



MINUTES OF THE FPS SUPERVISOR MEETING

April 3, 2012

A regular meeting of the FPS Supervisor Meeting was held in the Frontenac Room of the County Administrative Office, 2069 Battersea Road, Glenburnie on Tuesday, April 3, 2012 at 8:00 AM

1. **WELCOME**

2. **ADDITIONS/DELETIONS TO THE AGENDA**

3. **APPROVAL OF PREVIOUS MINUTES**
Meeting Minutes from February 29, 2012
Approved by Mark and Mike

4. **DELEGATIONS**

5. **ONGOING BUSINESS**

a) ALS Bags- GC/DG/TL

There was a discussion as to where the ALS bags should reside. If they are put behind the driver's seat, they will need some type of box for protection. It was recommended that there be a discussion about possible options at the next uniform and equipment meeting. The merging of the uniform committee and the vehicle equipment committee was also discussed (both volunteer committees).

b) Fire Departments- Paul

FPS is currently waiting on confirmation of a meeting from Chief Tulk to discuss the tiered response system that is currently in place and exploring possible improvements. If needed, Paul will call a meeting with L&A. Depending on the outcome of the previous meetings, separate meetings with the chiefs may be more beneficial.

c) Blackberry Issues- DH (5 mins)

The issues that our team is experiencing with the Blackberry devices is related directly to the model we are using. They will be switched out within 2 weeks and since we are within our Evergreen period, there will not be additional costs to the changeover. As an FYI, Hotel Dieu is a problem area.

d) New Expedition Layout for Duty Supervisor- All

The new Expedition will be here in the next two weeks and a design layout that will maximize the space and improve functionality. Gale suggested that we will have to look at the new equipment standards for required items in vehicle. Suggestions were made to make the bottom tray and the top shelf wider. The top shelf could also be raised by a couple of inches. Removal of the partition to the tray and shelves and the addition of mesh to those areas would improve airflow into the bag area. It was agreed that there was a need for consistency with the design to keep the heating standard. Chris will sketch a solution. The new Uniform/Equipment committee will meet in two weeks to discuss it further.

e) Floats- Regular vs. Continental- Paul

Floats will now be called Continental. Paul is pleased with how the scheduling is now working out. Paul reminded the group that we need to work as a team to fill shifts, and everyone will be expected to move wherever is necessary. Next year will be a challenging budget year. Council has developed a finance committee to manage budgets. Remove this item from the agenda as it is now completed. There was a suggestion that the variety in shifts is good.

f) Supervisor Shift Envelope- QA Crew Check- Mike & Jennifer

The stamp has been ordered. Carolyn noted that there have been a few times that the signatures were not checked. Please send out a reminder to ensure the forms are completed. The review checklist can be reviewed if need be. It was suggested there had been a previous issue with cables matching. Gale suggested that maybe that can be added to the checklist.

g) ESU Storage Location- Paul

FPS needs to find a storage location. At the moment, there is a challenge in regards to space and where SIM truck is stored conveniently. Paul suggested that Midas on Concession Street could be a possibility. In the meantime, the search is on for a temporary space for the trucks - approximately 2-3 years. Need two garage bays to store it properly. Paul has asked the supervisors to keep an eye out for a suitable location.

h) Equipment Decontamination- Mike V.

Dave Gemmill reported that the crew has been cleaning and inspecting the boards more regularly. Jackie (KGH) did ride out, and can see the challenges that the crews are facing with cleaning facilities. The situation will be monitored the situation for the next month. Gale and KGH will work together to ensure the cleaning is a responsibility not a courtesy. It was suggested that a frame/bar or chain be installed where the boards are stacked so that they don't fall. Dave will talk to Jackie about the security of the boards. Rob met with Fairmount to help with contaminant laundry and the results have been successful.

i) AMCTO scheduling- All

Good up until July. There is a challenge with balancing vacation and AMTCO requirements. Lisa Moreland will keep the team updated on conflicts.

