



Emergency Preparedness and Protective Services Committee

Minutes

Meeting #: 12
Date: Monday, June 17, 2024
Time: 2 pm
Location: Andrew S. Haydon Hall, 110 Laurier Avenue West

Present: Chair: Councillor Riley Brockington
Members: Councillor Jessica Bradley, Councillor Steve Desroches, Councillor Laura Dudas, Councillor Sean Devine, Councillor Allan Hubley, Councillor Laine Johnson, Councillor Clarke Kelly, Councillor Matt Luloff, Councillor Stéphanie Plante

Absent: Councillor David Hill (as advised)

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1. Notices and meeting information for meeting participants and the public

The meeting will begin at 2:00 pm, or 15 minutes following the conclusion of the Joint Agriculture and Rural Affairs and Environment and Climate Change Committees' meeting, whichever is later.

Notices and meeting information are attached to the agenda and minutes, including: availability of simultaneous interpretation and accessibility accommodations; *in camera* meeting procedures; information items not subject to discussion; personal information disclaimer for correspondents and public speakers; notices regarding minutes; and remote participation details.

Accessible formats and communication supports are available, upon request.

Except where otherwise indicated, reports requiring Council consideration will be presented to Council on June 26, 2024 in Emergency Preparedness and Protective Services Committee Report 12.

The deadline to register by phone to speak, or submit written comments or visual presentations was 4:00 pm on Friday, June 14, 2024, and the deadline to register to speak by email was 8:30 am on Monday, June 17, 2024.

These “Summary Minutes” indicate the disposition of items and actions taken at the meeting. This document does not include all of the text that will be included in the full Minutes, such as the record of written and oral submissions. Recorded votes and dissents contained in the Summary Minutes are draft until the full Minutes of the meeting are confirmed by the Committee. The draft of the full Minutes (for confirmation) will be published with the agenda for the next regular Committee meeting and, once confirmed, will replace this document.

2. Declarations of Interest

No Declarations of Interest were filed.

3. Confirmation of Minutes

3.1 EPPSC Minutes 11 - Thursday, 16 May 2024

Carried

4. Emergency and Protective Services Department

4.1 Ottawa Fire Services 2023 Annual Report

File No. ACS2024-EPS-OFS-0004 - Citywide

Report recommendation(s)

That the Emergency Preparedness and Protective Services Committee recommend that Council receive this report for information.

Chief Paul Hutt, Ottawa Fire Services, Emergency Preparedness and Protective Services (EPS) Department, introduced this item and spoke to a slide presentation that served as an overview of the report. A copy of this presentation is held on file with the Office of the City Clerk.

Ms Valerie Bietlot, Manager, Business and Technical Support Services, EPS, and Mr. Nick DeFazio, Public Information Officer, EPS, were also present to respond to questions.

The Committee then heard from Ms Calla Barnett.

Following questions to staff and Committee discussions, the report recommendation was put before Committee and was 'CARRIED' as presented.

Carried

4.2 Ottawa Paramedic Service 2023 Annual Report

File No. ACS2024-EPS-OPS-0002 - Citywide

Report recommendation(s)

That the Emergency Preparedness and Protective Services Committee recommend Council receive this report for information.

Chief Pierre Poirier, Ottawa Paramedic Service, Emergency Preparedness and Protective Services (EPS) Department, introduced this item and spoke to a slide presentation that served as an overview of the report. A copy of this presentation is held on file with the Office of the City Clerk.

Ms Valerie Bietlot, Manager, Business and Technical Support Services, EPS, Mr. Roger Chapman, Director, By-Law and Regulatory Services, EPS, and Mr. Nick DeFazio, Public Information Officer, EPS, were also present to respond to questions.

The following Motions were introduced following the presentation.

