
TO: GENERAL COMMITTEE

SUBJECT: EMERGENCY RESPONSE AGREEMENT AMENDMENT FOR LONG TERM CARE HOMES

WARDS: ALL

PREPARED BY AND KEY CONTACT: B. BOYES
FIRE CHIEF (Ext. 3223)

SUBMITTED BY: B. BOYES
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GENERAL MANAGER APPROVAL: P. ELLIOTT-SPENCER, MBA, CPA, CMA
GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES

CHIEF ADMINISTRATIVE OFFICER APPROVAL: C. LADD, CHIEF ADMINISTRATIVE OFFICER

RECOMMENDED MOTION

1. That the letter regarding the exclusion of Long Term Care Homes (LTCH's) from the Medical Aid Tiered Response (MATR) Program within the County of Simcoe be received for information purposes.
2. That the County of Simcoe be advised that the City of Barrie will not be executing an amendment to the agreement.
3. That the Barrie Fire and Emergency Service (BFES) collaborate with the Simcoe County Fire Chiefs Administration Group and the County of Simcoe Paramedic Services to review the entire MATR agreement to ensure all administrative, technological, operational, financial, responder safety and public safety aspects are updated and amended appropriately.

PURPOSE & BACKGROUND

4. Medical Aid Tiered Response (MATR) is the provision of treatment to citizens by first responders, including first aid, CPR, defibrillation and other procedures for which the responders are trained and equipped to provide, prior to the arrival of or in conjunction with, Paramedic Services. The intent of a Medical Aid Tiered Response program is to facilitate a faster response to patients with certain types of medical conditions by partnering with allied emergency service agencies. The MATR was signed in 2007 by the City of Barrie.
5. Over the past 3-4 years, the Joint Emergency Services Administration (JESAG) group, which is comprised of Police, Fire, EMS representatives, has discussed the issue of LTCH response. The challenge at the time pertained to ensuring the staff in LTCH's are trained on the proper protocols for calling 911 in order to reduce medical responses that were called in as emergencies, but did not necessarily meet the appropriate criteria. The issue brought forward by fire chiefs at the time focused on having LTCH staff follow appropriate 911 notification protocols and was never proposed to include eliminating fire department response.
6. On May 24, 2016, Report CCW 16-213 was provided to County Council recommending that all LTCH's in the County of Simcoe be excluded from the MATR program. Of the 24 LTCH's in the report, 9 are in located within Barrie.

7. Simcoe County Fire Chiefs met on Friday, December 2, 2016 to discuss the letters that were sent to Municipal Clerks pertaining to the proposed amendment to the Emergency Response Agreement. It was agreed upon that further investigation was required to determine how this proposal impacts each municipality. Each Fire Chief forwarded a letter to their Clerk recommending an amendment not be signed as further investigation was required to determine how this proposal impacts each individual municipality.

