



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, March 28, 2024 at 1:00 pm

W & M Edelbrock Centre, Dufferin Room, 30 Centre St, Orangeville ON L9W 2X1

The meeting will be live streamed on YouTube at the following link:

<http://www.youtube.com/@DufferinOne>

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 pm the day before the meeting.

REPORTS

1. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #1
Reallocation of Funding Notice

A report from the Administrator of Dufferin Oaks, dated March 28, 2024, to inform committee members of the Ministry of Health's reallocation of funding notice that has been received by staff.

Recommendation:

THAT the report of the Administrator, dated March 28, 2024, regarding the Reallocation of Funding Notice, be received.

2. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #2
Funding Notice – Local Priorities Fund

A report from the Administrator of Dufferin Oaks, dated March 28, 2024, to inform committee members of a recent notice of One-Time funding from Central Region of Ontario Health.

Recommendation:

THAT the report of the Administrator, dated March 28, 2024, regarding the Funding Notice – Local Priorities Fund, be received.

3. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #2
2023 Resident & Family Satisfaction Survey

A report from the Administrator of Dufferin Oaks, dated March 28, 2024, to share the results of the 2023 resident and family satisfaction survey.

Recommendation:

THAT the report of the Administrator, dated March 28, 2024, with regards to the Dufferin Oaks 2023 Resident and Family Satisfaction Survey, be received.

4. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #4
Dufferin County Paramedic Service Annual Report

A report from the Chief Paramedic, dated March 28, 2024, to provide the 2023 Paramedic Service Annual Report.

Recommendation:

THAT the report of the Chief of Paramedics, dated March 28, 2024, with regards to the Dufferin County Paramedic Services annual report, be received.

5. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #5
Community Paramedic Support for Long Term Care Funding Letter

A report from the Chief Paramedic, dated March 28, 2024, to provide Council with an update on the funding letter received for the Dufferin County Community Paramedic Program.

Recommendation:

THAT the report of the Chief of Paramedics, Community Paramedic Support for Long Term Care (CPLTC) funding letter, dated March 28, 2024, be received.

DISCUSSION

6. HEALTH & HUMAN SERVICES – March 28, 2024 – ITEM #6
County Wide Transit

A discussion regarding County wide transit options. (Requested by Councillor Gerrits)

NOTICE OF MOTIONS

Next Meeting

Thursday, April 25, 2024

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: March 28, 2024

Subject: Reallocation of Funding Notice

From: Brenda Wagner, Administrator

Recommendation

THAT the report of the Administrator, dated March 28, 2024, regarding the Reallocation of Funding Notice, be received.

Executive Summary

A key part of the Dufferin County Community Support Services (DCCSS) activities is transportation services for older and disabled adults. DCCSS provides the service with a fleet of vans. From time-to-time additional there is funding to replace a vehicle and enhance the accessibility and mobility features. Such an opportunity was made available from the Ministry of Health in late 2023 and approved in February 2024.

Background & Discussion

Dufferin County Community Support Services provides services to older and disabled adults across Dufferin County which is supported, in part, through funding provided by the Ministry of Health. In late 2023, the ministry informed health service providers of the opportunity to apply for a reallocation of funding to allow providers to use funding for alternate programs. Dufferin County Community Support Services submitted a request to reallocate funds that were unable to be spent during the 2023/24 fiscal year for use in our transportation program.

In February 2024, staff were informed of the Ministry's approval to reallocate funding towards the purchase of two mobility vans. Details of the reallocation are noted in the table below.

Functional Centre	Request	One-Time Reallocation
CSS ABI - Personal Support/Independence Training 72 5 83 33	Reallocate to other pressures	\$ (170,000)
CSS IH - Transportation - Client 72 5 82 14	Van purchases (two)	\$ 170,000

This reallocation will support the purchase of two wheelchair vans which were included in our 2023 and 2024 capital budget.

Financial, Staffing, Legal, or IT Considerations

There are no legal, staffing or IT considerations at this time and the financial impact has been outlined in the report.

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services.

Equity – align programs, services and infrastructure with changing community needs.

Respectfully Submitted By:

Brenda Wagner
Administrator

Attachments: Reallocation of Funding Notice

Reviewed by: Sonya Pritchard, Chief Administrative Officer



Ontario Health

Central

Regional Tracking Number: M000-T1

February 28, 2024

Mr. Kurtis Krepps
Manager
Corporation of the County of Dufferin
55 Zina Street
Orangeville, ON L9W 1E5
kkrepps@dufferincounty.ca

Dear Mr. Krepps:

RE: 2023-24 One-Time Multi-Sector Service Accountability Agreement In-Year Reallocation Request

Ontario Health, through Ontario Health Central, is pleased to advise that Corporation of the County of Dufferin has been approved to reallocate up to \$170,000 in Fund Type 2 operating funding on a one-time basis in fiscal year 2023/24 to support your organization's one-time reallocation request.

Details of the terms and conditions on which this reallocation approval will be provided are set out in the attached Appendix A and Schedules, if any.

In accordance with Section 22 of the *Connecting Care Act, 2019*, Ontario Health hereby gives notice that, subject to your organization's agreement, it proposes to amend the Multi-Sector Service Accountability Agreement (MSAA) between Corporation of the County of Dufferin and Ontario Health with effect as of the date this letter is signed back by your organization. To the extent that there are any conflicts between the MSAA and this letter, the terms and conditions in this letter, including Appendix A and Schedules, if any, will govern. All other terms and conditions in the MSAA will remain the same.

Financial records of this allocation are to be maintained for year-end evaluation and settlement in accordance with the MSAA and/or Ministry policy.

Please indicate your organization's acceptance of the MSAA amendment set out in this letter, including Appendix A and Schedules, if any, by signing below and returning the signed version of this entire letter via email to OH-Central.Funding@ontariohealth.ca adhering to the following nomenclature in the subject line of the email – M000-T1 - Corp_County_Duff, **within 5 business days of the date of this letter.**

If you have any questions or concerns, please contact Ure Ihekanandu, Lead, Performance, Accountability and Funding Allocation at Ure.Ihekanandu@ontariohealth.ca.

I would like to take this opportunity to express my sincere appreciation for your continued contribution to the provision of high-quality services in our community and look forward to maintaining a strong working relationship with you.

Regional Tracking Number: M000-T1

Sincerely,



Jeff Kwan

Vice President, Performance, Accountability and Funding Allocation
Ontario Health Central

Attachment(s): Appendix A: Funding Reallocation Details
Sign-Back Form

c: Susan deRyk, Chief Regional Officer, Ontario Health Central and West Regions
Darren White, Warden, Corporation of the County of Dufferin

**Appendix A
Funding Reallocation Details**

1.1 Funding Reallocation Deliverables and Purpose

Health Service Provider (HSP): Corporation of the County of Dufferin

HSP Integrated Financial Information System (IFIS) Number: 23

One-Time Funding Amount: \$0	Base Funding Amount: \$0
Project/Program Description/Purpose: One-time In-Year Reallocation of Funding to Support Initiatives Outlined Below in Section 1.2	

1.2 Functional Centre Details

TPBE	FC From/To	Line Item	Amount	Reason for Surplus/Justification of Expense
CSS	CSS IH - PSS/Independence Training 72 5 82 33	Funding (up to)	\$ (170,000)	Bridging you Home - Community Based Rehab Program: no longer operating. OH Central will work with HSP pertaining to this closure in 2024-25.
		Individuals Served by FC	(36)	
	CSS IH - Transportation - Client 72 5 82 14	Funding (up to)	\$ 170,000	Medical Transportation Program: Medical Transportation including Large Wheel Chair/Bariatric Transportation (up to 2 additional accessible vehicles)



Ontario Health
Central

1.3 Reporting Requirements

Reporting Deadlines

Health Service Provider will be required to include the approved reallocations on the Q4 Community Quarterly Report and 2023-24 Annual Reconciliation Report.

1.4 Terms and Conditions

Corporation of the County of Dufferin acknowledges and agrees that:

- (i) Funding will be used for the specified activities only and cannot be allocated for any other purpose without written approval from Ontario Health and/or the Ministry.
- (ii) Funding will be spent by March 31 of the fiscal year. No carry-forward of unspent funds is permissible.
- (iii) Unspent funding or funding used for purposes not authorized by these terms and conditions is subject to recovery by Ontario Health and/or the Ministry in accordance with the MSAA and/or Ministry policy.
- (iv) Reporting will be submitted as outlined in the MSAA unless otherwise set out in the Appendix A and attached Schedule(s), if any.
- (v) It will provide additional information and documentation related to this funding at the request of Ontario Health and/or the Ministry.
- (vi) This funding will not increase risk to the organization's multi-year expense limits and annual balanced budget requirements.
- (vii) Funding under this Agreement is conditional upon an appropriation of moneys by the Legislature of Ontario to the Ministry and funding of the Funder by the Ministry pursuant to the Enabling Legislation.

Regional Tracking Number: M000-T1

Your signature below confirms acceptance of the funding and performance accountabilities set out in this funding letter. Please sign below according to the requirements of your organization (e.g., by-laws, delegation of authority etc.). If a second signature is not required, please indicate N/A on the signature line.

AGREED TO AND ACCEPTED BY:

Corporation of the County of Dufferin

By:

Darren White
Warden
I have the authority to bind the organization.

Date (mm/dd/yyyy)

By:

Michelle Dunne
Clerk
I have the authority to bind the organization.

Date (mm/dd/yyyy)



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: March 28, 2024

Subject: Funding Notice – Local Priorities Fund

From: Brenda Wagner, Administrator

Recommendation

THAT the report of the Administrator, dated March 28, 2024, regarding the Funding Notice – Local Priorities Fund, be received.

Executive Summary

Dufferin Oaks has received one-time funding from Central Region of Ontario Health to install an additional five ceiling lifts for the home. Staff assessed the need for additional lifts in response to the increasing care requirements of residents and applied for the specialized equipment through the Local Priorities Fund.

Background & Discussion

In September 2023, Ontario Health announced an open call for the Local Priorities Fund submissions for the 2023/24 fiscal year. This fund is intended to support Long Term Care Homes to better support admissions to long term care and prevent unnecessary hospitalizations. In particular, it can be accessed to support current residents who have new, or increasingly complex medical or specialized equipment needs which may not currently be available in the home. Staff have reported an increasing need for ceiling lifts in residents' rooms due to the increasing acuity of residents being admitted to the home. An application was submitted in October requesting \$32,475 to purchase five additional ceiling lifts. On February 13, 2024, Dufferin Oaks received notice that their funding request had been approved in its entirety.

Currently, Dufferin Oaks has twenty-four ceiling lifts installed in the home. With this funding, we will be able to install an additional five lifts which will support care provided to residents.

Financial, Staffing, Legal, or IT Considerations

There are no Legal, Staffing or IT considerations at this time and the financial impact has been outlined in the report.

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services.

Equity – align programs, services, and infrastructure with changing community needs.

Respectfully Submitted By:

Brenda Wagner
Administrator

Attachments: HHS 2024-03-28 Funding Notice – Local Priorities Fund Appendix A

Reviewed by: Sonya Pritchard, Chief Administrative Officer



Ontario Health Central

Regional Tracking Number: L018

February 13, 2024

Ms. Brenda Wagner

Administrator

Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens, in respect of Dufferin Oaks

55 Zina Street,

Orangeville, ON L9W 1E5

bwagner@dufferincounty.ca

Dear Ms. Wagner:

RE: 2023-24 One-Time Funding for Local Priorities

Ontario Health, through Ontario Health Central, is pleased to advise that Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens, in respect of Dufferin Oaks will receive one-time funding in the amount of \$32,475 in fiscal year 2023-24 to support targeted investments in local priorities.