6. BUSINESS ARISING

a) PRU- All

The stats report has been run. Crews have been saying that having the PRU in the North End is useful. There is a question as to where the roaming areas should be. There is a possibility that roaming area could be reduced and combined with deployment. Roaming area and response times are different categories. PRU is to reduce the response times. There was discussion as to whether it should be shifted to an area where an ambulance can't get there as quickly and be able to start treatment. Dave has asked sups to talk to staff to find out where they feel the PRU should be placed. Perhaps the PRU could be moved at night to 03 in support of this effort. We are not getting the best productivity from the vehicle. Meal breaks are an issue in regards of 'going back to base'. There was discussion of whether the PRU could be a peak vehicle, only staffed for 12 hours. Paul would like to go another year with the structure of the PRU as it is.

• b) Deployment Plan Updates- All (25 min)

We need to look at deployment with a fresh set of eyes. Review of DG notes and editions (see attached notes in Appendix).

1. There was discussion as to whether the Sydenham vehicle should come down.

2. It is a good option as it increases what Parham is doing. Questions were raised as to whether or not ERV as a coverage to a lower or higher density coverage? Can 03 cover Sydenham? 03 is higher than 07 in calls. Less coverage with Sydenham. The philosophy of not covering 03, became a political issue - caution re 07 and the same outcome. The ERV become the first up. Parham first.

3. They feel like they are a yo-yo. Should we just request for them to stay up there? Group is supportive. DG has requested that the group think about it. Have we looked at seasonal stats? In North Frontenac area, there are more seasonal calls. Most call volume happens at night. If they remain stationary they will likely not get very many calls. Having the PRU in the core, why are we worrying about bringing the ambulance down and do patient care. PC would like to have a separate discussion about off-load delay. It is currently stretcher not clear. Crews should not be rushing to clean boards, etc. We need to protect the staff while in the hospital. Perhaps we need to clarify the definition - use 'ready to respond' instead of stretcher clear/off load. There are performance standards for CACC. A vehicle at KGH is considered a 'mobile' vehicle. CACC assumes that everyone is clear in 30-40 min.

4 a) Where should the PRU be at night? Should it be choosing to report to a certain base?

Should the Crew that clears the hospital go back to 03 crew? Or should they rotate throughout the bases? Lunch breaks at different bases is an issue. Break to downtown which is needed.

It was suggested the #8/9 combination add #15. PC reiterated that if a call is going out of town at night, so has no issue with up staffing. On upstuffs, go to union to see if after the first 1/2 hour of not being able to reach the first person on the list, we can move to the next person on the list.

9. PC is really interested in this option and need to see demands analysis. He will help build business case for council. We need more resources at night but it may have a huge impact on union regulations.

12. Very dependent on their intake. Request not doing transfers at certain times, unless it is an emergency. Supervisors are encouraged to talk to their crews about this in the next 2 weeks.

c) New Equipment Standards- All

Dave would like supervisors to talk to crew within the next 2 weeks about the new equipment standards and what they would like to see in their vehicles. There was discussion had over whether or not we could upload and distribute at bases to bulletin boards.

d) Flow Vent Ventilators- All

We will be keeping them on the trucks.

e) OPP and CACC sit in Schedule- All

This will be rearranged shortly. It is suggested that as many staff as possible should attend.

f) FPS P and P Updates and Game Plan- Jennifer

A section will be chosen to be reviewed by everyone between each meeting. Section 1 does not have to be reviewed. Section 2 has been chosen for this segment. Jennifer will send email with a link to the review section.

g) New Collective Agreement- All

No issues to be found.

h) Green Initiative and Printing Schedules- Paul

This was not discussed at Labour Management, so Paul will take to next meeting.

i) Logistics Casual-Update- Dave

The 2012 budget has not been passed yet. It is expected to be passed at the next council meeting, either tomorrow or April 18th.

