



2022 Business Plan & Budget

Paramedic Department

Prior Year Accomplishments

Economic Prosperity & Innovation

Paramedics continue to support *Economic Innovation & Prosperity* by providing best practices, clinically evidenced high quality service, and strengthening the County's overall corporate brand.

Community Paramedicine continues to evolve and prosper providing innovation in patient care utilizing Remote Patient Monitoring (RPM), and Virtual Videoconferencing. These strategies are patient focus and allow us to bring the care to the patient in their homes and removing the barriers of transportation.

Sustainable Growth

Paramedic Stations

The department long term plan for station replacement is on schedule. Cramahe Emergency Services Base was completed in 2017. Alnwick-Haldimand Shared Base was completed in December 2018 with a Grand Opening in the spring of 2019 and Trent Hills Emergency Base was completed in July 2020, with a virtual Grand Opening in the Fall of 2020. Brighton base is the next scheduled base for replacement. Preliminary discussions began to take place with Brighton Fire and Municipality late in 2021. These preliminary discussions have focused on potential locations for a potential shared base, needs and analysis for each department regarding space requirements and functionality, and potential budgetary requirements. We strongly believe that these collaborative projects are examples of the County and member municipalities working together to create efficiencies and improve service delivery to our communities.



Ambulance Replacements

As part of the County's capital planning, ambulances, and Emergency Response Vehicles (ERVs) are replaced on a regular cycle. This cycle ensures that the County continues to efficiently and cost effectively, operate paramedic services. In addition to replacement, to maintain operational readiness in its 24/7 operation, the County ensures that there is one ambulance available for every shift as well as ERVs that are deployment ready to service the community as needed. The following were under-taken in 2020/2021 to address the Paramedic Department's capital needs: **Ambulances (3)**

Ambulance Service Review

In 2021, the MOHLTC conducted its triennial service review for Northumberland Paramedics. Due to the ongoing Pandemic this review was conducted virtually, and thus was a modified partial audit of the paramedic operation, focusing on administration and Quality Assurance aspects. The preliminary exit interview of this inspection was successful and thus renewed our certificate to operate the Ambulance Service through to 2024.

The on-site portion of this Review will be scheduled once the Pandemic travel restrictions are lifted. The on-site portion will focus on Patient Care by participating in Ride -Out with the crews, inspection of our Ambulances ERV's and Bases to ensure compliance with the Basic Life Support and Advanced Life support – Patient Care Standards (BLS-PCS and ALS-PCS), and Vehicle and Equipment Standards.

Collective Bargaining

In early 2021 the Paramedic Service and County received notice to bargain from OPSEU Local 381 representing the Paramedics. There were several meetings in March and April that discussions and exchanging of proposals took place. In June through a successful mediation a tentative Agreement was reached pending ratification of OPSEU and approval of Council. The Collective Agreement was ratified by OPSEU 381 late June, and then approved by Council at the July Council meeting. This current Collective Agreement is a 3- year term that will run through to 2024.



Thriving & Inclusive Communities

Pursuit of Clinical Excellence

The service that paramedics deliver almost always provides opportunities to learn and to improve on the high quality of care already provided. The Advanced Life Support Patient Care Standards (ALSPCS) change frequently and are considered a “living document” referenced in legislation and updated annually. The paramedic scope of practice, both primary and advanced is evolving with it. The department has developed several initiatives to improve the quality of care in the community both directly and indirectly. The direct measures included increased monitoring of patient care through practical observation on calls as well as digital chart review. These observations are then used as opportunities to educate paramedics. Some of this education occurs with high fidelity simulation either in our lab or in the field. This process has greatly enhanced the training available to paramedics and supports our best practices initiatives. In addition, simulation is a vital part in preparing paramedics to return to the workplace and clinical practice after an extended leave.

Indirectly, paramedics continue to participate in the training of member municipal staff in first aid and CPR. These courses occur a few times a year and allow us to connect with both laypersons as well as trained first responders. The experience of training and connecting with highly trained paramedics helps to build relationships and enhance the safety and well-being of the people in Northumberland County.