Motion N^o EPPSC 2024 12-01

Introduced by Councillor C. Kelly:

Whereas more than 80% of Ottawa land mass is rural and

Whereas rural communities experience different challenges and are often further from medical services and

Whereas a fulsome understanding of the differences in response times could lead to better insights on how to address these differences

Therefore be it resolved that the Ottawa Paramedic Service Annual report format be improved to include a comparison of the response times in Dense and Low Density areas in Ottawa:

Be it further resolved that Ottawa Paramedic Service provide the Response Time Performances of High Density and Low Density areas in Ottawa for past 5 years to support discussions in this area at the Rural Summit.

Motion N^o EPPSC 2024 12-02

Introduced by Chair R. Brockington:

(Chair Brockington was deemed to have stepped away from the Chair to introduce his Motion):

WHEREAS offload delay occurs when paramedics are not able to immediately transfer the care of a patient to hospital staff, and offload delay continues to be a significant contributor to level zero events in the City of Ottawa; and,

WHEREAS off-load delays severely impact the ability of the Ottawa Paramedic Service to respond to ever-increasing call volume; and,

WHEREAS the Ottawa Paramedic Service has implemented several strategies to mitigate offload delay by reducing patient transports and diverting patients away from emergency departments; and,

WHEREAS in 2019, 2020 and 2022, former Mayor Jim Watson sent letters to Ontario Minister of Health, Christine Elliott, requesting the Ministry's assistance in solving the longstanding and systemic issue of paramedic offload delay at Ottawa hospitals; and,

WHEREAS on June 28, 2023, Council approved the Ottawa Paramedic Service 2024 - 2026 Investment Plan which recommended the City to seek provincial funding for an additional 17 paramedic FTEs in the 2024, 2025 and 2026 Draft Budgets to help mitigate offload delay pressures and at that time Council also called on Mayor Sutcliffe and Emergency and Protective Services Committee Chair Brockington, on behalf of Council, to continue to advocate with the Premier of Ontario, the Minister of Health, and the hospital CEOs to outline local impacts and implement solutions to reduce offload delay; and,

WHEREAS the Paramedic Chief, staff in Emergency and Protective Services department and the Mayor's Office held meetings with the Ontario Minister of Health's Chief of Staff and The Ottawa Hospital CEO in June, July, August, September, and December of 2023 to identify solutions to reduce offload delay; and,

WHEREAS on August 22, 2023 Chair Brockington and Councillors Lo and Kitts together with staff met with the Minister of Health at the Association of Municipalities of Ontario conference to advocate for permanent base funding for community paramedicine programs, which can mitigate the impacts of hospital offload delay and reduce the occurrence of level zero events across Ottawa by reducing emergency calls for service and reducing or eliminating the need for patients to go to the hospital emergency department; and,

WHEREAS in 2023 The Ottawa Hospital submitted a request to the Ministry of Health for an additional \$4.5 million to hire more nurses and add more beds to the Dedicated Offload Nurse Program at The Ottawa Hospital asserts that the additional \$4.5M will reduce offload delay and make redundant the Ottawa Paramedic Service request for an additional 17 FTEs; and,

WHEREAS the Province has funded 50% of 23 FTEs to help mitigate frontline staff workload as a result of increased emergency call demand pressures; and 50% of 3 permanent FTEs towards psychological supports to support employee wellness and reduce occupational stress injuries and continues to fund 100% of Central Ambulance Communications Centre and 100% of community paramedicine programs;

WHEREAS despite these initiatives and increased Dedicated Offload Nurse Program funding, the Ottawa Paramedic Service spent 102,105 hours in offload delay at Ottawa hospitals and was at level zero 1,672 times last year contributing to ongoing difficulty achieving response times; and,

WHEREAS on June 17, 2024 the Emergency Preparedness and Protective Services Committee received the Ottawa Paramedic Service 2023 Annual Report, which states that the service did not meet all Council-approved targets and legislated response times for CTAS 1 (life threatening), CTAS 2 (urgent), and sudden cardiac arrest patients; and

THEREFORE BE IT RESOLVED THAT Council request the Mayor, on behalf of Council, write to the Minister of Health of Ontario requesting that the Ministry implement solutions to immediately address the issue of offload delays in hospitals, and requesting that the Ministry provide an update on the requests for an additional \$4.5

Million for the Dedicated Offload Nurse Program at the Ottawa Hospital to address offload delay.