This funding aims to support the specialized needs of existing and new long-term care (LTC) residents, prevent unnecessary hospitalizations, and enable better transitions from hospitals to LTC homes across Ontario Health (OH) Central as per the Ministry of Long-Term Care's Local Priorities Fund Policy.

Details of the funding and the terms and conditions on which it will be provided are set out in the attached Appendix A and Schedules, if any.

In accordance with Section 22 of the *Connecting Care Act, 2019*, Ontario Health hereby gives notice that, subject to your organization's agreement, it proposes to amend the Long-Term Care Homes Service Accountability Agreement (LSAA) between Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens, in respect of Dufferin Oaks and Ontario Health with effect as of the date this letter is signed back by your organization. To the extent that there are any conflicts between the LSAA and this letter, the terms and conditions in this letter, including Appendix A and Schedules, if any, will govern. All other terms and conditions in the LSAA will remain the same.

Financial records of this allocation are to be maintained for year-end evaluation and settlement in accordance with the LSAA and/or Ministry policy.

Please indicate your organization's acceptance of the LSAA amendment set out in this letter, including Appendix A and Schedules, if any, by signing below and returning the signed version of this entire letter via email to OH-Central.Funding@ontariohealth.ca adhering to the following nomenclature in the subject line of the email – **L018 - Dufferin, within 5 business days of the date of this letter.**

If you have any questions or concerns, please contact, Stacey Palmer, Manager, Capacity, Access and Flow, Ontario Health Central, at Stacey.Palmer@ontariohealth.ca.

Regional Tracking Number: L018

I would like to take this opportunity to express my sincere appreciation for your continued contribution to the provision of high-quality services in our community and look forward to maintaining a strong working relationship with you.

Sincerely,



Jeff Kwan

Vice President, Performance, Accountability and Funding Allocation
Ontario Health Central

Attachment(s): Appendix A – Funding Details
Sign-Back Form
2023-24 Local Priorities Fund Policy
OH Central LPF Reporting Template

c: Susan deRyk, Chief Regional Officer, Ontario Health Central and West Regions

**Appendix A
Funding Details**

1.1 Funding Deliverables and Purpose

Licence Holder/Health Service Provider (HSP): Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens in respect of Dufferin Oaks

HSP Integrated Financial Information System (IFIS) Number: 23/Home Facility Number: H11048

Ministry Initiative Name: Local Priorities Funding

Project/Program Name: One-Time Funding for Local Priorities

TPBE	Category of Investment	Item Description	Quantity	2023-24 One-Time Funding Allocation
NH-NFP	Other Specialized Equipment	Celiing lift	5	\$32,475
Total				\$32,475

1.2 Reporting Requirements

Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens will:

- Provide OH Central quarterly and annual reporting on the metrics below. The reporting will be based on the Category of Investment in which the funds were provided, please report only on the specific reporting requirements listed below that are aligned to that category. OH Central may also request additional reporting, if required, to support program planning and investment decisions.
- The funding provided may be subject to an audit to ensure homes are incurring costs for eligible expenses, and for expenses that are not covered by other Ministry programs. Homes are required to maintain appropriate supporting documentation and could be required to submit additional information (e.g., statements, invoices, etc.) if selected for an audit.

Category of Investment	Reporting Requirement
Specialized Equipment	<ul style="list-style-type: none"> • The number and type of specialized need(s) or barrier(s) addressed. • Number and type of equipment purchased or upgraded. • Number of people placed as a result of the equipment. • Type/nature of support provided • How many residents benefitted as a result of the equipment • Total amount (from fund) invested • Total projected expenditure for the fiscal year
Specialized Services	<ul style="list-style-type: none"> • The number and type of specialized services and supports provided. • Number or percentage of new and existing residents requiring special needs and supports that are supported through this investment. • The number of people placed into LTC and/or able to remain in LTC as a result of specialized services and supports provided. • Total amount (from fund) invested • Total expected expenditures for the fiscal year
Minor Capital Investments	<ul style="list-style-type: none"> • The number and type of specialized need(s) or barrier(s) addressed. • Type/nature of support provided • How many residents benefitted as a result (see LPF policy for examples) • Number of people placed and or/able to remain in LTC due to minor capital investments • Total amount (from fund) invested • Total projected expenditure for the fiscal year
Increased Staffing	<ul style="list-style-type: none"> • Total amount (from fund) invested • Changes in staff-to resident ratio before and after investment. • Type and number of staff hired (part-time or FTE or Agency). • Type and number of existing staff trained to better care for high needs residents. • The number of people placed into LTC and/or able to remain in LTC due to increased staffing. • Total expected expenditures for the fiscal year

Reporting to be submitted electronically to OH-Central.Reporting@ontariohealth.ca.
 adhering to the following nomenclature in the subject line of the email - *L018 -Dufferin*.

1.3 Terms and Conditions

The Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens, in respect of Dufferin Oaks acknowledges and agrees that:

- (i) Funding will be provided via Electronic Funds Transfer (EFT).
- (ii) Funding will be used for the specified activities only and cannot be allocated for any other purpose without written approval from Ontario Health and/or the Ministry.
- (iii) Funding will be spent by March 31 of the fiscal year. No carry-forward of unspent funds is permissible.
- (iv) Unspent funding or funding used for purposes not authorized by these terms and conditions is subject to recovery by Ontario Health and/or the Ministry in accordance with the LSAA and/or Ministry policy.
- (v) Reporting will be submitted as outlined in the LSAA unless otherwise set out in the Appendix A and attached Schedule(s), if any.
- (vi) It will provide additional information and documentation related to this funding at the request of Ontario Health and/or the Ministry.
- (vii) This funding will not increase risk to the organization's multi-year expense limits and annual balanced budget requirements.
- (viii) Funding under this Agreement is conditional upon an appropriation of moneys by the Legislature of Ontario to the Ministry and funding of the Funder by the Ministry pursuant to the Enabling Legislation.

Regional Tracking Number: L018

Your signature below confirms acceptance of the funding and performance accountabilities set out in this funding letter. Please sign below according to the requirements of your organization (e.g., by-laws, delegation of authority etc.). If a second signature is not required, please indicate N/A on the signature line.

AGREED TO AND ACCEPTED BY:

Corporation of the County of Dufferin - Dufferin Oaks Home for Senior Citizens

By:

Darren White
Warden
I have the authority to bind the organization.

Date (mm/dd/yyyy)

By:

Michelle Dunne
County Clerk
I have the authority to bind the organization.

Date (mm/dd/yyyy)



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: March 28, 2024

Subject: 2023 Resident and Family Satisfaction Survey

From: Brenda Wagner, Administrator

Recommendation

THAT the report of the Administrator, dated March 28, 2024, with regards to the Dufferin Oaks 2023 Resident and Family Satisfaction Survey, be received.

Executive Summary

The Resident and Family Satisfaction Survey is conducted annually and is an important part of the Quality Services program at Dufferin Oaks. A score of 96% for overall satisfaction was achieved. The survey assesses: personal care and service, communication and advocacy, living environment, participation, and quality of life.

Background & Discussion

As part of the Quality Services program at Dufferin Oaks, residents and families are surveyed to evaluate their satisfaction with care and services provided. This survey is circulated to obtain input from the Residents Council as well as Family Council. New this year, the survey was also reviewed by the newly formed Quality Improvement Committee.

Surveys were distributed December 2023 and the results are included as an attachment to this report. The response rate was 29% or 46 surveys were returned which has decreased from the previous survey which had a 41% response rate. 81% of the respondents were family members and 19% responded that they were a family member assisting a resident with the survey responses.

Of note is that of those responding in the “Your Overall Satisfaction” section, an average score of 96% was received for “Your Overall Satisfaction” with care and services with and 98% for “Staff treat my family member with respect”. As well, 98% of respondents stated that they would recommend the Home to others requiring long-term care.

Survey suggestions are reviewed for trends and assists the leadership team with developing the Dufferin Oaks’ Action Plan, the Quality Improvement Plan (QIP) as well as future budgets. Individual concerns are reviewed by each department managers and follow up occurs as required.

Financial, Staffing, Legal, or IT Considerations

There are no Financial, Staffing, Legal, or IT Considerations

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services.

Governance - identify opportunities to improve governance and service delivery/
improve the County’s internal and external communication

Respectfully Submitted By:

Brenda Wagner
Administrator

Attachments: HHS 2024-03-28 Resident and Family Satisfaction Survey Appendix A

Reviewed by: Sonya Pritchard, Chief Administrative Officer

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: Resident Family Satisfaction Survey 2023

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: Leadership

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: February 2024

STANDARD	RESULTS OF MONITORING	ACTIONS
<p>Ratings of Agree/Not Applicable will be achieved for 85% of surveys returned.</p>	<p>2023 survey questions were reviewed by Family Council and Residents Council prior to distribution. Surveys were mailed out in December and we again provided a link to Survey Monkey so those who wished could fill out the survey on line in addition to mail, fax or hand delivering.</p> <p>Overall Response Rate: 46 surveys were completed (81% were completed by family members and 19% were completed by residents with the assistance of a family member.</p> <p><u>Overall Score on “Your Overall Satisfaction” Questions =</u> (“Your Overall Satisfaction” on care and services = 96% and “Your Overall Satisfaction” on clean and well-maintained home = 96%)</p> <p><u>98% would recommend the Home to others requiring long-term care.</u> (45 responses)</p> <p><u>Staff treat my family member with respect = 98%</u> of respondents selected Yes. (45 respondents)</p> <p><u>1.Personal Care and Service:</u> Standard exceeded for all questions. My Family member is well cared for – 98% Care is provided in a kind, friendly, and gentle manner – 91%</p>	<p>Suggestions/comments were reviewed by the Senior management team members.</p>

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: Resident Family Satisfaction Survey 2023

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: Leadership

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: February 2024

STANDARD	RESULTS OF MONITORING	ACTIONS
	<p><u>2. Communication/ Advocacy:</u> Standard exceeded for all questions.</p> <p>The Home keeps me informed about changes in my family members status – 93%</p> <p>When I have concerns about resident care issues, I know whom to communicate these concerns to – 93%</p> <p>I feel comfortable expressing my opinions and feelings about my family member’s care. – 98%</p> <p><u>3. Living Environment:</u> Standard exceeded for all questions.</p> <p>Overall, I am satisfied that Dufferin Oaks is clean and well maintained – 96%</p> <p><u>4. Participation:</u> Standard exceeded for all questions.</p> <p>My family member is given the choice to participate in activities if they wish. – 100%</p> <p><u>5. Quality of Life:</u> Standard exceeded for all questions.</p> <p>Staff, volunteers and others demonstrate a genuine concern about my family member’s well-being. – 100%</p>	<p>Concerns on individual surveys were forwarded to applicable managers and have been or are being addressed as able.</p>

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: Resident Family Satisfaction Survey 2023

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: Leadership

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: February 2024

STANDARD	RESULTS OF MONITORING	ACTIONS
	<p>Areas where we could improve (individual comments)</p> <p>“A hearing aid service that can come to Dufferin Oaks to conduct hearing tests, clean hearing aids, make any adjustments to the aids.”</p> <p>“A denturist that visits the home.”</p> <p>It would be nice if there was a family room with chairs and couches.</p> <p>My mum is in a semi private room there is no privacy. Lobby also does not provide privacy.</p> <p>Areas where we exceed expectations (individual comments)</p> <p>“Thank you for taking such good care of my Mom. It lightens my heart knowing she is in good hands all the time.”</p> <p>“Love the staff they are the BEST!!”</p> <p>“When I have others with me to visit they are always impressed with the cleanliness, the lobby visiting area. Now that the Cafe is opened that is another feature that is appreciated. When I visit a take her for a visit and she loves their coffee :)”</p> <p>“The individual care my Dad receives is wonderful. They are kind, compassionate, and respectful to his needs/wishes.”</p>	

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

**TOPIC: Resident Family
Satisfaction Survey 2023**

RISK MANAGEMENT ASSESSMENT: []

**DEPARTMENT/TEAM:
Leadership**

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: February 2024

STANDARD	RESULTS OF MONITORING	ACTIONS	

ASSESSED BY:

PRESENTED TO Q.S. TEAM ON:

DATE ASSESSED: February 2024

PRESENTED TO C.O.M. ON:



A community that grows together

Report To: Chair Post and Members of Health and Human Services
Committee

Meeting Date: March 28, 2024

Subject: Dufferin Country Paramedic Service Annual Report

From: Tom Reid, Chief of Paramedics

Recommendation

THAT the report of the Chief of Paramedics, dated March 28, 2024, with regards to the Dufferin County Paramedic Services annual report, be received.