Specific enhancements included:

- Increased reviews of ambulance calls including random and targeted audits and call reviews
- Increased use of technology and improved processes in conducting and expediting call investigations
- Continued utilization of high-fidelity patient simulation in lab and now available in the field.
- Focused training in “Crisis Intervention and de-escalation”
- Implementation of a new ePCR/Quality Assurance tool to enhance the ability to accurately collect and report on data, utilize a digital dashboard to monitor key performance indicators in real-time, provide two-way feedback to paramedics, reduce paper, and support LEAN initiatives.



Paramedic Week Celebrations

Every year in May the County recognizes National Paramedic Week. Northumberland Paramedics takes this opportunity to celebrate service to the community and strengthen relationships with our partners across the County. Due to the COVID 19 pandemic, the department was unable to hold its Paramedic Week open House and BBQ in person.

This year's national theme is "**Paramedic as Educator- Citizen Ready**".

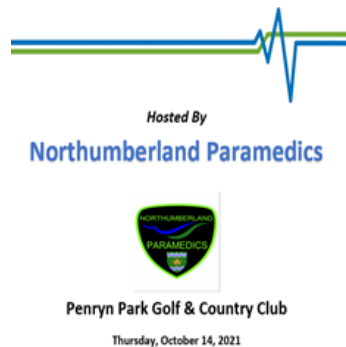
The theme for Paramedic Services Week 2021 demonstrates the important role that paramedics play as educators to the public. As healthcare professionals, paramedics are often incorporating the best research into practice, but the public doesn't always know why simple steps taken can make the difference in many emergencies prior to help arriving. We look to build on existing education and incorporating new trending treatments for the public to be citizen ready. Each of the five days had a specific public education focus that was designed to prepare citizens for an emergency. The five topics included Activation of 911, Control the Bleeding, High Performance CPR, Opioid Overdoses, Emergency Preparedness (the first 72 hours), and Paramedic Services Recognition day/Community Paramedicine.

Paramedics across Ontario are providing care that now exceeds the confines of the ambulance. Community Paramedicine and healthcare partnerships are enhancing the services that are available to the members of our communities. The ongoing expansion of Paramedic Scope of Practice is developing paramedic skills to include services beyond the traditional 9-1-1 response. This evolution in clinical practice has grown to include clinical and psycho-social assessments, chronic disease management, referral to community-based agencies and public education. Paramedics are out in the community educating clients on personal care, risk of falls in the home, medication compliance and general health and wellness. Initiatives aimed at reducing emergency department visits and wait times and improving community health are major priorities and support the theme of Paramedic Services week. Northumberland Paramedics are committed to best practices and pursuing opportunities to work with primary healthcare providers, allied emergency responders, social service agencies, family health care teams, palliative care, mental health and addictions teams, and public safety groups to develop initiatives which will help us better attend to those in need. Paramedicine is about caring for our communities, every hour, every day.



Survivor Night

Northumberland Paramedics responds to approximately 150 cardiac arrests per year. A small percentage of these cardiac arrest calls have the potential for successful resuscitation. Public awareness and education on the “Chain of Survival” has a direct impact on the chance of resuscitation. Once a year we honour and connect cardiac arrest survivors with the Paramedics, community First Responders (Fire, Police), Ambulance Dispatch Officers and public involved in their successful resuscitations. This event brings together community members and allied agencies for an evening of celebration and has become highly appreciated and anticipated by the First Responder agencies we work with every day. This strengthens our positive relationships both on and off duty. This year we are celebrated 12 saved lives through the collaborative efforts of our teams. The 2021 Survivor Night took place October 14th at an outdoor event to ensure the safety protocols of the COVID 19 pandemic were adhered to, with the attendance of 6 survivors and their family. This event continues to acknowledge and celebrate the ongoing collaboration of First Responders, Allied Agencies, and the community involved in the successful resuscitation of a cardiac arrest.



Exemplary Service Medal

The Exemplary Service Medal, created on July 7, 1994, recognizes paramedic professionals in the provision of pre-hospital emergency care who have had at least 20 years of exemplary service, ten of which were in a position of risk. This year the County once again submitted to the Chancellery for recognition of three veteran paramedics who are eligible to receive the Emergency Services Exemplary Service Medal. Unfortunately, the presentations of these awards continued to be delayed due to the COVID pandemic. In 2020 two paramedics were scheduled to receive their 20-year medal and the other paramedic will receive his 30-year bar. In 2021 Nominations were put forward to the OAPC Board and Chancellery, and at this point these have yet to be confirmed.