ANALYSIS

8. Schedule B of By-law 2012-200 outlines the level of service provided by BFES. The Tiered Medical Response section clearly denotes the agreement (MATR) with Paramedic Services and the extent of the services provided within Barrie.
9. In 2015, BFES responded to 206 MATR calls at LTCH's within Barrie. In 2016, BFES responded to 225 MATR calls at LTCH's within Barrie. Retirement residences are not to be excluded. A complete breakdown of all BFES responses (including fires, alarms, motor vehicle collisions, carbon monoxide incidents, etc.) to the specific Simcoe County LTCH's in Appendix A.
10. Also, Appendix "A" includes the number of responses to retirement residences adjacent to Simcoe County LTCH. These four addresses would not be impacted by the proposed change; however, potential response delays could occur depending on the caller's exact knowledge of their location and GPS positioning when calling.
11. LTCH's are classified as vulnerable occupancies and house a vulnerable segment of our population. In addition, many other locations within Barrie house our senior population. Some of these locations are adjacent to or located in the near vicinity of a Simcoe County LTCH. Undertaking a change to our MATR criteria based on location would result in a different level of service to our senior population. Maintaining our current response criteria ensures all seniors residents at Simcoe County LTCH's, or any other location in which seniors live, would result in the same level of service.
12. The LTCHs are identified as Health Care Facilities by the Ministry of Health and Long Term Care with a legislative requirement to ensure 24/7 registered nursing staff on site at all times. Despite the on-site nursing staff, there is a benefit to having a timely response by BFES to assist in the delivery of emergency medical services and interventions. BFES responders are able to assist or take the lead in an emergency situation to allow the LTCH staff to focus on site specific factors related to management of other staff and other residents. Moreover, the assistance of BFES staff would also be advantageous should LTCH's have minimum staffing on duty (potentially only 1 staff member).
13. Georgian CACC has advised that they can alter the dispatch process for LTCHs. The questions asked during the call taking process would have to be revised in order to gather further information to determine if both EMS and BFES are required to attend. There are potential challenges associated with Georgian CACC extending the call taking process or removing specific MATR calls. In these instances, BFES response will be delayed and potentially impact the life safety of those requiring assistance. All potential life safety issues need to be considered with respect to not dispatching to an address.
14. The impact on simultaneous notification is not clear and could present a delay in response to these addresses or addresses in the close proximity, such as a retirement home located adjacent to the LTCH. Simultaneous notification has resulted in a quicker activation of fire department resources resulting in an expedited emergency response. For example, if a citizen was to call in a medical emergency for a retirement home, but mistakenly use the LTCH address due to human error or GPS positioning, BFES would not respond. This would result in no BFES emergency response or potentially long delays.

15. Currently, BFES responds to a variety of other locations within Barrie that have trained medical staff on site. For example, doctor's offices, Royal Victoria Hospital and various medical office buildings will call for medical assistance and BFES responds accordingly. In addition, BFES responds to facilities with staff trained in the use of Public Access Defibrillators. One example pertains to the City of Barrie recreation facilities.
16. The Medical Aid Tiered Response (MATR) was originally drafted in 2007 and much has changed in the provision of emergency medical responses from an administrative, technological, operational, financial, responder safety and public safety perspective. This necessitates the need for a comprehensive review of the entire MATR program with all stakeholders providing input.

ENVIRONMENTAL MATTERS

17. There are no environmental matters related to the recommendations.

ALTERNATIVE

18. The following alternatives are available for consideration by General Committee:

Alternative #1

General Committee could recommend that the MATR be amended as proposed. This alternative is not recommended due to the potential negative impact on public safety, alternative levels of MATR for our seniors' community based on geographic location and the lost opportunity to interact with the residents and staff of LTCH's that would occur.

FINANCIAL

19. There are no direct financial implications for the Corporation resulting from the recommended motion as there is no change to the level of service.

LINKAGE TO COUNCIL STRATEGIC PRIORITIES

20. The recommendation(s) included in this Staff Report support the following goals identified in the 2014-2018 Strategic Plan:

- Inclusive Community

Notwithstanding the public safety implications, BFES response to LTCH's within the community promotes and facilitates community connections and supports diverse and safe neighbourhoods.

APPENDIX "A"

Simcoe County LTCH Responses

Simcoe County LTCH Address	2015		2016	
	Medical	Other	Medical	Other
1 Royal Parkside Drive	14	0	13	2
144 Cundles Road West	9	7	6	5
234 Cook Street	8	4	19	2
10 Brooks Street	54	6	54	4
286 Hurst Drive	24	11	28	4
130 Owen Street	12	5	14	9
78 Ross Street	17	4	27	4
110 Lillian Crescent	19	4	19	7
503 Essa Road	45	5	38	19
Totals	206	53	225	59
Retirement Residences (Non Simcoe County LTCH) adjacent to Simcoe County LTCH Address				
	Medical	Other	Medical	Other
33 Brooks Street	10	3	19	3
74 Ross Street	33	9	22	3
489 Essa Road	52	7	37	4
555 Essa Road	4	7	7	3
Totals	99	26	85	13