital would require us to establish a separate parallel system with support from HSN to collect and move our soiled linen to a centralized collection point at HSN for pickup by a laundry service.
- Paramedic Services asked HSN to consider if they would provide us a quote to use their staff to manage such a parallel system within the hospital, they responded stating:
"I've looked into this and the hospital does not want to put a parallel laundry service in place for EMS at this time so I will not be forwarding a quote."
- HSN has further advised that City staff will not be permitted to undertake this work within HSN citing labour issues (managing linen is HSN CUPE bargaining unit work) for the hospital.
- Paramedic Services consulted with experienced managers in managing linen from both HSN and Sudbury Hospital Services regarding the establishment of a parallel system to separate paramedic linen from the hospitals. Both of these managers indicated that we would not be able to successfully separate the linen due to the number of staff involved and high number of soiled linen collection points (approximately 300) throughout HSN. Therefore, it is highly likely paramedic linen will always migrate into the hospital system and end up at Mohawk. We will then have to incur additional costs to replace the linen and/or pay for its return from Mohawk.
- In our additional discussions with other paramedic services that use alternate commercial vendors, the challenge of collecting linen and negative effect on paramedic staff productivity is a universal one. The process of collecting linen from a patient will exacerbate offloading delays,

where it takes longer for paramedics to be available for their next call when they bring a patient to HSN.

- Paramedics are able to leave soiled linen with the patient and do not have to wait to recover the linen. The immediate recovery of linen is not practical in emergency settings and could result in additional pain and suffering for our patients; as well as impacting the patient's experience and the professional image of the City of Greater Sudbury's Paramedic Service.
- Due to Health & Safety concerns once the soiled linen is in a soiled linen hamper we will not ask any staff member from the Service or HSN to retrieve it. To do so would introduce unacceptable health and safety risks from both a communicable disease and sharps perspective.

Durham Paramedic Services

- Durham Paramedic Services uses a commercial vendor located in Mississauga, ON. Designated dirty linen carts for Paramedic Services are provided in the Emergency Departments at hospitals. Paramedics attempt to retrieve the linen from the patient when the transfer of care has been completed.
- Durham has logistics staff that picks up and delivers linen using a truck to transport clean and soiled linen. This truck has separate compartments to ensure that there is no cross contamination of linen.

County of Lambton Paramedic Service

- Paramedics and hospital staff deposit all linen into the soiled linen bins, distributed throughout the hospitals. London Hospital Linen Services sorts the paramedic linen and contacts the private contractor to pick up.

Perth Paramedic Service

- Service provider has a contract with a local company. All the hospitals are rural and small in nature. All the hospitals in this catchment area have amalgamated their linen cleaning process with one provider. All hospitals have designated soiled linen bins for paramedic service.
- This service experiences challenges when their linen is placed into the improper soiled bins and is shipped and processed by the company that cleans the hospital linen. On a regular basis the hospitals' linen company call Perth County Paramedic Services to retrieve their linen, which bills the Service to clean and fold their linen.