



Paramedic Services



Full-Service Update October 2025

Brian Gibson- Chief and Director of Paramedic Services



Today's Objective

Learn who we are and what drives our commitment to care.

Highlight strategies that are mitigating system challenges.

Share key program updates and accomplishments.

Witness patient gratitude in action.

Look ahead to the future of paramedicine.

Goals of Service

On a mission to elevate emergency and community health care, together.

Provide Quality out-of-hospital, emergency, and community care.

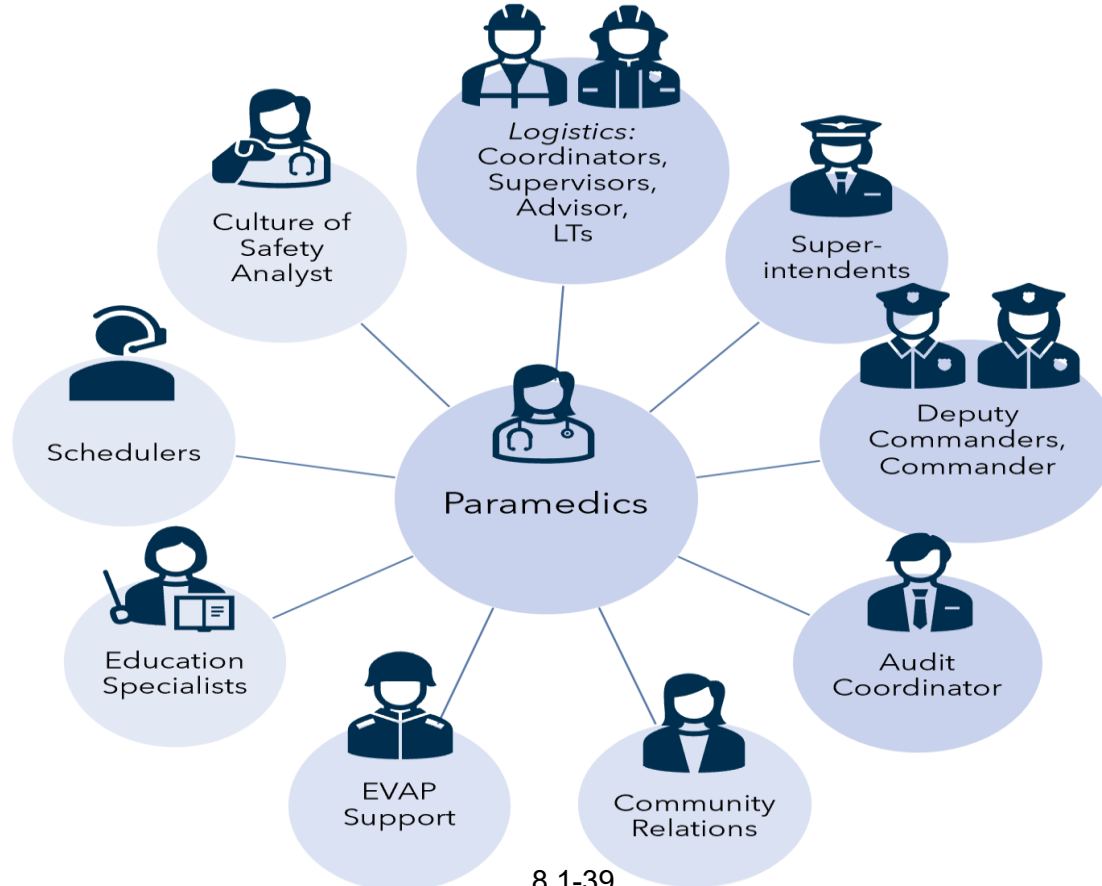
Identify innovative alternative models of care and cost saving efficiencies.

Continuous learning and quality accuracy.

Ensure support for the health, safety, and psychological wellbeing of our staff.



A Paramedicine Ecosystem



Our Service in Numbers

407 calls

per day in 2024.

97%

Call response within the Region of Peel.

**8 minutes and
53 seconds**

Response Time for CTAS 1.

44%

of patient care were 65 years and older.

The Sudden Cardiac Arrest (SCA) target was met **100%** of the time.



Mitigating Our System Pressures

Call Volume

- Continue to care for patients **out of hospital** and in the community.
- Advocacy for **Secondary Triage** which looks to offer alternative care pathways for lower acuity calls.
- Leveraging **Community Paramedicine** to support vulnerable populations within Peel.

Offload Delay

- Expanding the **Dedicated Offload Nurse (DON)** Program.
- Participating in Emergency Department **process reviews & improvements.**
- **Identifying internal processes** that support efficiency and reduce the negative impacts (e.g., doubling up paramedics on Off Load Delay).

Staffing

- Continuing **investment in skills training** for staff.
- **Leveraging support** for our part time staff.
- Supporting **Workplace Psychological Health and Safety** (e.g., Health and Safety reviews, EVAP, Mental Health supports etc.).