Public Safety Messaging

Traditionally paramedic services are in a perpetual state of readiness to react to emergencies. Although this is the foundation of what we do, as health professionals in the community we will continue to take a more proactive role in public safety and awareness. We continue our active participation in working groups with local police/OPP, Fire Departments local Hospitals/health units and County Communications to create a Public Safety Strategy. This will give us the opportunity to educate our citizens in matters such as the dangers of Opioid/other drug overdoses, Acute Coronary Syndrome (ACS), Stroke awareness, First-Aid/CPR/AEDs, fall prevention/injury statistics, etc. It is our hope that through this strategy we can improve the safety, health, and well-being of the residents in Northumberland.

Northumberland Community Safety Well-Being (CSWB) plan was endorsed by County Council in June. Northumberland Paramedics was proud to be part of the advisory committee and looks forward to ongoing collaboration addressing the key issue and priorities set forth.

Leadership in Change

Ontario Health Team Northumberland (OHTN)

Our ongoing partnership with Ontario Health Team-Northumberland through 2020, and 2021 continues to be successful. Having a seat at this table has been a tremendous opportunity to partner with allied healthcare providers in our communities. OHTN adopted Community Paramedicine as both a year one and year two priority continues to evolve and expand our Community Paramedicine program in our Community.

Community Paramedicine – Enhancing Community Care

The Paramedic department believes in the need for “community paramedicine” in Northumberland as part of our “Community Care Strategy” and should be a normal function of all land ambulance services in Ontario. Many services have community paramedicine programs, but all are slightly different in scope. The commonality in every community is attempting to bridge gaps in current services provided through the Ontario Local Hospital Integration Networks (LHINs) or other community supports. When these gaps exist in the provision of care for people with chronic physical or mental illness, emergency services and hospital emergency rooms are over-utilized causing surge capacity and ambulance deployment challenges. The current governments Ontario Health Teams (OHT) has played a distinct role in bringing Community Paramedicine to Northumberland County.

The Community Paramedic program continues to evolve and flourish because of our continued partnerships with Trent Hills Family Health, Haliburton/Kawartha/Pine Ridge Health Unit and



Northumberland Hills Hospital, and the addition of Campbellford Memorial Hospital, Ontario Health and High Intensity Support at Home program (HISH).

COVID Pandemic Response and Partnerships

Northumberland Paramedics inclusive of the Community Paramedics responded to many calls for assistance from our Community, Health Partners, and the Ministry due to the challenges of the COVID pandemic. Starting in 2020 and continuing through the first part of 2021 Northumberland Paramedics continued to support various COVID swabbing testing centres; Northumberland Hills Hospital (NHH), Campbellford Memorial Hospital (CMH), HKPR Health Unit and Canton Testing site.

Participation in COVID vaccination programs through mobile Community Pop up centers and providing mobile vaccination to the high-risk individual vulnerable population such as the Homebound, Homeless and Shelters.

Assisted the Ministry of Health with the decanting of surge COVID patients from central Toronto out to the Eastern hospitals to ensure treatment and capacity through triaging of COVID patients and their acuity. Assisting with the movement of 15 patients over 13 days to create capacity within the COVID specialized Intensive Care Units (ICU's) of Toronto.

Continued support of Northumberland County Assertive Community Treatment (ACT) Team by completing over 300 mandatory blood draws to ensure appropriate and safe therapeutic drug levels. The Community Paramedics were able to provide a mobile service travelling to the clients thereby maintaining confidentiality and providing a safe place with a decrease risk and exposure to COVID.

COVID 19 – Responses and Activities	Count
Blood Draws (ACT)	329
COVID Testing - Swabs	35,000 +
COVID Vaccines – Homebound and Vulnerable	2,102
Decanting COVID patients from GTA	15

Psychological Stress Injury - Supporting our front line

All staff continued to receive Road to Mental readiness (R2MR) training and is now a standard part of recruitment. This initiative is a full day course teaching staff about PTSD including warning signs, support methods and resilience strategies. The course was developed at the



Mental Health Commission of Canada. This initiative was done in collaboration with the County Health and Safety/Emergency Management Coordinator.