Executive Summary

This is the 2023 annual report for Dufferin County Paramedic Service. This report highlights the accomplishments achieved and challenges faced by the Dufferin County Paramedic Service.

Background & Discussion

Dufferin County Paramedic Service (DCPS) is responsible for the delivery of paramedic service to the residents of the County of Dufferin. Attached is the annual report that provides an overview of the activities, programs and accomplishments of the Dufferin County Paramedic Service.

Financial, Staffing, Legal, or IT Considerations

At this time there are no financial, staffing, legal, or IT considerations. Funding for Land Ambulance services continues to be dependable and supportive of both 911 response services and Community Paramedic programs.

In Support of Strategic Plan Priorities and Objectives

Governance - identify opportunities to improve governance and service delivery/
improve the County's internal and external communication

Respectfully Submitted By:

Tom Reid
Chief of Paramedics

Attachment: Dufferin County Paramedic Service Annual Report – 2023

Reviewed by: Sonya Pritchard, Chief Administrative Officer



DUFFERIN COUNTY PARAMEDIC SERVICE

Annual Report
2023

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Land Acknowledgement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources

Purpose, Strategic Directions & Values



STRATEGIC DIRECTIONS

Getting even better

- Relentlessly driving even higher levels of quality across our teams
- Investing in the continuous development and recognition of our people
- Continuously improving our facility and driving operational excellence

Nothing about you, without you

- Partnering with patients and families on what's most important to them
- Empowering individuals and teams to have more control over their work and work life
- Continuing to build the future of our hospital with our community

Integrated care, close to home

- Partnering to advance integrated systems of care in our community
- Improving the health of our community with our partners

OUR VALUES

KINDNESS	
PASSION	
COURAGE	
TEAMWORK	

SUPPORTS

Making every dollar count for our patients & community
Innovation, research & technology

Purpose, Strategic Directions & Values

OUR VALUES

Our values are more than words, they are what define and connect us. They determine how we work, how we behave, and how we relate to our patients, their families and caregivers as well as to everyone who is part of the Headwaters community. Our values are how we show that we are 'One Community, Caring Together'.



KINDNESS

Caring for one another

- We see the *person* in every patient, and welcome all people with compassion, empathy and respect.
- We understand our care starts with listening to what is most important to every patient and caregiver.
- We believe our work starts with valuing and supporting each other.



PASSION

Relentlessly building a better future

- We take pride in delivering the best possible care to every person, every day.
- We challenge ourselves to be creative and resourceful in finding solutions.
- We reach out beyond our walls to improve the health of our whole community.



COURAGE

Being brave and stepping up

- We do what's right, even when it's hard.
- We are curious and open to new perspectives.
- We speak up, push boundaries, and are not afraid to change.
- We go beyond what's expected.



TEAMWORK

Better together

- We commit to working together – patients, families, staff, volunteers, physicians and partners – to deliver the care our community needs.
- We inspire each other to be the best we can be.
- We appreciate each other's abilities and use the strength of all of us to achieve the extraordinary.

For more information contact info@headwatershealth.ca
visit headwatershealth.ca or [@HeadwatersHCC](https://www.instagram.com/HeadwatersHCC)



Chief's Message

On behalf of Dufferin County Paramedic Service (DCPS), it is with great pleasure that I present the 2023 Annual Report. This report highlights just some of the tremendous accomplishments we achieved in 2023, as well as some of the challenges that we had to overcome as a team.

From 2019 – 23, DCPS experienced an 18% increase in call volume and a 17% increase in patient transports. Despite the increase in call volume, DCPS was able to improve the average response time as well as our Code Red incidents and total time. This could not have been accomplished without the tremendous support we have received from Headwaters Health Care Centre to reduce offload delay in the Emergency Department (ED), allowing our team of highly skilled paramedics to provide the care needed to those in the community, rather than waiting in the ED with patients on ambulance stretchers.

For the first time in its history, the International Plowing Match and Rural Expo was hosted in Dufferin County, and DCPS was proud to serve as the primary on-site medical provider. With over 75,000 visitors attending the event over five (5) days in September, our team of paramedics were dedicated to serving the needs of those visitors who became ill or injured while in attendance.

This year, DCPS was able to develop strategic partnerships to ensure that our frontline staff have the tools they need to perform an incredibly difficult job. In partnership with the Ministry of Health, we deployed mCAD



software which provides paramedics with turn-by-turn navigation and call details instantaneously. With the assistance of Interdev Technologies, we introduced CAD Link which populates Ambulance Call Reports with specific data points, reducing the data entry burden on paramedics when completing documentation and ensuring the data being captured is accurate. Finally, we partnered with HGlobal Technologies to improve our data analytics.

The Community Paramedic Program continues to be a highlight for our community. This team at DCPS provides in-home and virtual support to the most vulnerable citizens in our community, allowing them to remain at home while receiving the highest level of evidence-based care.

I am incredibly proud of our team who continue to provide the best care in some of the most extreme conditions. The dedication and resilience of this incredible team allows us to tackle the many challenges that paramedics experience daily.

Service Overview



Dufferin County Paramedic Service (DCPS) is responsible for the delivery of paramedic services to the residents of the County of Dufferin. The Province of Ontario and the County of Dufferin share the costs of land ambulance services. Through a unique partnership between the County of Dufferin and Headwaters Health Care Centre (HHCC), DCPS staff are employees of HHCC which provides efficiencies to both organizations.



Through the professionalism and dedication of our paramedics and administrative staff, we have created a dynamic organizational culture of service excellence.



DCPS provides emergency medical coverage to over 66,000 residents. Services we provide include Advanced Life Support, Community Paramedic Program and Public Access Defibrillator Program.

About us



Our staff are the greatest asset to the organization and our community. Our 60 members – including front-line Paramedics, an Administrative Assistant, two Deputy Chiefs and a Chief – work together to provide the best possible care. Our team has a variety of backgrounds and skill sets that contribute to the successful delivery of paramedic services within Dufferin County.

All Paramedics employed by DCPS are college graduates and are delegated by the Medical Director of the Regional Base Hospital Program to perform medical interventions under the regulated Health Professions Act. As such, they are certified to administer numerous medications and perform an extensive list of controlled medical acts.

Staff Recognition



Our staff were recognized for the amazing contributions that they have made over the past year and throughout their careers. If it was not for these dedicated members of our team, we could not provide the high level of service that our community deserves.

This past year, eight (8) members of the DCPS team were recognized for Exemplary Service by the Governor General which involves over twenty (20) years of service to the community. Recipients included Stacey Becker, Mike Chambers, Brian MacIntyre, Heather McNab, Shawn O'Donnell, John Posavac, Gary Staples and Dave Tyler.

Staff Recognition

The Centre for Paramedic Education and Research (CPER) Annual Quality of Care Award is given to a selection of Paramedics from each of the Region's nine (9) Services. These Paramedics have been identified and nominated from either their peers or CPER's internal program staff including the Quality, Education, Management and Medical Council Teams. Nominees are identified for a variety of reasons such as outstanding patient care and documentation, continued medical education and presence in the classroom, community involvement of a clinical nature, or outwardly promoting the Paramedic profession. Pictured (L-R) Dr. Paul Miller, Medical Director, Tim Dodd, Program Director, Angela Burgess, Quality Specialist & Paramedic Jody Dzikowski. Absent Jason Dzikowski



Quality of Care Award

For 2023, paramedics Jason Dzikowski and Jody Dzikowski were the deserving recipients for DCPS.

Staff Recognition

The Richard J. Armstrong Award is presented to a Chief, Deputy Chief or Manager who is recognized for outstanding leadership and significant contribution to Paramedicine in Ontario. The recipient for 2023 was Chief Tom Reid of Dufferin County Paramedic Service. With over 40 years of dedicated service to the community including more than 25 years as chief, Tom has been instrumental in shaping the direction of paramedicine in Dufferin County and the province. Pictured (L-R) Chief Reid accepting the award from Mrs. Armstrong, wife of the late Richard J. Armstrong.



Richard J. Armstrong Award

The Richard J. Armstrong Award is awarded annually to an individual recognized for both outstanding leadership and significant contributions to Paramedicine in Ontario.

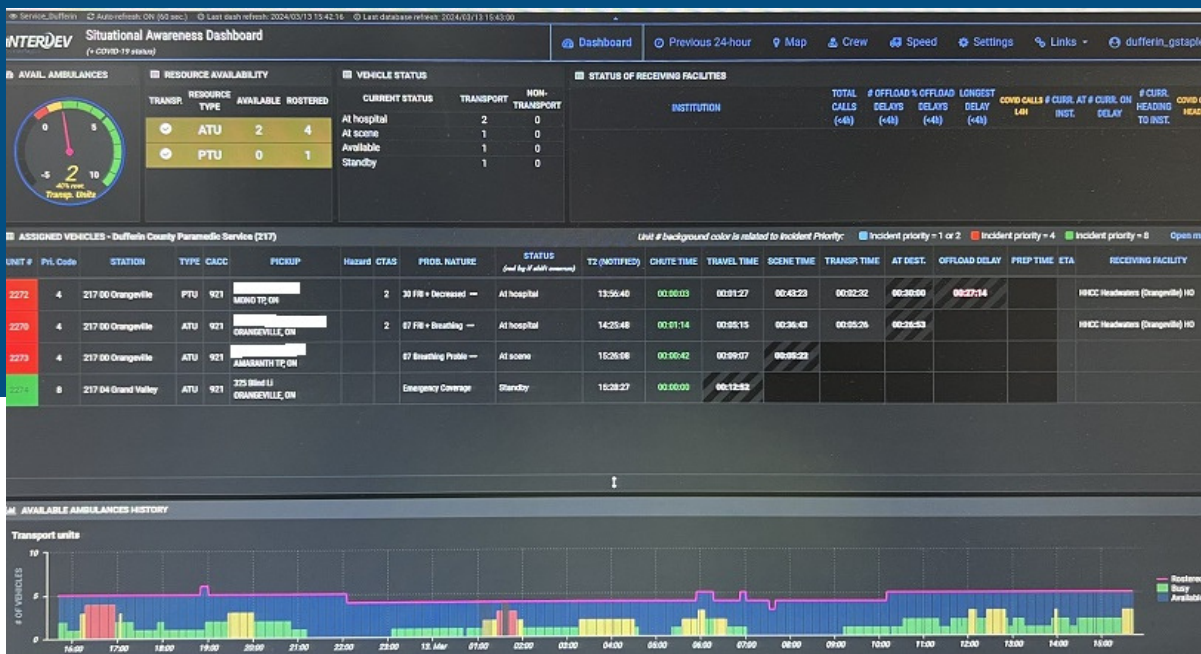


2023 International Plowing Match & Rural Expo

The International Plowing Match & Rural Expo (IPM) celebrates farming's history with extensive historical displays and demonstrations. The 2023 IPM also showcases the modern era with some of the newest and most advanced plows and agricultural equipment on the market competing.