The Committee then heard from Ms Calla Barnett.

At the conclusion of questions to the delegation and to staff, and at the conclusion of Committee discussions, the above Motions were considered by as follows:

Councillor M. Luloff suggested a friendly amendment to Councillor Kelly's Motion to replace "*Low and High-Density areas in Ottawa*" with "by *Transect* in Ottawa". Councillor Kelly agreed to the amendment, but based on comments from Chief Poirier regarding staff's ability to provide the requested response time data by *Transect*, staff will commit to working with Councillor Kelly to provide the requested data, but if it cannot be provided by *Transect*, the response time data will be provided by *Rural and Non-Rural areas of Ottawa*.

Motion N^o EPPSC 2024 12-01

Moved by Councillor C. Kelly:

Whereas more than 80% of Ottawa land mass is rural and

Whereas rural communities experience different challenges and are often further from medical services and

Whereas a fulsome understanding of the differences in response times could lead to better insights on how to address these differences

Therefore be it resolved that the Ottawa Paramedic Service Annual report format be improved to include a comparison of the response times by Transect; and

Be it further resolved that Ottawa Paramedic Service provide the Response Time Performances by Transect in Ottawa for past 5 years to support discussions in this area at the Rural Summit.

Carried

Motion N^o EPPSC 2024 12-02

Moved by Chair R. Brockington:

(Chair Brockington was deemed to have stepped away from the Chair to move his Motion):

WHEREAS offload delay occurs when paramedics are not able to immediately transfer the care of a patient to hospital staff, and offload delay continues to be a significant contributor to level zero events in the City of Ottawa; and,

WHEREAS off-load delays severely impact the ability of the Ottawa Paramedic Service to respond to ever-increasing call volume; and,

WHEREAS the Ottawa Paramedic Service has implemented several strategies to mitigate offload delay by reducing patient transports and diverting patients away from emergency departments; and,

WHEREAS in 2019, 2020 and 2022, former Mayor Jim Watson sent letters to Ontario Minister of Health, Christine Elliott, requesting the Ministry's assistance in solving the longstanding and systemic issue of paramedic offload delay at Ottawa hospitals; and,

WHEREAS on June 28, 2023, Council approved the Ottawa Paramedic Service 2024 - 2026 Investment Plan which recommended the City to seek provincial funding for an additional 17 paramedic FTEs in the 2024, 2025 and 2026 Draft Budgets to help mitigate offload delay pressures and at that time Council also called on Mayor Sutcliffe and Emergency and Protective Services Committee Chair Brockington, on behalf of Council, to continue to advocate with the Premier of Ontario, the Minister of Health, and the hospital CEOs to outline local impacts and implement solutions to reduce offload delay; and,

WHEREAS the Paramedic Chief, staff in Emergency and Protective Services department and the Mayor's Office held meetings with the Ontario Minister of Health's Chief of Staff and The Ottawa Hospital CEO in June, July, August, September, and December of 2023 to identify solutions to reduce offload delay; and,

WHEREAS on August 22, 2023 Chair Brockington and Councillors Lo and Kitts together with staff met with the Minister of Health at the Association of Municipalities of Ontario conference to advocate for permanent base funding for community paramedicine programs, which can mitigate the impacts of hospital offload delay and reduce the occurrence of level zero events across Ottawa by reducing emergency calls for service and reducing or eliminating the need for patients to go to the hospital emergency department; and,