In 2019/2020 the framework was developed and implemented for our own “Peer Support Team” for Northumberland Paramedics. This involved eliciting the services of professionals to interview and select suitable paramedic peers that were interested in becoming peer support contacts. This program continues to be successful in assisting the frontline staff in daily tasks, and calls of an Emergency First responder, COVID pandemic, and aspects of their personal lives. Prevention is the first key, followed by early recognition and request or recommended assistance by a peer. These essential components assist with educating and building resiliency. The “Peer Support App” was developed and purchased by the department and supported financially in 2021/2022 by the Ministry of Health. This App allows easy access for staff to connect with an available peer support person when the need arises, as well as allows for peers to recommend a staff member to be contacted by a peer supporter.

Paramedic Team Leader (PTL)

These positions were solidified in 2019 and continue to be successful through 2020, and 2021. A PTL entails training a group of full-time primary or advanced care paramedics in the basic duties of a Superintendent and then deploy a PTL to cover for a short-notice absence from the superintendent team i.e., sick. There are a few positive outcomes in engaging in this program. The first and most obvious is the continuance of a paramedic leader who can respond to the needs of crews in emergencies, health and safety, emergent equipment replenishment, liaise with allied agencies and short-notice sick call scheduling. An additional benefit is the opportunity for the front-line staff to experience and learn the skills and aptitude for a municipal management position. Currently there is a gap in this area and no opportunity to learn these skills until an individual is hired into the position. Additionally, there are no succession opportunities for our internal staff. A call for expansion of the PTL program took place in the third quarter of 2021, seeing an increase pool of PTLs’ and staff engagement.

Paramedic FT Float positions

Historically, when a full-time employee requests, or requires, time off they are back filled by a part time paramedic. The reasons for time off can vary such as vacation, STAT time, banked time, training, sick, WSIB, Leave of Absences (LOA’s) maternity, educational leaves etc... Therefore, ensuring 24/7 coverage given the various time off can present serious challenges and staff scheduling hours. These positions through 2020, and 2021 continue to prove beneficial allowing consistent coverage of shifts proactively and assisted in the decrease /



elimination of down-staffing and assisting with staff retention. There has been limited amount of up-staffing as a result of the inception of these float positions through 2021.

Paramedic Enhancement – Port Hope

County Council approved a 12 hour/7 day a week enhancement to the Port Hope station. This meant increasing our full-time staff compliment by 4 positions beginning in Q3 of 2020. The bulk of paramedic responses occur between 8 am and 8 pm so to include an overlap, the shift begins at 0930 and ends at 2130 hrs. An enhancement of one 12 hr. ambulance (four FT staff) strategically placed in Port Hope has proven efficacy in keeping our deployment within capacity and regulatory response time performance on target in 2021.

Primary Care Paramedic Autonomous Intravenous Access (PCPAIV)

Northumberland Paramedics is committed to providing the best possible level of service to the community through innovation and Organizational excellence. The implementation of a Primary Care Paramedic – Autonomous IV (PCP-AIV) program continued in 2021 and was an opportunity to increase the knowledge and skills of 12 additional primary care paramedics that can now provide a higher level of care to the community and as well as visitors of Northumberland County.

The PCP-AIV certification allows Primary Care Paramedics (PCP) to initiate Intravenous (IV) access and administer a wider range of medications. This will both reduce suffering and decrease wait-time to medication which would otherwise be given in the Emergency Department. The PCP-AIV certification does not reach the level of Advanced Care Paramedic (ACP). Therefore, the educational and training costs are quite manageable consisting of only 1 day in class and 1 day in the clinical setting, followed by on the road mentorship.

Northumberland has a large pool of dedicated primary care paramedics who are now AIV certified. By the end of 2021 we will have trained 38 primary care paramedics in intravenous cannulation.

2022 Service Objectives & Initiatives

Economic Prosperity & Innovation

Paramedics continue to support *Economic Innovation & Prosperity* by providing best practices, clinically evidenced high quality service, and strengthening the County's overall corporate brand.



Community Paramedicine continues to evolve and prosper providing innovation in patient care utilizing Remote Patient Monitoring (RPM), and Virtual Videoconferencing. These strategies are patient focus and allow us to bring the care to the patient in their homes and removing the barriers of transportation.

Continue to develop Community Paramedicine networks and participate in various funding programs and opportunities – Community Paramedicine - Long Term Care Program, High Acuity Staying at Home (HISH), and the Ontario Health Team – Northumberland.