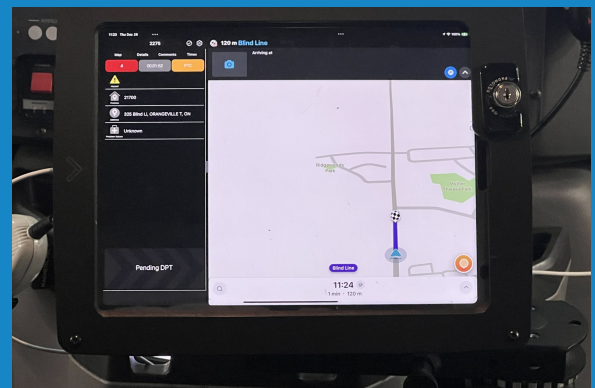
For the first time in its over 100 years, the International Plowing Match and Rural expo came to Dufferin County. This event attracted over 70,000 visitors from September 19 - 23. The 2023 IPM was located in the Town of Amaranth, and DCPS was able to provide 24-hour coverage for the event and the visitors that attended.



System Enhancements

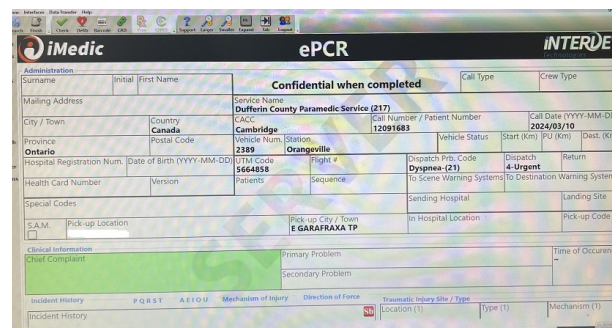
mCAD

mCAD is revolutionary technology from the Ministry of Health, which instantaneously transmits data from the dispatch center to an iPad in the ambulance. Paramedics will have all the call details, routing, and caution notes. This enhances paramedic safety and reduces the workload for communication centre staff.



CAD Link

CAD Link includes mobile data integration and system awareness tools that populate the ePCR with available data and provides managers with situational awareness to help manage the paramedic operations and enhance service delivery.



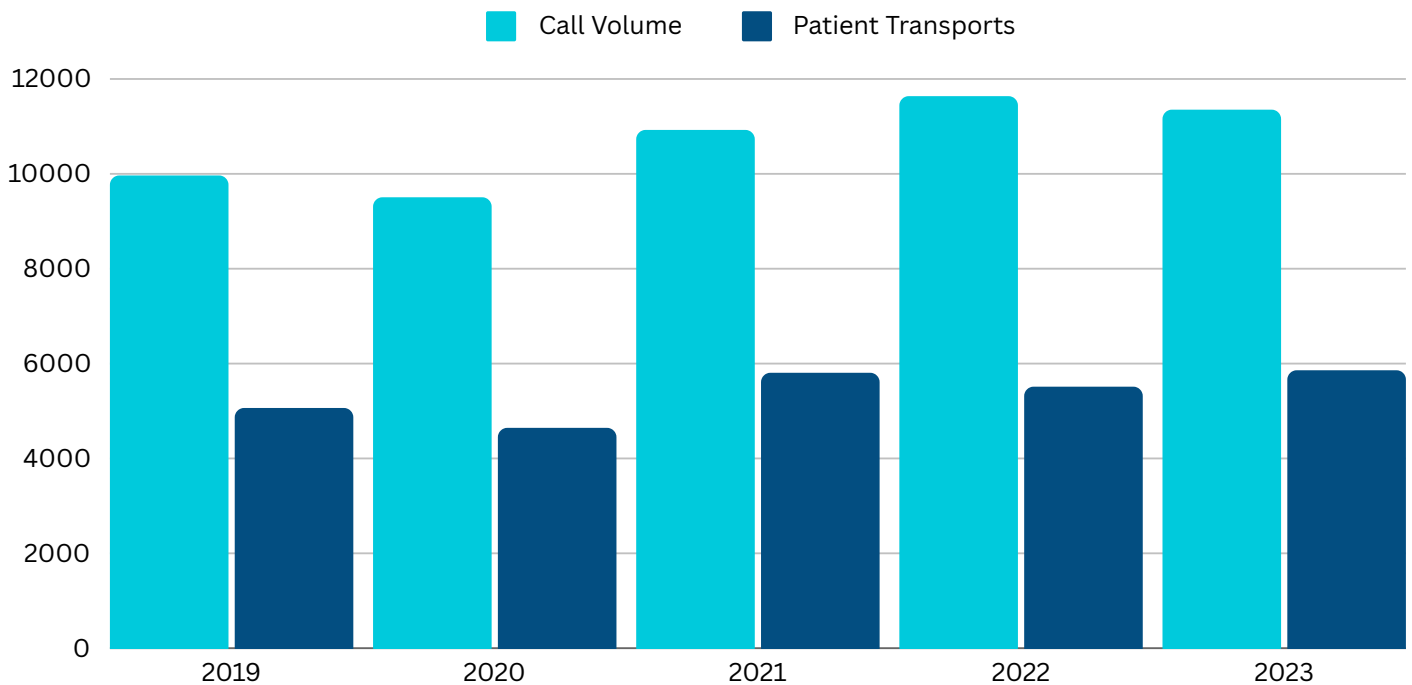
System Performance

Call Volume



DCPS strives to provide the best possible care in a timely manner to the residents and visitors of Dufferin County and surrounding area. In order to achieve this, our administrative team continuously monitors the operational demands for DCPS.

Below is a five (5) year overview of the changes in Total Call Volume and Total Patients Transported to hospital.



System Performance



Response Time Standards

DCPS continues to meet the legislated and council approved response time standards. The current response time reporting framework is defined as the elapsed time from when the first paramedic unit is notified to the arrival of a paramedic unit on scene. Response times across Ontario are measured and publicly reported in the same manner to the Ministry of Health.

DCPS Response Time Standards

Category	Time Target	Target Percentage	2023 Performance
CTAS 1	8 minutes	60%	64%
CTAS 2	15 minutes	80%	92%
CTAS 3	30 minutes	90%	99%
CTAS 4	30 minutes	90%	99%
CTAS 5	30 minutes	90%	99%

System Performance



Response Time Standards - Sudden Cardiac Arrest

In cases of Sudden Cardiac Arrest (SCA), response time is defined as the elapsed time from when the first paramedic unit is notified to the arrival of any person trained and equipped to provide defibrillation. This response time is greatly affected by the availability of a public access defibrillator. Public access defibrillators can be found in various locations throughout Dufferin County including recreation facilities, schools, municipal buildings and fire departments.

DCPS Response Time Standards

Category	Time Target	Target Percentage	2023 Performance
SCA	6 minutes	20%	47%

System Performance

Response Time



DCPS remains committed to providing the best pre-hospital care in a timely manner. In order to meet the demands, DCPS requires innovative ways to achieve these results in a community that continues to grow and has an increasing demand for services.

Below is a five (5) year overview of the average response time for all calls received by DCPS within the boundaries of the County of Dufferin.

DCPS Average Response Time

07:46

2019

08:17

2020

08:33

2021

08:32

2022

08:10

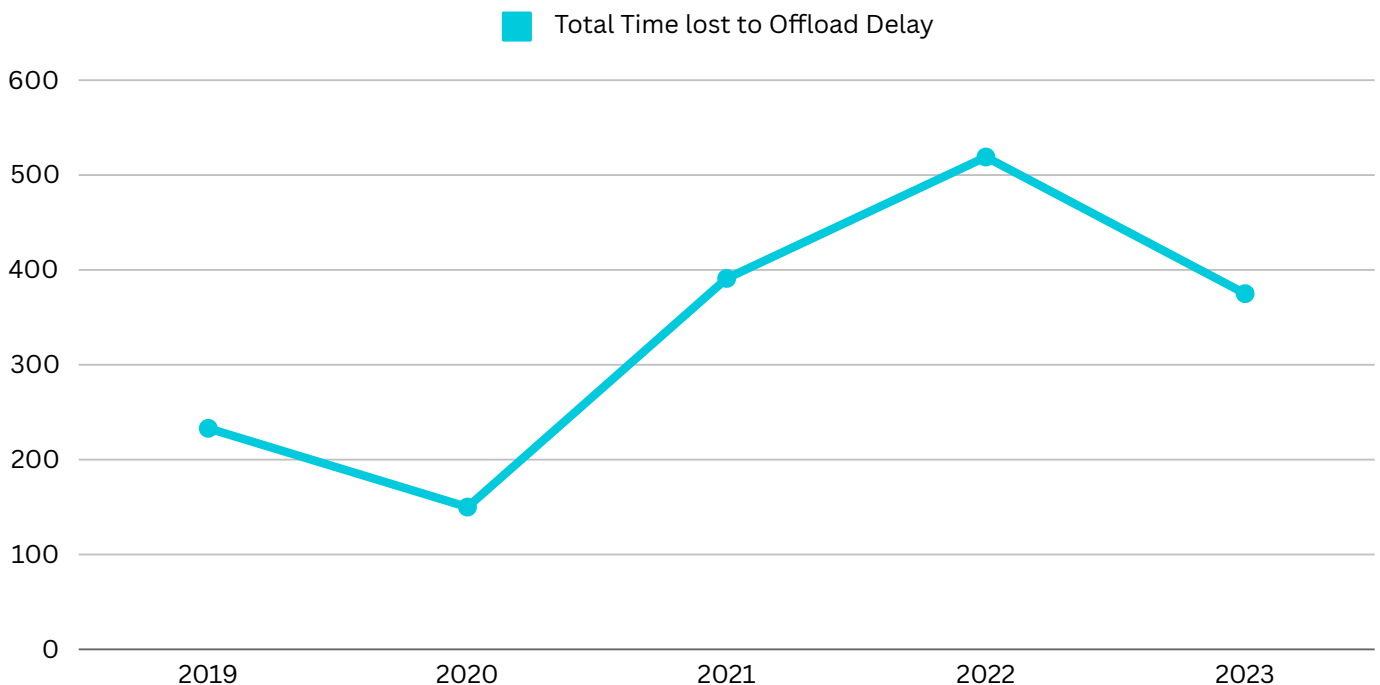
2023

System Performance

Offload Delay

Offload Delay is defined as time in hospital greater than 30 minutes. DCPS and Headwaters Health Care Center having been working on innovative ways to help reduce the amount of time that paramedics are waiting in hospital. Increased funding was secured from the Ministry of Health for a dedicated offload nurse which is responsible for ensuring that paramedics can transfer care to hospital and the patient can be monitored while waiting to be seen in the Emergency Department. Additionally, programs such as Fit-2-Sit which allows paramedics to transfer care directly to hospital staff for low acuity patients without having to wait have supported paramedics being available to respond to emergencies in the community.