WHEREAS in 2023 The Ottawa Hospital submitted a request to the Ministry of Health for an additional \$4.5 million to hire more nurses and add more beds to the Dedicated Offload Nurse Program at The Ottawa Hospital asserts that the additional \$4.5M will reduce offload delay and make redundant the Ottawa Paramedic Service request for an additional 17 FTEs; and,

WHEREAS the Province has funded 50% of 23 FTEs to help mitigate frontline staff workload as a result of increased emergency call demand pressures; and 50% of 3 permanent FTEs towards psychological supports to support employee wellness and reduce occupational stress injuries and continues to fund 100% of Central Ambulance Communications Centre and 100% of community paramedicine programs;

WHEREAS despite these initiatives and increased Dedicated Offload Nurse Program funding, the Ottawa Paramedic Service spent 102,105 hours in offload delay at Ottawa hospitals and was at level zero 1,672 times last year contributing to ongoing difficulty achieving response times; and,

WHEREAS on June 17, 2024 the Emergency Preparedness and Protective Services Committee received the Ottawa Paramedic Service 2023 Annual Report, which states that the service did not meet all Council-approved targets and legislated response times for CTAS 1 (life threatening), CTAS 2 (urgent), and sudden cardiac arrest patients; and

THEREFORE BE IT RESOLVED THAT Council request the Mayor, on behalf of Council, write to the Minister of Health of Ontario requesting that the Ministry implement solutions to immediately address the issue of offload delays in hospitals, and requesting that the Ministry provide an update on the requests for an additional \$4.5 Million for the Dedicated Offload Nurse Program at the Ottawa Hospital to address offload delay.

Carried

The report recommendation was then put before Committee and was 'CARRIED' as amended by Motions N^{OS} EPPSC 2024 12-01 and 12-02.

That the Emergency Preparedness and Protective Services Committee recommend that Council:

1. Receive this report for information;
2. **Approve that the Ottawa Paramedic Service Annual report format be improved to include a comparison of the response times by Transect;**
3. **That the Ottawa Paramedic Service provide the Response Time Performances by Transect in Ottawa for past 5 years to support discussions in this area at the Rural Summit; and**
4. **Request the Mayor, on behalf of Council, write to the Minister of Health of Ontario requesting that the Ministry implement solutions to immediately address the issue of offload delays in hospitals, and requesting that the Ministry provide an update on the requests for an additional \$4.5 Million for the Dedicated Offload Nurse Program at the Ottawa Hospital to address offload delay.**

Carried, as amended

5. In Camera Items

There were no *in camera* items.

6. Notices of Motions (For Consideration at Subsequent Meeting)

There were no Notices of Motion.

7. Inquiries

7.1 Councillor J. Bradley on behalf of Councillor T. Kavanagh
Inquiry 2024 EPPSC-01 - On-Demand Accessible Taxicab Service

In June of 2023, Council approved the Report On-Demand Accessible Taxicab Service Study and Minor Amendments to Vehicle-for-Hire By-law related to Taxicabs.

This report approved an annual incentive grant, on a three-year pilot basis, with the goal of ultimately “improving service for the community of people with disabilities who are reliant on this service.”

Can staff please provide responses to the below questions following an analysis of 6 months of data (April 2024 to September 2024):

1. How many accessible taxis are now licensed? What percentage of these are new since Council received this report?
2. Currently, on average, how many hours are accessible taxis on call for private hire versus contracted by Para Transpo?
3. In comparison to previous years, has the number of hours of accessible taxis on call for private hire gone up, down, or stayed the same?
4. Can Committee and Council expect any interim evaluations and reports on the efficacy of this pilot?
5. What specific benchmarks will staff be looking for to evaluate this pilot?

8. Other Business

There was no other business.

9. Adjournment - the meeting was adjourned at 3:40 pm.

Next Meeting - Thursday, September 19, 2024.

Original to be signed by
C. Zwierzchowski, Committee
Coordinator

Original to be signed by
Councillor R. Brockington, Chair