



IN CASE OF EMERGENCY CALL 9-1-1



Providing 24
Hour Coverage
7am – 10pm In Person
10pm – 7am Virtual

DUFFERIN COUNTY PARAMEDIC SERVICE

Community Paramedic Program

The Dufferin County Paramedic Service Community Paramedic Program was created in the Fall of 2014. The program is a non-emergency, community-based service with a focus on health promotion and injury prevention. Among Paramedic Services, Dufferin County is at the forefront with a number of innovative community programs.



DUFFERIN COUNTY PARAMEDIC SERVICE

325 Blind Line Orangeville, Ontario L9W 5J8

Phone 519-941-0509

Toll Free 1-844-791-1182

Fax 519-941-2486

Email: communityparamedic@dufferincounty.ca

@Dufferinmedics

What is the Community Paramedic Program?

It's an innovative approach to the delivery of health care services by paramedics that allows them to use their training and expertise in community-based, non-emergency care roles. The scheduled wellness checks help patients stay at home with increased access to care. It is a free service to those that meet the qualifications.

Clients living with high-risk complex medical issues such as Diabetes, Chronic Obstructive Pulmonary Disease, and Congestive Heart Failure will benefit from Community Paramedic services. The goal is to help improve the quality of life and provide additional assistance to keep patients living in their home longer in a safe environment. This preventative approach to client care reduces emergency department visits, hospital admissions and crisis' requiring 9-1-1 response.



HEADWATERS HEALTH CARE CENTRE

Email: info@headwatershealth.ca

www.headwatershealth.ca

@headwatershcc

Frequently Asked Questions

Q: Does a Community Paramedic replace current health care systems like Home & Community Care or Primary Care Physicians?

A: No. Community Paramedics are an extension of the Primary Care Provider; offering care to patients without access. They do not replace the specialized services available in a health care model or physician office.

Q: Does a Community Paramedic have the right training to provide primary care?

A: Additional training is provided to Community Paramedics which makes it possible for them to practice in-home preventative care.

Q: How quickly will a Community Paramedic make contact after receiving a referral?

A: The Community Paramedic will make initial contact within 24 hours.

Q: What are the geographical boundaries for Community Paramedics in Dufferin County?

A: The Community Paramedic will respond to requests within Dufferin County. Patients in outlying areas will be evaluated on a case-by-case basis



“My wife is not able to travel and having this service means the world to us. The Community Paramedics are great and the training that they received is without question the best I have ever seen.”

– Caregiver with the Community Paramedic Program

What services do Community Paramedics Provide?

- ✓ Scheduled wellness checks
- ✓ Safe home assessments
- ✓ Ability to refer to community partners
- ✓ In-home blood work
- ✓ Urine tests
- ✓ In consultation with Primary Care Physician, administration of medications for various conditions
- ✓ Person centred care

Benefits of the Community Paramedic Program

- Provides seniors, their families and caregivers peace of mind while waiting for a long-term care space
- Clients can access services from their own homes, potentially even delaying the need for long-term care as well as receive the quality care and service they need and deserve
- Helps provide additional care for seniors
- Clients have access to health services 24-7, through in-home and remote methods, such as online or virtual supports
- Home visits and in-home testing procedures reduces the need to arrange transportation to appointments
- Ongoing monitoring of changing or escalating conditions to prevent or reduce emergency incidents
- Improves health for high risk, vulnerable seniors in the community
- Additional education about healthy living and managing chronic diseases
- Connections for participants and their families to home care and community supports
- Community Paramedics identify patients who have unmet needs and connect them to the appropriate resources or provide services in collaboration with teams of professionals
- Provides mental health support

OUR VALUES

KINDNESS

Caring for one another



PASSION

Relentlessly building a better future



COURAGE

Being brave and stepping up



TEAM WORK

Better together



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To apply for the Community Paramedic Program visit:
www.headwatershealth.ca/Areas-of-Care/Paramedics/Community-Paramedic-Program