

<p>1. <b>Ottawa Paramedic Service 2024 Annual Report</b></p> <p><b>Rapport annuel 2024 du Service paramédic d'Ottawa</b></p>
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**Committee Recommendation(s) as amended**

That Council:

1. Receive this report for information, and;
2. Approve that the Mayor of Ottawa write to the Premier of Ontario and the Minister of Health and Long-Term Care requesting an increase in Dedicated Offload Nurse Funding for the City of Ottawa, in recognition of the program's demonstrated success in improving ambulance availability, addressing healthcare system pressures, and enhancing emergency service delivery across both rural and urban communities.

**Recommandation(s) du comité telles que modifiées**

Que le Conseil

1. Accueil ce rapport à titre d'information ; et,
2. Approuve que le maire d'Ottawa écrive au premier ministre de l'Ontario et au ministre de la Santé et des Soins de longue durée pour demander une augmentation du financement du Programme de délégation du déchargement au personnel infirmier de la Ville d'Ottawa, en reconnaissance du succès démontré du programme dans l'amélioration de la disponibilité des ambulances, dans l'atténuation des pressions exercées sur le système de soins de santé et dans l'amélioration de la prestation des services d'urgence dans les zones rurales et urbaines.

**Documentation/Documentation**

1. Extract of Draft Minute, Emergency Preparedness and Protective Services Committee, 23 June 2025.

Extrait de l'ébauche du procès-verbal, Comité des services de protection et de préparation aux situations d'urgence, le 23 juin 2025.

2. Chief's report, Ottawa Fire Services, Emergency and Protective Services Department, dated 12 June 2025 (ACS2025-EPS-OPS-0001).

Rapport du Chef du Service des Incendies d'Ottawa, Services de protection et d'urgence, daté le 12 juin 2025 (ACS2025-EPS-OPS-0001).

**Emergency Preparedness and  
Protective Services Committee  
Report 18  
23 July 2025**

**3 Comité des services de protection et  
de préparation aux situations  
d'urgence - Rapport 18  
Le 23 juillet 2025**

**Extract of Draft Minutes 18  
Emergency Preparedness and  
Protective Services Committee  
23 June 2025**

**Extrait de l'ébauche du procès-verbal 18  
Comité des services de protection  
et de préparation aux situations  
d'urgence - le 23 juin 2025**

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2024 Ottawa Paramedic Service Annual Report

File No. ACS2025-EPS-OPS-0001 – City-wide

**Report Recommendation(s)**

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

**Carried as amended**

Mr. Ryan Perrault, General Manager, Emergency and Protective Services Department (EPSD) began by addressing concerns regarding the recent heat wave and offered information on how to deal with heat-related issues.

He then introduced Mr. Pierre Poirier, Chief, Ottawa Paramedic Service, EPSD who, in turn introduced Ms Manon Lavergne, Deputy Chief, Patient and Regulatory Programs, EPSD. Chief Poirier and Deputy Chief Lavergne spoke to a detailed slide presentation overview of the report, a copy of which is held on file with the Office of the City Clerk.

Councillor C. Kelly then moved the following:

**Motion No. CPSC 2025-18-01**

Moved by Councillor C. Kelly:

**WHEREAS the Ottawa Paramedic Service (“the Service”) has demonstrated measurable improvements in performance, supported by Council’s investments in hiring additional paramedics, purchasing new emergency vehicles, and implementing a new dispatch system;**

**WHEREAS Ottawa’s aging and growing population, combined with persistent pressures on the healthcare system, has resulted in increasing demand for the Service;**

**WHEREAS** the Service has achieved a significant reduction in “level zero” occurrences—periods when no ambulances are available for dispatch—along with improved response times for the most critical patients;

**WHEREAS** Ottawa’s vast geography, encompassing over 2,800 square kilometres—of which more than 80% is rural—creates unique service delivery challenges including longer travel distances and lower call volumes in rural areas;

**WHEREAS** timely offloading of patients at hospitals enables faster ambulance turnaround and better coverage across all areas, particularly rural communities where paramedics are frequently redeployed to urban hospitals and become unavailable during offload delays;

**WHEREAS** the implementation of a new Medical Priority Dispatch System (MPDS) at the Central Ambulance Communications Centre in 2024 has enhanced the Service’s ability to triage and prioritize urgent calls;

**WHEREAS** the Service continues to demonstrate innovation by deploying specialized mental health response teams and expanding Community Paramedicine Programs to address non-urgent care needs and reduce pressure on emergency resources;

**WHEREAS** Dedicated Offload Nurse Program (DONP) funding from the Ministry of Health and Long-Term Care (MOHLTC) has proven effective in reducing emergency department offload delays—thus increasing ambulance availability and reducing response times system-wide;

**WHEREAS** sustained and increased DONP funding is essential to build on recent improvements, mitigate systemic healthcare bottlenecks, and support the City’s emergency preparedness;

**THEREFORE BE IT RESOLVED** that Emergency and Protective Services Committee recommend City Council approve that the Mayor of Ottawa write to the Premier of Ontario and the Minister of Health and Long-Term Care requesting an increase in Dedicated Offload Nurse Funding for the City of Ottawa, in recognition of the program’s demonstrated success in improving ambulance availability, addressing healthcare system pressures, and enhancing emergency service delivery across both rural and urban communities.

**Carried**

Written correspondence was received from Ms Nancy Edwards and is held on file with the Office of the City Clerk. At the conclusion of Committee discussions, the report recommendation was put before Committee and was 'Carried', as amended by Motion No. EPPSC 2025 18-01.

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

- 1. Receive this report for information, and;**
- 2. Approve that the Mayor of Ottawa write to the Premier of Ontario and the Minister of Health and Long-Term Care requesting an increase in Dedicated Offload Nurse Funding for the City of Ottawa, in recognition of the program's demonstrated success in improving ambulance availability, addressing healthcare system pressures, and enhancing emergency service delivery across both rural and urban communities.**

**Carried as amended**