What We Have Achieved

Low Acuity
Diversion
Program

- 2,055 Hours Saved
- 893 patients diverted to the UCC

Psychological
Health, Safety
and Wellbeing

- Workplace culture plan
- Wellbeing Plan
- Mental Health Supports Expansion

Grants &
Funding

- Healthcare Excellence Canada for Social Rx.
- Dedicated Offload Nurses (DON) program

Program Highlights



Modular Project

All reporting stations are **Modular.**



Community Paramedicine

Permanent funding for CPLTC



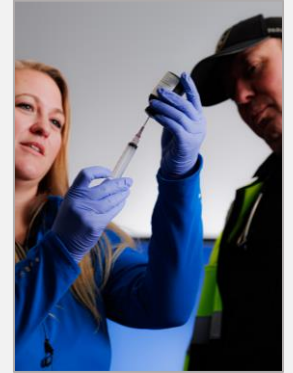
Community Relations Program

Since 2024, attended **over 75** community events.
8.1-43



Specialized Programs-Tactical

Since Nov. 2024, responded to **299 high risk events.**



Education and Training

In 2024, **over 40,000 training hours** delivered to paramedics.

Health Systems Partnerships



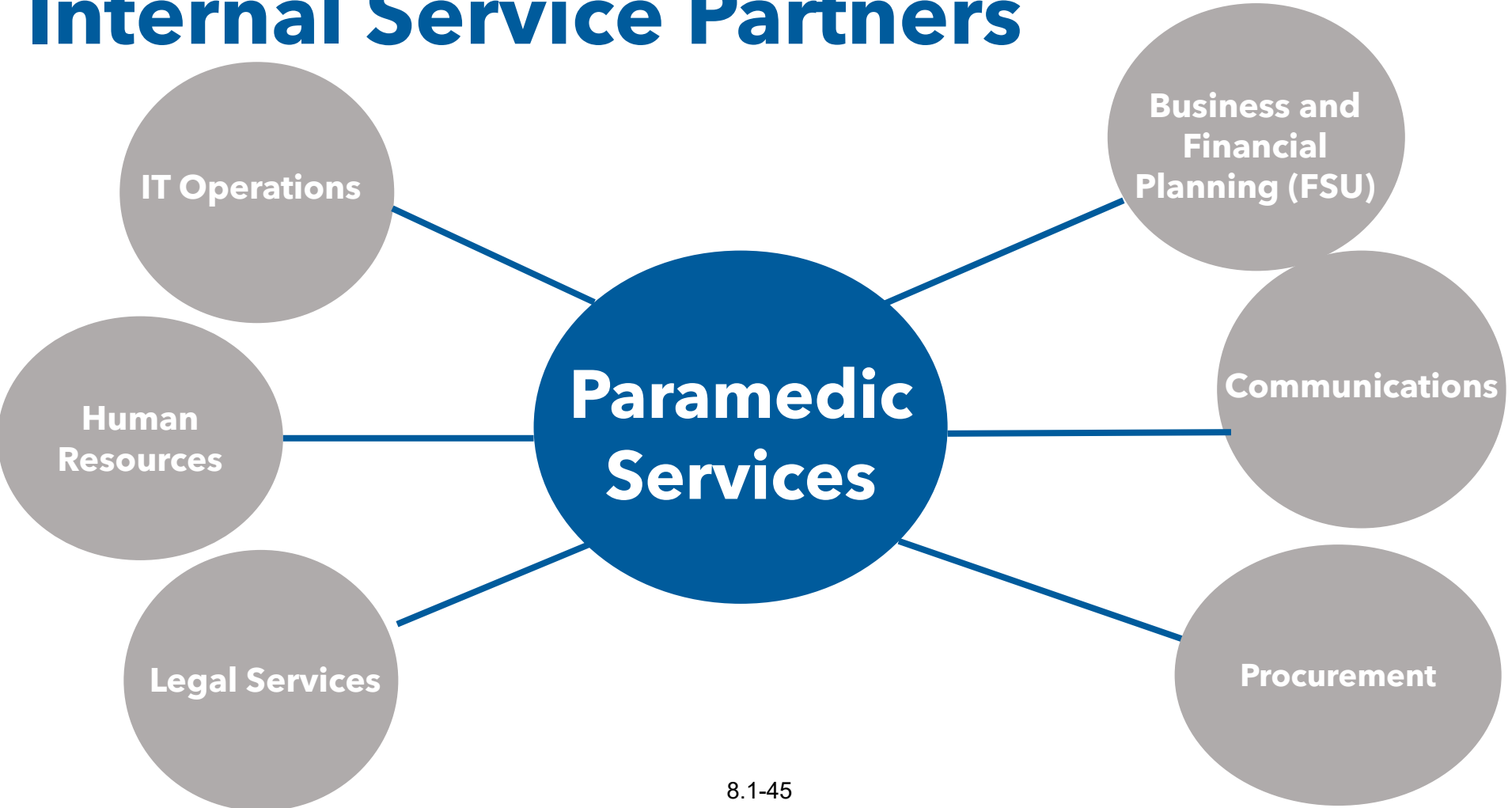
External

- Peel Hospitals
- St. Michaels Hospital
- Sunnybrook Health Sciences Centre
- Peel Regional Police
- World Sikh Organization of Canada

Internal

- Senior Services
- Public Health
- Health Strategy, Planning and Partnerships
- Human Services
- Public Works

Internal Service Partners



Partnerships in Action



Tyndall Nursing Home Evacuation - July 2024



Plane Crash- February 2025

Voices from Our Community.



Looking Ahead



Expanding

Programing (i.e.,
Community
Paramedicine, EVAP,
Drone)



Leveraging

**Technology & Data
Analytics**



Strengthening

Partnerships- internal
and external
**Care Service
Delivery** (Education
Programming)



Preparing

For **future growth:**
• Dockstader 2027
• Mississauga South-
Planning and Design

Thank you!

Questions?