The graph below shows the total amount of time (in hours) lost to Offload Delay over the past five (5) years. Since 2019 there has been a 61% increase in the amount of time DCPS paramedics are waiting in the ED which decreases the availability of ambulances. In 2023, there was a 27% improvement in reducing paramedic lost time.

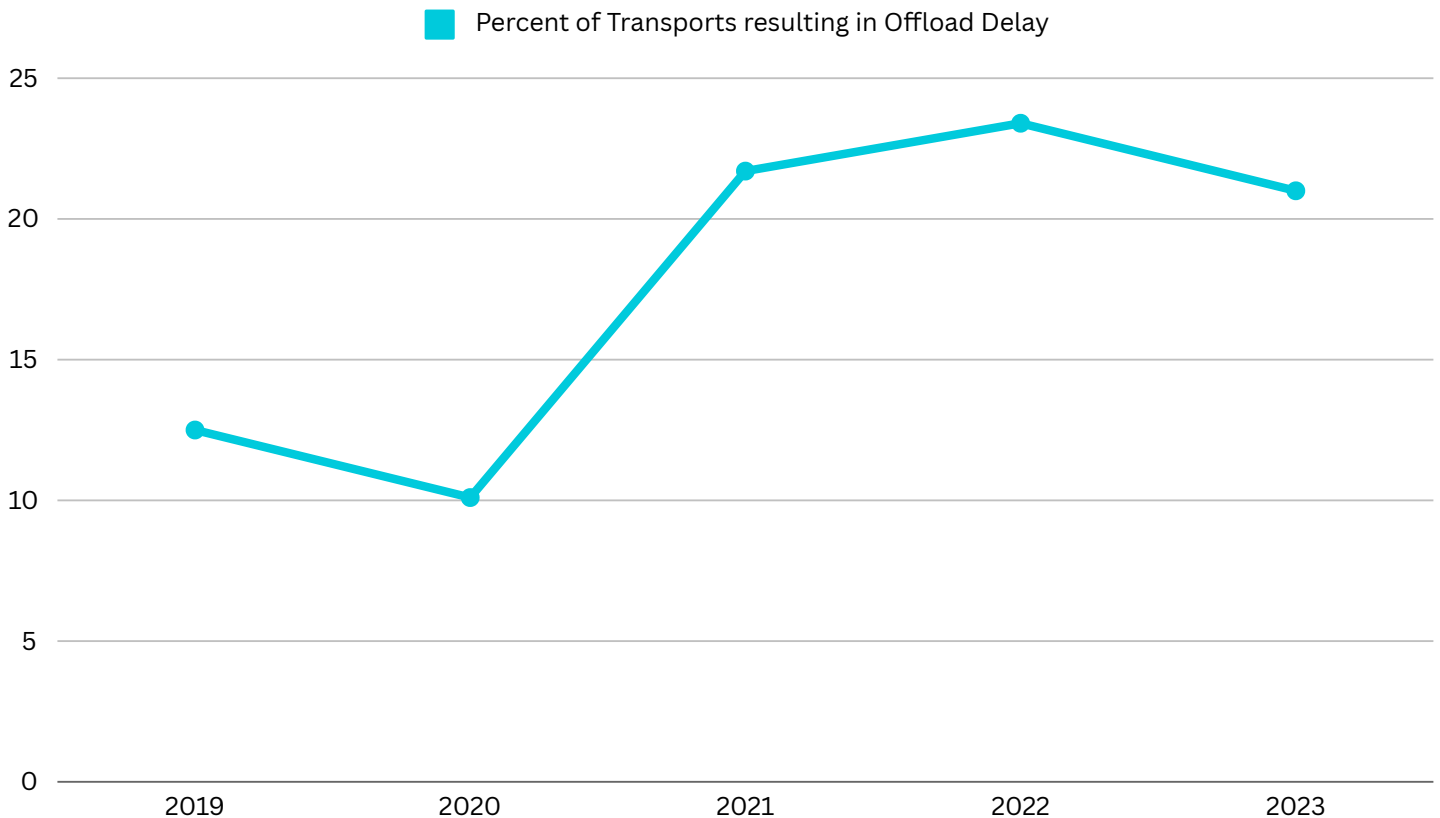


System Performance



Offload Delay

The graph below shows the percentage of patient transports that resulted in Offload Delay over the past five (5) years. In 2019, 12% of all transports to hospital resulted in paramedics waiting in the ED for more than 30 minutes whereas in 2023 it was 21%.

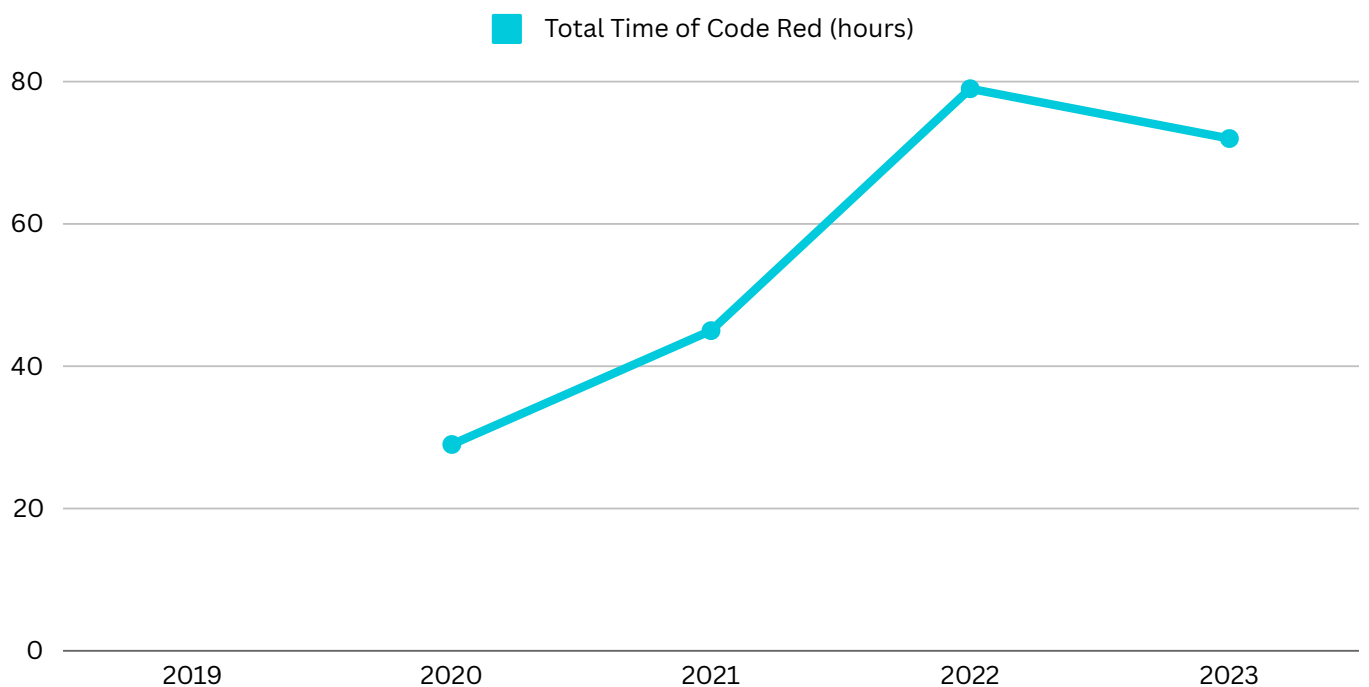


System Performance

Code Red

Similar to Offload Delay, Code Red has gained significant media attention over the past year. Code Red is referred to by various terms in different jurisdictions including Code Black, and Code Zero. This refers to times when zero (0) ambulances are available for a specific municipality. In Dufferin County this would mean that no ambulances from Dufferin County are available to respond to an emergency. When this happens, neighbouring Paramedic Services provide coverage and respond to emergencies until local resources become available.

The graph below shows the total hours over a five (5) year period. In 2020, there were a total of 29 hours in which there were no DCPS ambulances available to respond to 911 calls and in 2023 that increased to 72 hours. For this time period, that is a 150% increase however in 2023 we did see a slight decline from 2022.



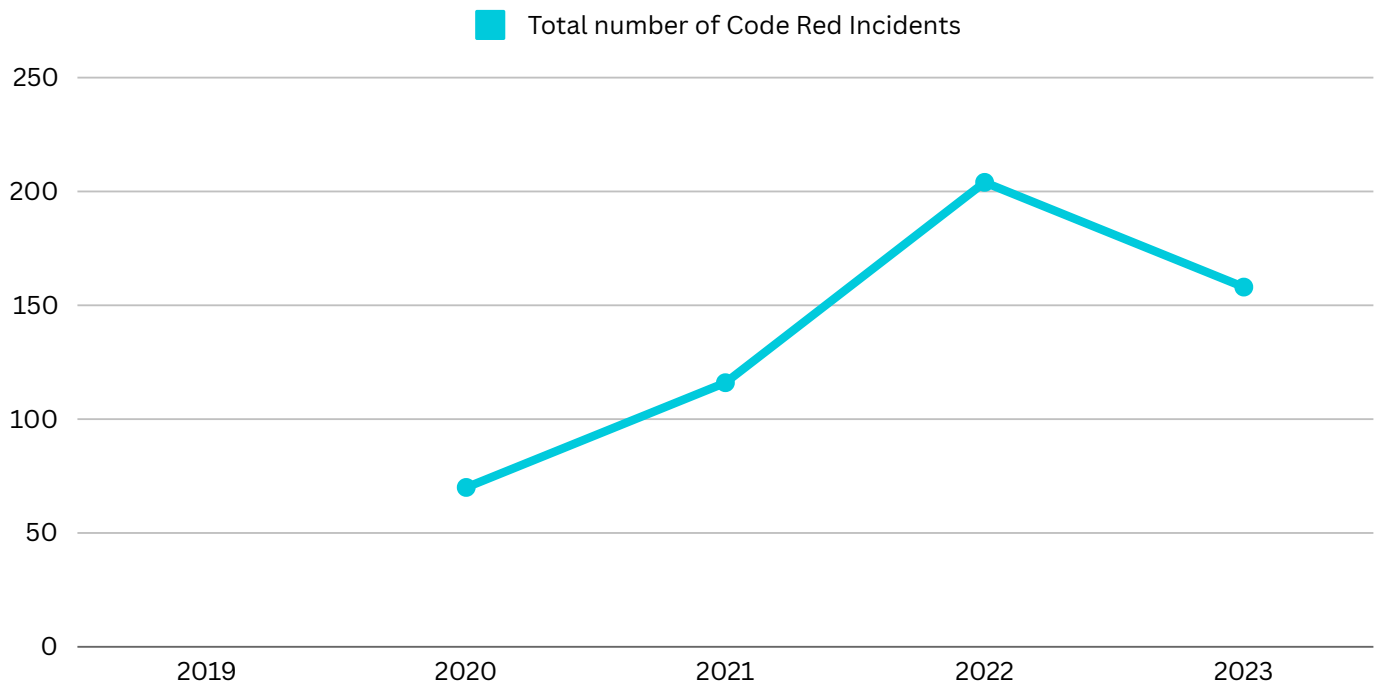
No data available for 2019

System Performance

Code Red

The Ministry of Health is working collaboratively with paramedic service leaders to help mitigate Code Red incidents. This work includes changes to provincial legislation that will allow paramedics to provide treatment to a patient and referring to external healthcare service providers such as community paramedics and home care services. As well, paramedics will be allowed to provide treatment to a patient and release them from care without being required to transport to hospital.