Sustainable Growth

Ambulance Replacements

As part of the County's capital planning, ambulances, and Emergency Response Vehicles (ERVs) are replaced on a regular cycle. This cycle ensures that the County continues to efficiently and cost effectively, operate paramedic services. In addition to replacement, to maintain operational readiness in its 24/7 operation, the County ensures that there is one ambulance available for every shift as well as ERVs that are deployment ready to service the community as needed. To maintain the current replacement cycle and ensure there is an ambulance available for every shift the 2021/2022 vehicle capital needs are:

Ambulances (3) and ERV (1)

Bases

The department long term plan for station replacement is on schedule. Cramahe Emergency Services Base was completed in 2017. Alnwick-Haldimand Shared Base was completed in December 2018 with a Grand Opening in the spring of 2019 and Trent Hills Emergency Base was completed in July 2020, with a virtual Grand Opening in the Fall of 2020. Brighton base is the next scheduled base for replacement. Preliminary discussions took place late in 2021, with preparations and designs scheduled through 2022 with expectations of a build to take place through 2022 -2023. We strongly believe that these collaborative projects are examples of the County and member municipalities working together to create efficiencies and improve service delivery to our communities.



Logistics Coordinator

One of the main learning outcomes from the Pandemic is the importance of a robust supply chain, with built in contingency vendors, and timely delivery and mobilizing plans. During the Pandemic one of the key challenges were supply shortages with difficulty obtaining essential and mandatory medical equipment, supplies, medications, and personal protective equipment for the front-line staff. Paramedics operate 24/7 and 365 days a year to provide emergency response and Community Paramedicine to the County. Currently the logistics department is comprised of one Coordinator that works 35 hours per week. This limitation has become increasingly difficult with one staff member attempting to meet the normal challenges of ordering, stocking, and delivering supplies to hire one (1) full time Logistics Coordinator to assist with the current Logistical support. This additional Logistics Coordinator would provide operational support and the delivery of essential and mandatory supplies seven days a week inclusive of weekends and evenings. The additional Logistic Coordinator will also provide the capability of backfill of vacation and sick time efficiently and cost effectively. Logistics is an integral component of the Paramedic service and touches every aspect of the daily service. Whether it's emergency calls, Community Paramedicine, COVID- 19, Community outreach it all is dependent upon the supplies, equipment, or resources to deliver care. Issue Paper is attached.

Leadership in Change

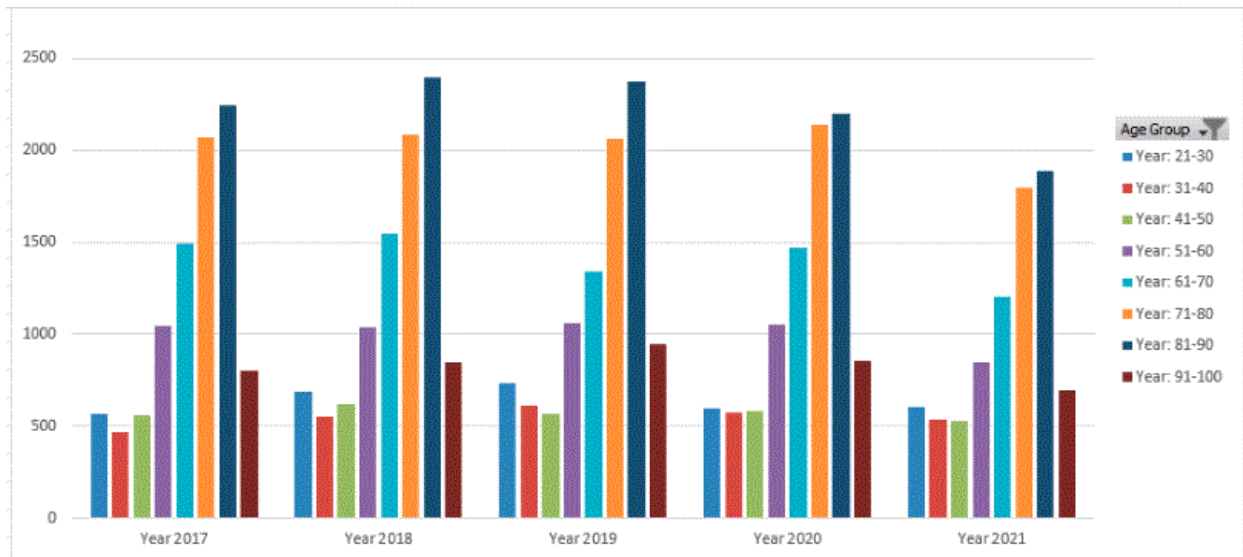
Community Paramedicine – Long Term Care Program

The Ontario Government has invested millions to expand the Community Paramedicine for Long Term Care Program. The goal of this initiative is to help more seniors stay safe while living in the comfort of their own homes longer as they are on wait lists for admission to long term care.