7. NEW BUSINESS

a) JBS Self Serve use by Supervisors- Krista

This new holiday booking system was demonstrated. Passwords can be reset by Krista.

b) Noma Culture- Paul

Paul led a discussion on the usage of the word 'Float', which is not to be included to when discussing shifts.

c) Medication Shortage- Gale

Discussion was had around expired drugs and shortages. Pharmacists are being a bit hesitant to distribute. So far there hasn't been a shortage yet with orders through Allan but this could change. High level discussions are happening. There have been suggestion of continuing to use drugs after the 6mth expiration date. There will be future direction on procedures. May end up lowering our numbers. Province is looking at fast-tracking the approval process of prescriptions. Long term, hospitals will not be selling to ambulance services which may affect FPS.

d) Duty Chief Calling- PC/DG/GC (2 mins)

Calls are to be used in urgent situations. Supervisors have free range to upstaff.

e) New Supervisor Update/ Testing Hiring Phase- DG (1 min)

There are a lots of internal applications. Next week GC and DG and KV will review. DG wants assistance with the training and he will send the template to supervisors to review. The expectation with the Internal application is that the training will be in May and they will be up and running in June.

f) KGH Organ Transfers- DG (2 mins)

Discussion of recent issue. Nurse at KGH is working with CACC and FPS to improve.

g) EMS Mall Display- DG (5 mins)

Display location will be at centre court. The new Ambulance will be in mall. The shifts will remain the same as last year. We will incorporate last year's notes into the presentation and use them to improve this year's presentation. Air way mannequins will be used this year. We will look at using SIM man next year.

h) PM New Templates- OPS/Sups (4 mins)

The garages are pleased. Chris at Benson's has done a great job.

i) Ride for Heart Recruitment- GC (10 min)

There is a platoon challenge for who can raise the most money. Every Platoon needs a lead so the Supervisors will speak to the crews. Discussed the VIP pack.

j) New Process Regarding QA Random Audit and OHS Checks- GC (5 mins)

This has been covered. Carolyn gave a reminder to fill out the back up form for deficiencies. Also, be diligent in filling out the forms correctly.

k) PRU Deployment- All (5 mins)

Covered in Arising Business.

l) PRU fire Radio- All (3 mins)

Currently set to base page as a priority. The pros and cons of listening to the fire channels was discussed. There is an advantage in that it gives different patient updates. It was decided that there was no negative in having both. We cannot put it on permanent scan.

- **m) Northern Mass Evacuation- PC/DG/GC (5 mins)**

Update on Smith Falls evacuation program - Host. Kingston supporting the evacuation for Smith Falls. If Lanark is overwhelmed, we can help out as well.

8. CHIEF'S REMARKS

Millhaven situation: There is currently discussion around the physical boundary. The prison was purposely carved out on the map. PC will go to a meeting to determine the dividing line and if needs be L&A will have the prison in their quarters. Dr. O'Connor is a good supporter. They are trying to set up a meeting to discuss by-pass protocols with docs and chiefs.

The Union requests that the supervisors are on the road more: PC and DG discussed the situation and PC agreed that he would like to see them out on the road more. How can we facilitate the process to help them to be out more? Crews want to see the Supervisors more. Supervisors can also help with the 'complaints' coming in. Want to help with time management. Maybe incorporated into the strategic planning. Let's look at doing items that are done in the office and be able to do them on the road by making the vehicle more of an office. Identify the issues and get IT to make arrangements to make it easier. Make Justus/Palace drive more of a base/hub.

Strategic Plan: Started this year with work plans and normally done in conjunction with budget/council. We will be going to a 2 year budget planning cycle for 2013/14 in the next 6 weeks. We will revisit the strategic planning session. Community paramedicine will be a focus and keeping people at home. PC will schedule a strategic planning session and may invite union management.

9. HEALTH AND SAFETY

There is a meeting this afternoon – no update since last discussion.

10. ROUNDTABLE DISCUSSION OF ISSUES

Tommy's last meeting.