The graph below shows the total number of incidents of Code Red in Dufferin County over a five (5) year period. An incident is defined as any situation for which zero ambulances were available, even if the length of time was minimal. In 2020, there were a total of 70 incidents and in 2023 that number increased to 158 which is a 125% increase. From 2022 to 2023 there was a slight decline in total incidents.

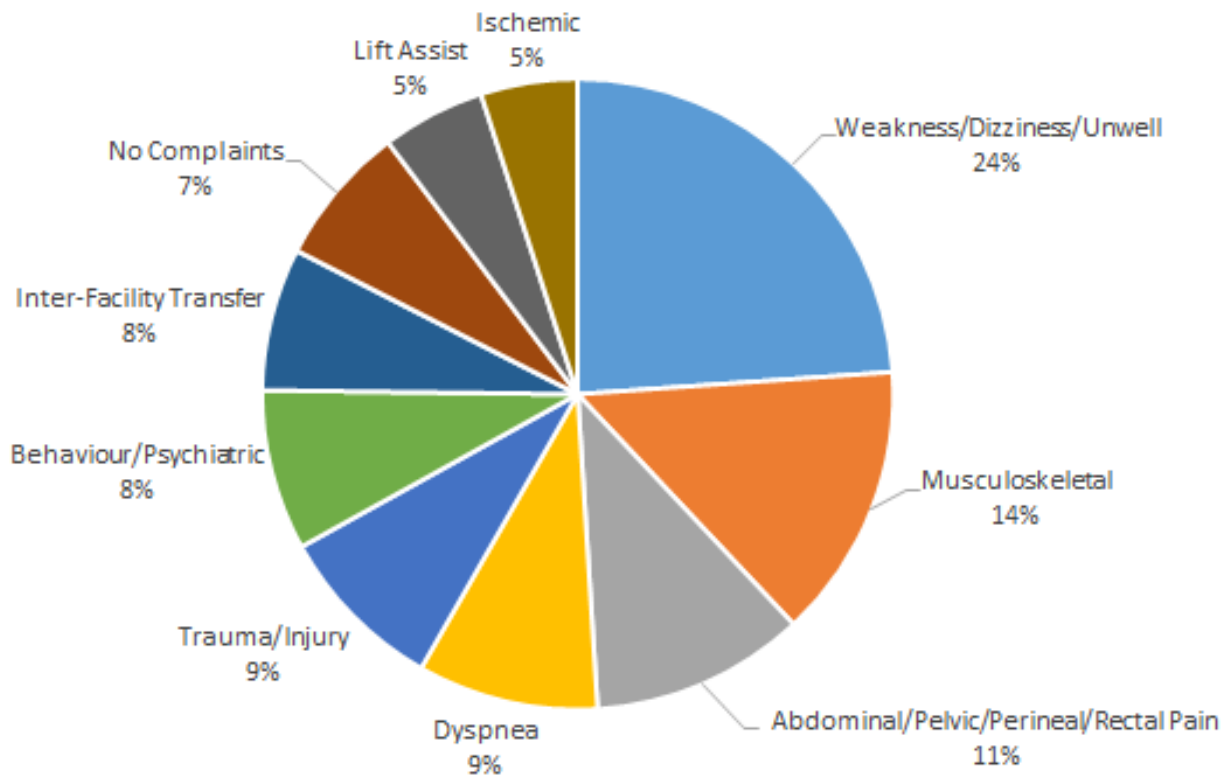


No data available for 2019

Program Development

Call Type

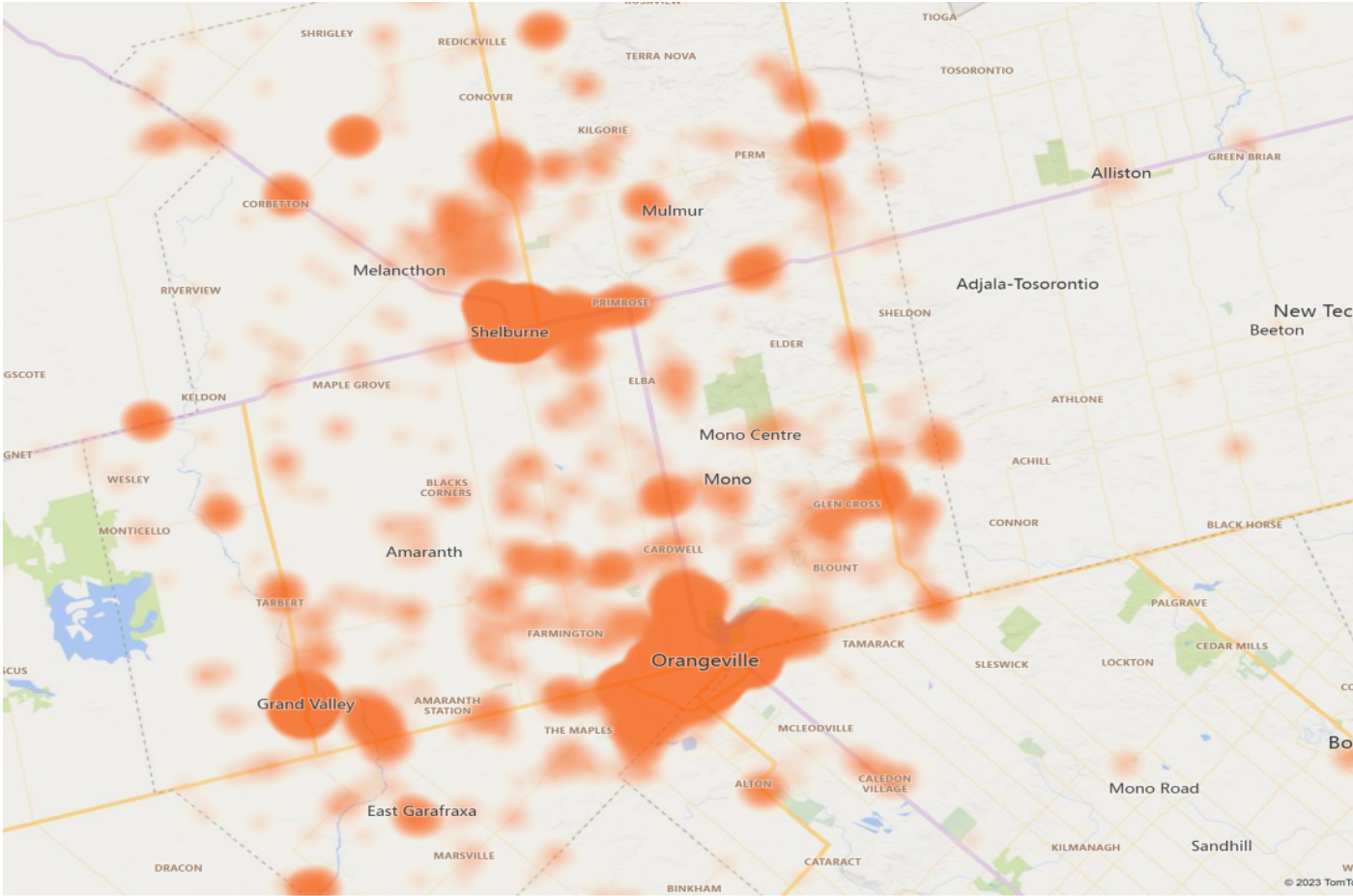
DCPS remains committed to promoting and supporting improved clinical care, safety and quality. When a member of the public requires immediate medical care, an entire team of dedicated, highly qualified people come together to provide the highest level of care possible. The Paramedic Service uses the data collected from electronic Patient Care Reports (ePCR's), Ambulance Communication Centre and various hospitals that receive patients from DCPS to assist with the decisions that will impact the direction of the service in the future. All data collected during a Paramedic's duties are protected under the Personal Health Information Protection Act.



Program Development

Call Locations

This past year, DCPS partnered with HGlobal, who is leader in data analytics for paramedic services. This new partnership has brought more data to help leaders make better informed decisions. Moving forward this data will help to shape the future of vehicle deployment, shift patterns and ambulance utilization. The image below shows the concentration of calls to specific areas with the darker orange colour reflecting increased call volume for the area.



