

## MANAGEMENT REPORT

**Date:** October 20, 2023  
**To:** Infrastructure, Transportation, and Safety Sub-committee  
**From:** Neil Anderson, Director of Emergency Services/Fire Chief  
**Report Number:** ITS23-031  
**Attachments:** None

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**Title:** 2023 Medical Tiered Response Memorandum of Understanding

**Objective:** To seek City Council approval to enter into a new Memorandum of Understanding ("MOU") for Medical Tiered Response with the Perth County Paramedic Services.

**Background:** In 2021, Perth County Paramedic Services ("PCPS") reported that the local fire departments and PCPS would work together to review Medical Tiered Response in Perth County, St. Marys, and Stratford. Tiered Response is a coordinated mechanism between emergency services that provides guidance for which organization attends medical calls and under which circumstances.

The Stratford Fire Department provides medical response services under both a Continue and Regulate By-law 63-2004 and a Medical Tiered Response Agreement with Perth County Paramedic Services, from 2006, which this new agreement will supersede.

City Council approves fire departments to conduct medical intervention through a regulating bylaw. The Ministry of Health maintains the guidelines for Tiered Response Agreements, 1997 guidelines, outlining how medical response will be conducted by Council approved fire departments, under the oversight of local Paramedic agencies.

The new MOU is to be reviewed each term of Council going forward, by "all agencies", and is to become effective December 4, 2023.

**Analysis:** This Medical Tiered Response MOU reaffirms protocols such as recommendations for Fire Services to respond to confirmed, non-life threatening calls, without lights and sirens, exceptions to tiered response, steps to be taken if an ambulance is delayed in Stratford, data sharing for better performance analysis, cost-saving and standardization through joint purchasing of medical supplies, PCPS support

to Fire Services in rehabilitation functions during a fire call, and a commitment to discuss joint training, as required.

An individual copy of the MOU will be signed between the PCPS and the various Fire Departments of Perth County, with their particular responsibilities in providing emergency services in accordance with their respective regulations. Key elements include:

- Mutual support between Fire Services and PCPS.
- Defined Emergency Response and Problem Nature Codes.
- Exceptions to tiered response, primarily in long-term care facilities with sufficiently trained staff.
- PCPS's response to fire and assistance with rehabilitation.
- Procedures for handling delays in accessing and treating patients.
- Procedures for handling CODE 3 (non-life threatening) Ambulance delays in Stratford.
- Protocols when assistance is requested by Paramedics.
- Data sharing, with all personal health information identifiers removed before sharing.
- Provision of limited medical supplies at PCPS's expense and cost-savings through joint-purchasing of other medical supplies.
- Encouragement of joint training and development.

The MOU can be amended as required and must be renewed once per term of Council. It is set to be reviewed at that time, with a stipulation that any party may withdraw from the MOU with 60 days' written notice.

There are no changes to service levels for the Stratford Fire Department in this new Tiered Response MOU. This is a new MOU replacing the previous MOU, with the existing 60-day withdrawal notice, by either party, in place. There is no change in service delivery for the Stratford Fire Department.

#### **Financial impact to current year operating budget:**

There is no financial impact to the City's current year operating budget.

**Financial impact on future year operating budget:**

There may be minor impacts to future expenses with medical supply purchases under a shared model, once fully established. These expenses are anticipated as minor and are captured during the annual budget process.

**Link to asset management plan and strategy:**

Not applicable

**Legal considerations:**

The previous MOU was reviewed by counsel and because there are no changes to service delivery, this was not revisited.

**Insurance considerations:**

Not applicable.

**Alignment with Strategic Priorities:****Strengthening our Plans, Strategies and Partnerships**

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

**Developing our Resources**

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

**Alignment with One Planet Principles:****Health and Happiness**

Encouraging active, social, meaningful lives to promote good health and wellbeing.

**Staff Recommendation: THAT the entering into of a Memorandum of Understanding with Perth County Paramedic Services for Medical Tiered Response, be authorized;**

**AND THAT the Director of Emergency Services/Fire Chief be authorized to sign the Memorandum of Understanding, on behalf of the City.**

**Prepared by:**

Neil Anderson, Director of Emergency Services/Fire Chief

**Recommended by:**

Joan Thomson, Chief Administrative Officer

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