Northumberland County represents an ideal rural/urban location to integrate and expand their Community Paramedicine program to assist with long term care wait lists. The 2016 census data shows that 36.9% of the population is 65 years and older. This trend is consistent and supported by our 911 call volume statistics displayed in the graph from 2017 to September 2021. Over 60% of our calls are for ages 65 and older. In Northumberland County Long Term care facilities are experiencing wait lists of 360+ days.

Our request is for a potential Phase 3 Funding model of the Community Paramedic Long Term Care program here in Northumberland County. We believe the expansion of our Community Paramedic Program will be successful and support the seniors within our community by

supporting them and maintaining their safety and well-being, as well providing education and preventative measures of potential injury and illness in their homes while they wait for admission to LTC.



2022 Issue Paper

Logistics Coordinator

Purpose

To hire one (1) full time Logistics Coordinator to assist with the current Logistical support. This additional Logistics Coordinator would provide operational support and the delivery of essential and mandatory supplies seven days a week inclusive of weekends and evenings. The additional Logistics Coordinator will also provide the capability of backfill of vacation and sick time efficiently and cost effectively.

Background

Northumberland Paramedics provide Land Ambulance Service in the primary geographic area of the County of Northumberland from six (6) Ambulance Stations located strategically around the County's 1,901 square km area. Within these six (6) stations, the service operates twenty-four (24) hours per day, seven (7) days per week, three-hundred and sixty-five (365) days a year. Our current fleet of ambulances consists of 13 ambulances, which are strategically located in the six (6) Paramedic stations. Northumberland Paramedics also transport patients primarily to three (3) hospitals throughout the County, Northumberland Hills Cobourg, Campbellford and Trenton Memorial Hospitals. In the 2017 Budget County Council approved one (1) Logistical Technician to provide Northumberland Paramedics with a Logistical Technician for 35 hours, 5 days a week.

Over the past year, we have noted a few challenges with only having only (1) Logistical Technician at Northumberland Paramedics. With the increase of calls all around the County, we have reached our operational capacity. The Logistical Coordinator is responsible for the supply chain which includes ordering, itemizing, stocking, and delivering supplies to all the bases throughout the county and to ensure all Ambulances, ERVs and the supply rooms are stocked according to the Provincial Equipment and Vehicle Standards for Ontario Ambulance Services.

The second challenge we are experiencing is directly related to an increase in call volume. The Logistic Coordinator is responsible for retrieving dirty laundry from each of the three (3) Hospitals as well as the six (6) bases throughout Northumberland County and delivering it to the Golden Plough Lodge to be cleaned. Once cleaned, picking up the clean laundry and delivering it to all the bases to make sure of adequate linen for patient carries. With the bases and 3 hospitals being spread throughout the County this action takes a large part of the Logistical Technician's time.



The third challenge is retrieving specialized extrication equipment, and stabilizing splints that are frequently used during trauma calls and some medical calls. Frequently when high severity patients are transported outside of our County for urgent specialized care such as bypass agreements (Stroke and STEM bypasses), Ornge helicopter response due to trauma or life-threatening medical procedures our equipment remains on/with the patient. Locating and retrieving this expensive and essential equipment is time consuming but necessary to maintain our mandatory supplies and equipment. Frequently we track our equipment to Sunnybrook, Kingston General Hospital, Peterborough Regional Health Care, Trenton Memorial, Belleville General, and Lakeridge hospital.

The fourth challenge is the increase of PPE and Health and Safety supplies that are mandatory to ensure we are compliant with the COVID safety protocols. These supplies are required to be tracked, ordered, and delivered to the crews consistently and timely. The requirements are regulated by the Provincial Equipment Standards, Hastings Kawartha Pine Ridge (HKPR) Health Unit, Health and Safety Emergency Planning (HSEP) of the County, and directives of the Chief Medical Officer of Health (CMOH). The regulations and directives must be consistently monitored regarding the provision of mandatory supplies, and infection control and sanitizing processes maintained and tracked to ensure compliance.