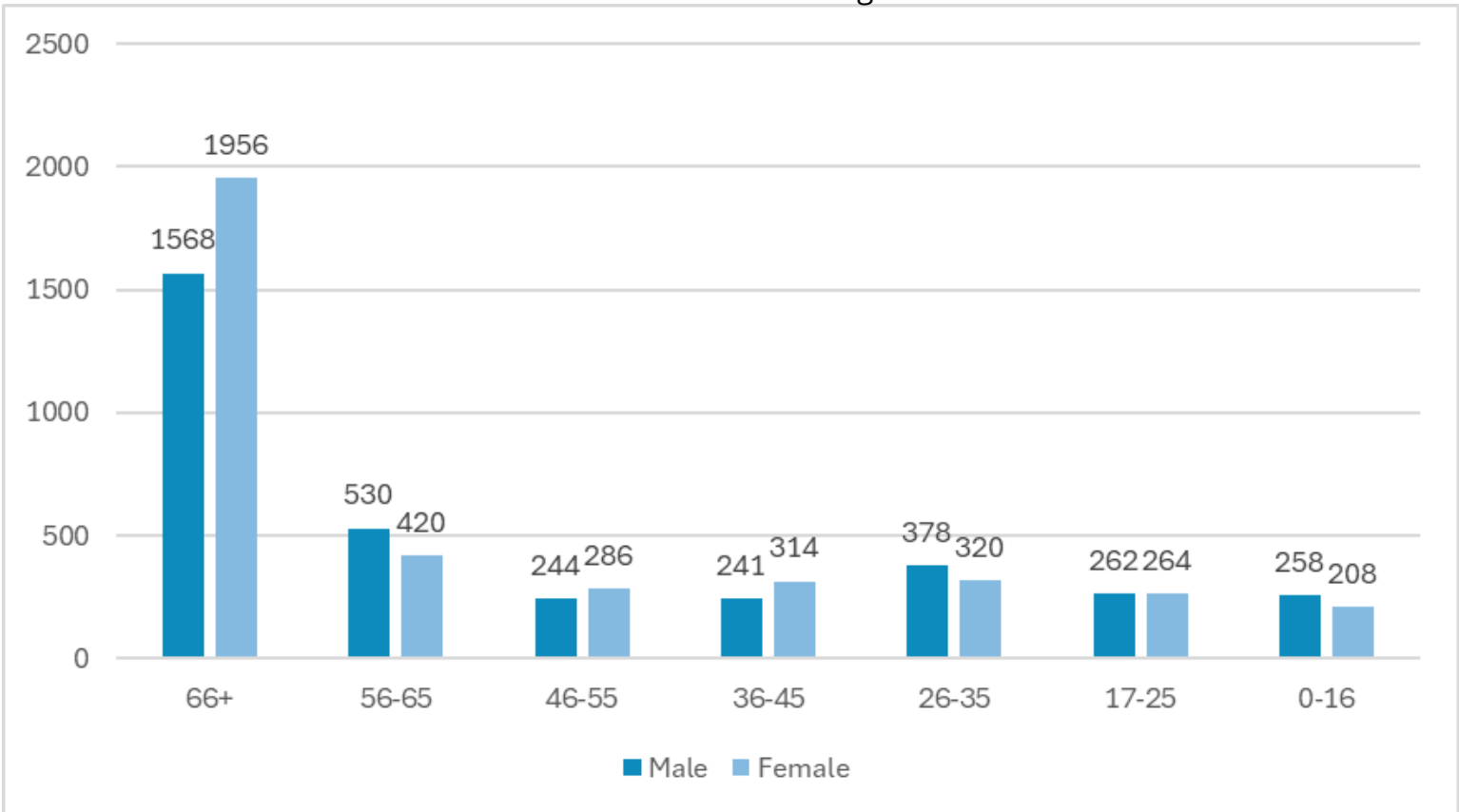
Program Development

Patient Demographics



Canada is experiencing an aging population, which increases demand for healthcare services. Paramedics Services are not an exception. This demand is driving the need for innovative models of care to help support all patients in their time of need. According to the 2021 census, patients over 65 years of age accounted for 16% of the Dufferin population, and in 2023 they represented 47% of the total call volume.

The graph below shows the total call volume for 2023 by age range and gender.



Program Development

Clinical Programs

In cooperation with various community partners, DCPS participates in regional and provincial programs aimed at improving patient outcomes. Currently, DCPS has seven programs in operation including Acute Stroke Bypass, ST Elevation Myocardial Infarction (STEMI) Bypass, Code STEMI, Paramedic Referral, Palliative Alternative Destination, Palliative Alternative Treatment program, and Trauma Bypass program.

The **Acute Stroke Bypass** program is a provincial program that transports specific patients suffering from an acute stroke to a hospital that specializes in the treatment of these patients.

STEMI Bypass is a program within Dufferin County that transports patients suffering from STEMI to Southlake Regional Hospital for a life-saving procedure referred to as Primary Percutaneous Coronary Intervention (PCI).

Code STEMI occurs when patients present to HHCC ED suffering from a STEMI. These patients are also immediately transferred to Southlake Regional Hospital for Primary PCI.

Paramedic Referral involves referring those patients who are most vulnerable and consistently high users of the health care system to alternative sources of health care. This helps patients receive the right care, at the right time in the right place.

The **Palliative Alternative Destination** is a pilot project approved by the Ministry of Health which enables paramedics to transport patients at end-of-life to the hospice of choice. In coordination with our partners at Bethell Hospice and Matthews House Hospice, paramedics are able to support a patient's wishes for end-of-life care.

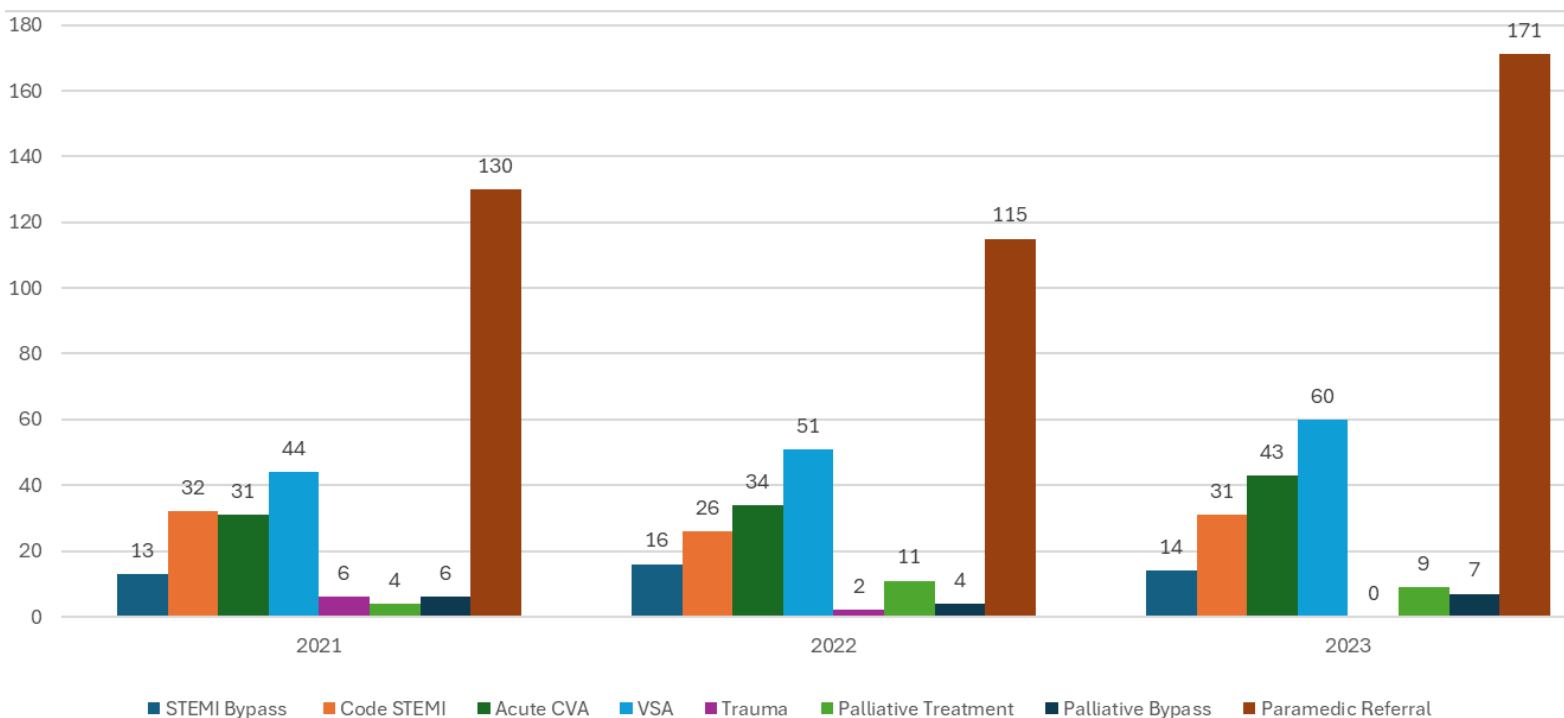
Program Development

Clinical Programs

The **Palliative Alternative Treatment** program is a research project in collaboration with our base hospital, CPER, that provides the highest-level of evidence-based care to palliative patients. These patients are then connected with their Primary Care Physician and Palliative Care Team to ensure a seamless transition.

The **Trauma Bypass** program is in collaboration with Sunnybrook Health Sciences, which allows paramedics in Dufferin County to transport severely injured trauma patients directly to a Level 1 trauma centre, so that the patient can receive the best care possible, in a timely manner.

The graph below shows the number of calls which resulted in a program being utilized from 2021 to 2023.



Program Development

Quality Assurance



As mandated by the Ambulance Act of Ontario, each Paramedic Service must have a vigorous Quality Assurance Program that oversees the daily activities of all Paramedics employed by the service. DCPS currently exceeds all mandated requirements for a Quality Assurance Program by completing audits of 100 per cent of ePCR's, on scene paramedic evaluations, yearly performance appraisals and quarterly performance reports. This program leads to DCPS providing the highest level of evidence-based care to the residents and visitors of Dufferin County.

Education

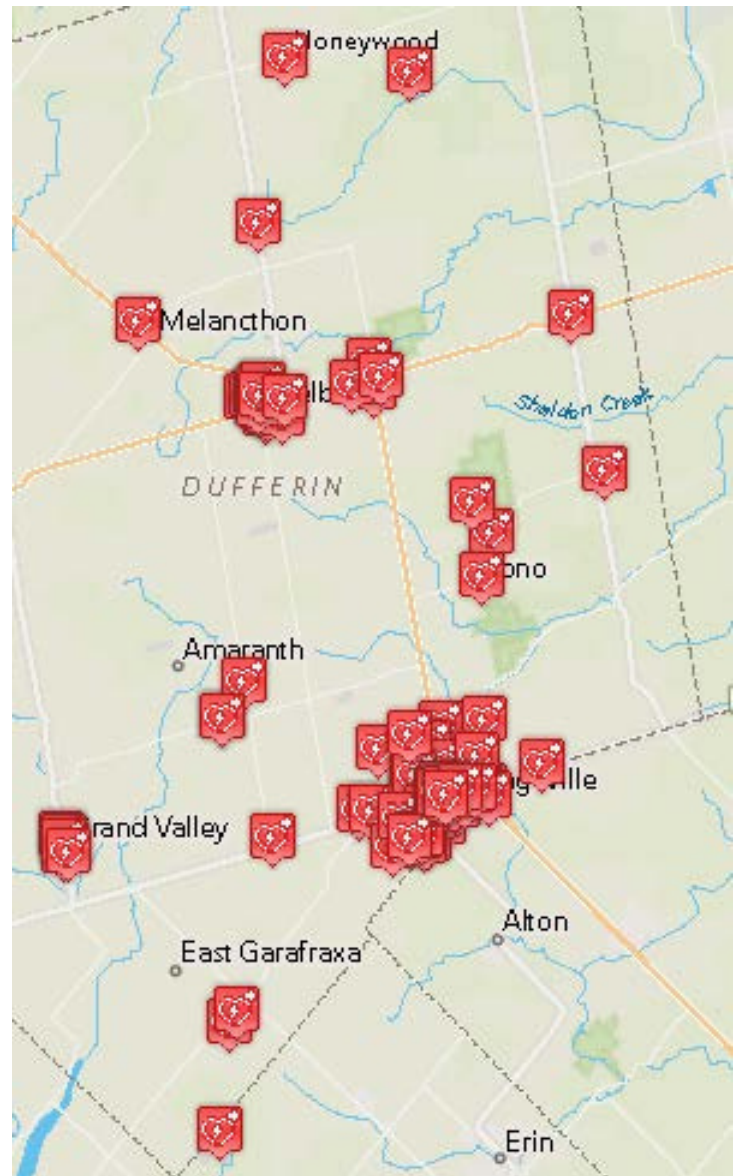
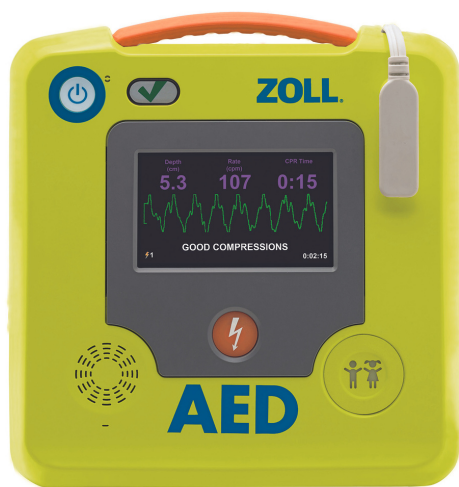
All Paramedics must complete various types of education on an annual basis in order to maintain their paramedic certification. Every year, our Paramedics undergo an Annual Practice Review conducted by the base hospital and must complete additional Continuing Medical Education. In addition, paramedics must complete service related training specific to new equipment and emerging trends.



