



January 18, 2021



Dear [REDACTED]

Re: Peel Regional Paramedic Service attendance at your residence on November 25-6, 2020, Run #22268359

**Health
Services**

Peel Regional
Paramedic Services

1600 Bovaird Dr. E.
Brampton, ON
L6R 3S8
tel: 905-791-7800

peelregion.ca

This letter is in follow-up to the interaction you had with Peel Regional Paramedic Service (PRPS) paramedics on November 26, 2020. During the emergency call, you exhibited dangerous and disturbing behaviour which PRPS has a policy of addressing whenever it occurs. The incident reports submitted by the paramedics caring for you document actions which PRPS believes constitute verbal harassment or physical assault, which is not tolerated. We acknowledge that the medical condition which had prompted the emergency response had caused you to be upset; however, there is no excuse for your observed violent behaviour towards the paramedics.

In that interaction, it was witnessed that you:

- Attempted to choke one of the paramedics with your forearm
- Struck a paramedic on the side of the head
- Punched a paramedic in the arm
- Scratched, grabbed and hit at paramedics
- Grabbed one paramedic's genitals
- Smears gum on one paramedic's arm
- Shouted profanities

As a result of these actions, the paramedic(s) themselves were required to seek medical attention.

Assault is a criminal offence in Canada. This is defined in the *Criminal Code of Canada*, section 265 (1)(a), and a person commits assault when:

Without the consent of another person, he applies force intentionally to that other person, directly or indirectly.

Peel Regional Police have been notified and are investigating the incident.

Paramedic Services, as a workplace and a division of The Regional Municipality of Peel, implements Ontario's *Occupational Health and Safety Act*, which prohibits harassment and violence in the workplace. The Service has a zero tolerance policy for all workplace violence and harassment, which



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includes verbal, physical or sexual assault, intimidation and sexual harassment.

Paramedics are highly trained medical professionals who selflessly serve our community to be present to help people with medical emergencies. They cannot help you or others if they are injured, both physically or psychologically, in the course of their duties.

Your actions risked impairing the ability of the paramedics to deliver services to you and to the broader community. After they transferred care of you to hospital staff, they were required to seek medical attention for injuries caused by the incident and were subsequently unable to work. Suffering injury and harassment on the job is not tolerated by PRPS, which seeks to ensure a workplace where staff wellbeing is a priority and a daily norm. Paramedics should not have their safety threatened when they are trying to deliver life-saving emergency services to people in need. Violent and harassing incidents carry the very real risk of reducing the number of paramedics available to respond to emergencies. All patients must be aware that their own behaviour can present a risk to the success of interventions offered to them, which is never the intent of PRPS.

It is out of necessity that your address has now been flagged in our record system and every time paramedics are called to your residence in the future, they must evaluate the risk you pose and may be required to request police presence. This is necessary because of the increased risk of injury to our paramedics based on the incident above. Waiting for police may slow down the response time to any future medical emergency.

We have zero tolerance for our paramedics being subjected to violence or harassment from the public. We take these matters very seriously. We reiterate that this incident was reported to Peel Regional Police and any future repeat behaviour or retaliation in any way (in person/email/telephone) will likewise be reported.

If you would like further information about our policies and how to ensure you receive the best possible care, please contact Patrick McColm, Supervisor, Risk and Audit, at patrick.mccolm@peelregion.ca. Please reference run number: 22268359.

Yours truly,

Peter F. Dundas
Chief