The final challenge is the replacement / backfill of the Logistic Technician when they are off sick or off on vacation effectively and efficiently both operationally and fiscally. At present, we must back fill him with a Superintendent which is an increase hourly cost for this position. The Paramedic Service operates 24/7, 365 days per year, and to support Logistics we need to have Logistical support 7 days a week- inclusive of weekends to ensure the constant supply of equipment and materials and ensure safety equipment and processes are maintained.



Eastern Ontario -Logistic Coordinator Comparators

Service	Number of FTE	Hours Per Week
Hastings	2 FTE	70
Peterborough	1FTE and 1 PT* req 2 this budget	56 *budget for 70
Kawartha	1 FT + 10.5 equiv	56
Frontenac	1 FT and 2 PT	70
Northumberland	1 FTE	35

Consultation/Options

Option 1

Status Quo with no increase in staffing. This will result in difficulties in maintaining the essential and mandatory supply chain for the Paramedics and the response to medical and traumatic emergencies in the Community.

Option 2

Implement the additional Logistics Coordinator in a phased in approach. Starting this position in Quarter 3 of the 2022 Budget year will decrease the financial burden by 50%. In Year 1 the salary is paid 100% by the County; in Year 2 the Ministry funding will cover 50% of the prior year costing of this position as outlined in the financial impact.

Consultations: Eastern Ontario Paramedic Services- Comparators



Financial Impact

Option 1: Remain status quo with 1 Logistics Coordinator at 35 hours per week. This option represents no increase in staff and therefore no financial impact.

Option 2: The annual expenditure of one (1) Logistical Technician is identified as \$ 61,000 inclusive of benefits. In year 1 of this position the County would be responsible for 100% of the salary. Starting this new position in Quarter 3 will decrease the impact on the levy by 50% of the annual salary. This position would be supported by Ministry of Health (MOH) 50:50 funding as outlined in the table below in Year 2 onward.

	2022	2023	2024
Salary and Benefit Burden	\$ 30,500.00	\$ 62,220.00	\$63,464.00
MOH Subsidy		\$15,250.00	\$31,110.00
Net Levy Impact	\$ 30,500.00	\$ 46,970.00	\$ 32,354.00

Risk Considerations

The Ministry of Health & Long-Term Care requires that all Ambulances and ERV's to be compliant and stocked as per the Ontario Ambulance Equipment Standards, 7 days a week 365 days a year. This task takes time and effort to perform, along with laundry delivery, PPE and Health and Safety supplies requires additional assistance.

Securing appropriate and certified equipment and supplies has been an important and essential task during the Pandemic. This has proven to be challenging and time-consuming finding alternative suppliers and manufacturers that meet the specifications and regulations of the Ministry of Health.

It has become more challenging to meet the competing and prioritizing demands with 35 hours of Logistics support a week. The risk of not increasing Logistical support is that we become vulnerable to meeting regulatory compliance of equipment and supplies, not providing, or restocking the replacement equipment and medications to the paramedics in a timely manner.



Higher cost and inefficiencies of backfilling the Logistic Coordinator during sick replacement and vacation times would continue to maintain the continuity of the supply chain and mandatory medications and equipment.

Impacts to Member Municipalities/Partners

The impact to Member Municipalities would be providing all with seamless access to safe, reliable, and well- stocked Ambulances. Maintaining an industry standard in PPE and Health and Safety supplies to keep all Paramedics safe while performing their duties and responding to emergency calls.

Reliable and time efficient way to track, and retrieve equipment, with this, saving money on replacement costs.

Enhance visibility, productivity and inventory accuracy thereby decreasing unnecessary medication and equipment wastage due to overstocking and stale expiry dates. Balanced with maintaining and monitoring appropriate levels during COVID Pandemic and supply challenges.

Simplify compliance of legislative stock requirements, and mitigate risk of expired medications, inaccurate stock levels, or missing supplies.

Reduce costs and increase efficiency by expertise training, provided up to 7 days a week and allowing backfilling at an appropriate wage rate.

This specificity of training will drive the services scalability and represent innovation and excellence of inventory control.

Included in 2021 Long Term Plan: YES/NO

Yes