Program Development

Public Access Defibrillation (PAD)

Since 2006, DCPS has managed the Public Access Defibrillation (PAD) Program within Dufferin County. Currently, there are over 180 PAD's available throughout the county in various municipal buildings, recreation centre's and public facilities. Since the start of the PAD Program in our county, there have been five (5) lives saved directly attributed to PAD use. DCPS also instituted a PAD loaner program, where anyone can borrow a PAD for a short period of time for family events, weddings, and local public gatherings to ensure the health and safety of all that attend.



Community Paramedic Program

The Community Paramedic Program connects the most vulnerable patients to the most appropriate entry into the health care system. By using a number of strategies and offering a patient-centric approach to each patient's particular needs, the Community Paramedic Program reduces the number of unnecessary 911 calls and ED visits, decreases the number of hospital admissions, and shortens the length of stay for patients who need to be admitted to hospital.

In 2021, the Community Paramedic Program received three years of dedicated funding to help support the residents of the County of Dufferin. This funding has since been extended for two additional years which will ensure the most vulnerable clients, receive the needed care in their location of choice. Virtual care options, such as our Remote Patient Monitoring program, provides a level of comfort for patients, who require extra care and immediate response, while their caregiver is unavailable.

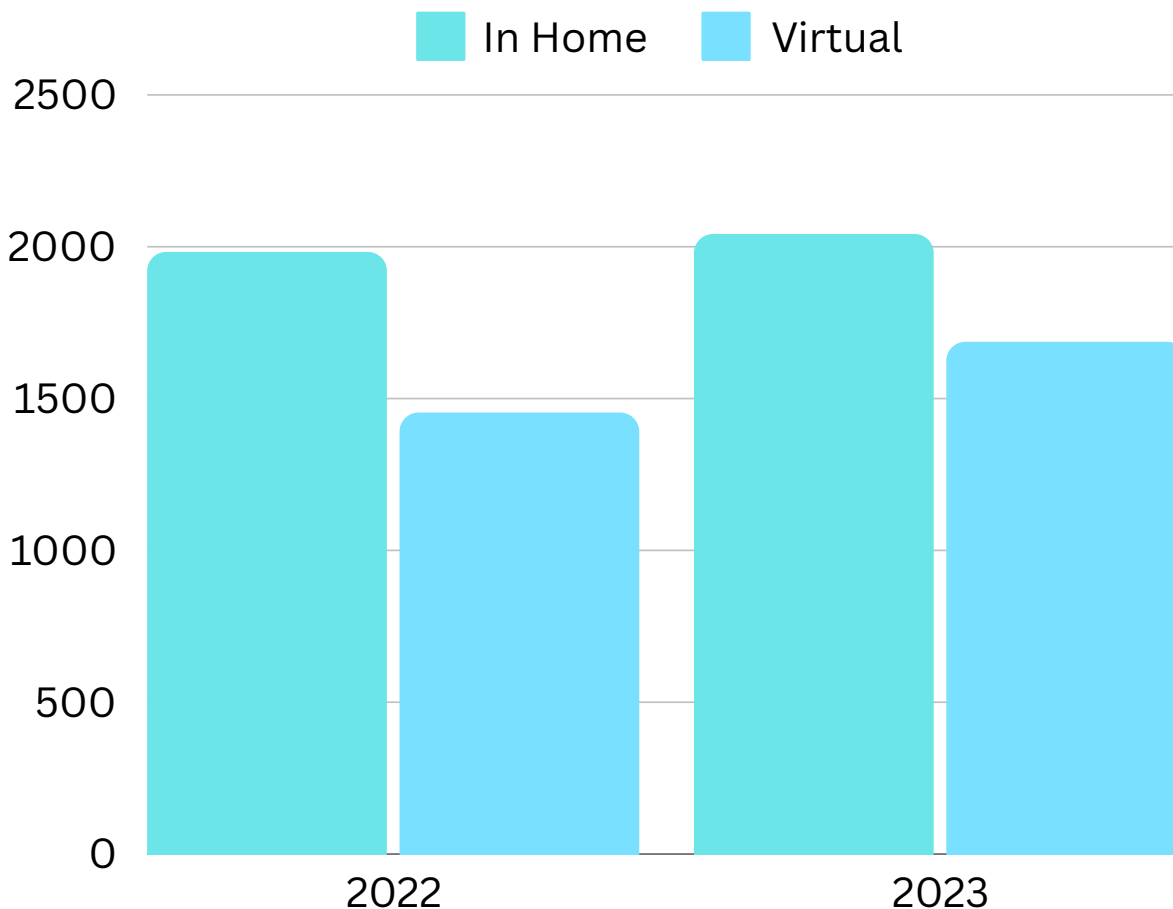
Since 2015, DCPS has worked collaboratively with our Community Partners, including family physicians from the area to ensure that these patients are receiving the best possible care.



Community Paramedic Program

Community Paramedics accept referrals from a number of our community partners, including Headwaters Health Care Centre, Dufferin Area Family Health Team, Dufferin County Support Services, Telecheck, Home and Community Services, and our paramedics responding to 911 calls. In 2023, we received 280 referrals for Community Paramedic Services and completed 3,000 visits to provide care in the patient's location of choice.

DCPS Community Paramedics travel to the patient to ensure that they receive the best possible care from the comfort of their home.



Community Paramedic Program



Through strategic partnerships with local physicians, Community Paramedics are authorized to provide a variety of designated medical acts, assessments, and routine procedures. These skills help to ensure that the patients receive the best possible care. Our unique collaboration with family physicians ensure that healthcare providers have up-to-date, relevant information for seamless delivery of care.

Blood Work

Designated Medical Act

ECG

Exacerbation Management

Initial Assessment

Intravenous Access

Urinalysis

Vaccinations

Wellness Checks

Community Engagement

DCPS is committed to promoting the profession of paramedics through public education, public relations, community events and fundraising initiatives. It was a great year for the staff at DCPS as we were able to get out and join our community at various events such as food drives, and fundraising events. For 2023, DCPS staff volunteered more than 450 hours in support of our community.



Patient Satisfaction

They were excellent to me and my husband. They showed care, compassion and were polite & friendly

Paramedics were prompt, courteous & professional. Very satisfied with my treatment

I had the most wonderful experience the night two paramedics came to my home after a fall. I found them to be the most loving, caring, happy, highly competent well-trained individuals, working together as a team

The team was very professional, caring and reassuring throughout the whole experience. The handover to the Emergency Department was done with great care & they were genuinely concerned about me.



Our Contact



Phone :

519-941-9608



Address :

325 Blind Line Orangeville, ON
L9W 5J8



Website :

www.dufferincounty.ca/services/paramedic-services

THANK YOU!

@DUFFERINMEDICS





A community that grows together

Report To: Chair Post and Members of Health and Human Services
Committee

Meeting Date: March 28, 2024

**Subject: Community Paramedic Support for Long Term Care (CPLTC)
Funding Letter**

From: Tom Reid, Chief of Paramedics

Recommendation

THAT the report of the Chief of Paramedics, Community Paramedic Support for Long Term Care (CPLTC) funding letter, dated March 28, 2024, be received.

Executive Summary

Dufferin County has received confirmation that Community Paramedic Program will be funded through the Ministry of Health and Ministry for Long Term Care for the next two years. This valuable program allows higher needs patients to stay in their homes and reduces hospital visits.

Background and Discussion

Community Paramedics play a significant role in supporting vulnerable patients in their homes. Community Paramedics provide home visits to undertake assessments and evidence-based treatments of patients under the medical delegation of primary care physicians to decrease the rate of hospitalization for patients living with chronic disease.

The Ministry of Long-Term Care (MLTC) and the Ministry of Health (MOH) are supporting expanding community paramedicine through Local Health Integration Networks as a capacity enhancer to work alongside primary care physicians, home and community care and other community services to assist higher needs patients to stay in the community. The government intends to provide 100% funding and confirms its commitment to continue the program through 2025-26.

This funding will support our Community Paramedic program for the next two (2) years in the daily staffing and coverage across the entire County. Staff have developed a proposal that maximizes the funding for program delivery.

Financial, Staffing, Legal and IT Consideration Impact

The CPLTC program is 100% funded by the Ministry for operations and some capital funding. The Ministry of Long-Term Care has committed to a total of \$1,817,600 (2024-2025- \$908,800 and 20025-2026- 908,800) for 2024 to 2026.

In Support of Strategic Plan Priorities and Objectives

Community -explore opportunities to improve access to healthcare services

Equity – align programs, services, and infrastructure with changing community needs

Respectfully Submitted By:

Tom Reid
Chief of Paramedics

Attachment: Ministry of Long-Term Care - CPLTC Funding Letter

Reviewed by: Sonya Pritchard, Chief Administrative Officer

**Ministry of
Long-Term Care**

Office of the Minister

400 University Avenue, 6th Floor
Toronto ON M7A 1N3
Tel.: 416 325-6200

**Ministère des
Soins de longue durée**

Bureau du ministre

400, avenue University, 6^e étage
Toronto ON M7A 1N3
Tél.: 416 325-6200



#179-2024-251

Sonya Pritchard
Chief Administrative Officer
Corporation of the County of Dufferin
30 Centre Street
Orangeville, ON L9W 2X1

Dear Sonya Pritchard,

I am pleased to advise you that the Ministry of Long-Term Care (“the ministry”) will provide Corporation of the County of Dufferin up to \$1,817,600 in one-time funding for a two year period over the 2024/25 to 2025/26 fiscal years. This funding will include up to \$908,800 in 2024/25; and up to \$908,800 in 2025/26, to continue operation of the Community Paramedicine for Long-Term Care (CPLTC) program.

We are pleased to provide you with an electronic version of the transfer payment agreement that contains the terms and conditions governing this funding.

We appreciate your cooperation with the ministry in managing your funding as effectively as possible. It is essential that you manage costs within your approved budget. You are expected to adhere to our reporting requirements, particularly for in-year service, performance monitoring and financial reporting, which is expected to be timely and accurate. Based on our monitoring and assessment of your in-year service and financial reporting, your cash flow may be adjusted appropriately to match actual services provided.

Please review the agreement carefully, sign it, and return an electronic version to:
CPLTC@ontario.ca.

When all the parties have signed the agreement, the ministry will return a copy to you and will begin to flow the funds.

Should you require any further information or clarification, please contact Mike Eby at michael.eby@ontario.ca or at (416) 704-5761.

Sincerely,

A handwritten signature in black ink, appearing to read "Stan Cho". The signature is fluid and cursive, with the first name "Stan" written in a larger, more prominent script than the last name "Cho".

Hon. Stan Cho
Minister of Long-Term Care

c: Melissa Thomson, Deputy Minister, Ministry of Long-Term Care
Sean Court, Assistant Deputy Minister, Long-Term Care Policy Division
Kelci Gershon, Director, Long-Term Care Policy and Modernization Branch
Mike Eby, Manager, Programs Unit, Long-Term Care Policy and Modernization Branch
Jonathan Riddell, Director, Finance Branch
Tom Reid, Chief, Dufferin County Paramedic Services