11. DATE AND TIME OF NEXT MEETING

May 3, 2012 at 8:00

12. ADJOURNMENT

Appendix

Here are the highlights from staff: April 3rd Sups Meeting

- 1) when down to 1 vehicle in the city and that one vehicle is at Justus, send Sydenham directly to Palace Rd. (current J goes to P and S goes to J)
- 2) do not cover Sydenham with City vehicles. Coverage by Parham or the Float (one person) vehicle only.
- 3) when covering Sydenham with Parham in the day and the north crew is at Stn 5, leave them at Stn 5. (coverage to C.F. now from Sydenham and Stn 5)
- 4a) move the PRU to Stn 3 from 19:00 to 04:00 hours and move the Hwy 15 crew to Palace Rd for this time period.
- 4b) move the PRU to Justus Stn 2 from 23:00 to 05:00 hours and use this vehicle as a Stn standby coverage vehicle.
- 5) Ensure CACC sends Sydenham to the L and A calls instead of Hwy 15 Stn 3 (Sydenham is closer cutting down thru Yarker Rd??)
- 6) Utilize Hwy 15 crew for more HDH to KGH transfers. HDH to accept that they'll get Palace Rd for first code 3 and then Hwy 15 for the second, etc...
- 7) All Stn 3 Hwy 15 coverage performed by the PRU from Division and Dalton. If PRU unavailable, then have the standby performed by Palace Rd from the Palace Rd Stn..
- 8) Combine the 2 day trucks (8-8 and 7-7) and make them one 24/7 truck located at Justus, this would assist with the night calls and give us another spare truck in the system, which we need. Most crews requesting spare truck at Palace.
- 9) 11-23 should be 13:00 to 01:00 hours....and stationed at Palace Rd (in combination with #8 above)
- 10) When Sydenham is in town for a standby , keep them until at least 3 vehicles are clear KGH and ready, (current is 2 when stretcher clear).
- 11) Make PRU PCP...
- 12) Get HDH to work with us and coordinate the transfers. (ie cal the Duty Sup every night around 4pm with the numbers of potential pts to be moved). This move allow CACC to move Sydenham in sooner, knowing we have 4-5 pts to move in the evening.
- 13) Keep the PRU in the north end more often. This is the area that makes a difference in the time between PRU arriving and Ambulance arriving. (7 minutes vs 1-2 minutes in the DT)..
- 14) Float (if only one) should partner up with the PRU at night in an Ambulance.
- 15) Out of town transfers with a known of 4 hours out of area, should be an automatic upstaff. Not just case by case. Typically at trip to Ottawa or Peterborough, the crew is tied up for 6-8 hours from the time of the call.
- 16) I believe KA made some notes I the Sups meeting and added about 5-6 other comments...

Data and talking to staff since April 3rd

- 1) Sydenham covered by Parham (with moving Snow Rd to Parham). If Parham and Snow Rd unavailable, then cover with a Float ERV or Ambulance, if staffed. Never cover from the City.
- 2) Parham and Snow Rd::: No Change
- 3) Palace Rd covered by Justus if three or two Ambulances... If Justus has only one ambulances , then Hwy 15 covers Palace Rd..... then Sydenham,(now City at 2 Ambulances-Sydenham currently goes to Justus)) then Justus. (Now city at one ambulance). When City down to 1 Ambulance (located at Palace), then Parham moves to Sydenham. .
- 4) Hwy 15 covered by Justus if Justus has 3 Ambulances, If Justus has two Ambulances, then coverage is by PRU at Dalton and Division.

- 5) Hwy 15 should only be covered by the PRU from Dalton and Division.
- 5) Justus covered by Palace Rd if 3 Ambulances..... If Palace only 2 Amb, then covered by Hwy 15 and PRU moved to Dalton and Division.... Justus has PRU relocated to Justus at 11pm until 5:30am.....
- 6) PRU::: move it to Hwy 15 from 19:00 to 23:00 hours and bring Stn 3 crew into Palace Rd Rd for the same hours.
- 7) Combine the 8-8 and 7-7 and make it a 24 hour truck and relocate to Justus. Move the 11-23 to Palace Rd.
- 8) If Sydenham is in City for Coverage, keep them until we have 2 Ambulance clear to respond. (current is one stretcher clear).
- 9) Partner the Float up with PRU in the evening.
- 10) HDH more communications on #'s of transfers would allow Sydenham and Hwy 15 to move in to assist quicker and not last minute.
- 11) Always upstaff when we go out of town at time past Brockville and Belleville (ie Ottawa, Peterborough, Toronto, etc)
- 12) Increase the 30 minute CEC for Hospitals to 45 or 60 minutes
- 13) Delay code 3's in other UTM's (Napanee Hospital ie), by 60 minutes.
- 14) If Parham out and Sydenham at Base, then leave Snow Rd at Snow Rd Stn 5