



## **York Region Paramedic Services**

### **Our Mission:**

To deliver responsive paramedic services and build inclusive, healthy and resilient communities.

### **Service Commitment:**

In March 1999, the Council of the Regional Municipality of York adopted a recommendation to establish and operate an Emergency Medical Service. In addition, Regional Council endorsed a model of high performance for the Emergency Medical Service, which included a directive to develop an integrated Advanced Life Support (ALS) program and provide the highest quality of patient care for York Region residents. Prior to the creation of York Region EMS, advanced paramedic care was not readily available to York Region residents.

In January 2000, the Regional Municipality of York assumed responsibility for the delivery of land ambulance services. York Region Emergency Medical Services (EMS) was created through the amalgamation of 6 ambulance services that had previously operated in the Region.

York Region Paramedic Services has a mandate to provide 24-hour response to emergency and non-emergency requests for service, delivering out-of-hospital medical care and transport to those individuals suffering injury or illness in York Region. York Region Paramedic Services provides basic and advanced life support, emergency and non-emergency medical care and transport of the ill and injured. Paramedics are certified through the Central East Prehospital Care Program to carry out certain delegated medical acts pursuant to the Advanced Life Support Patient Care Standards.

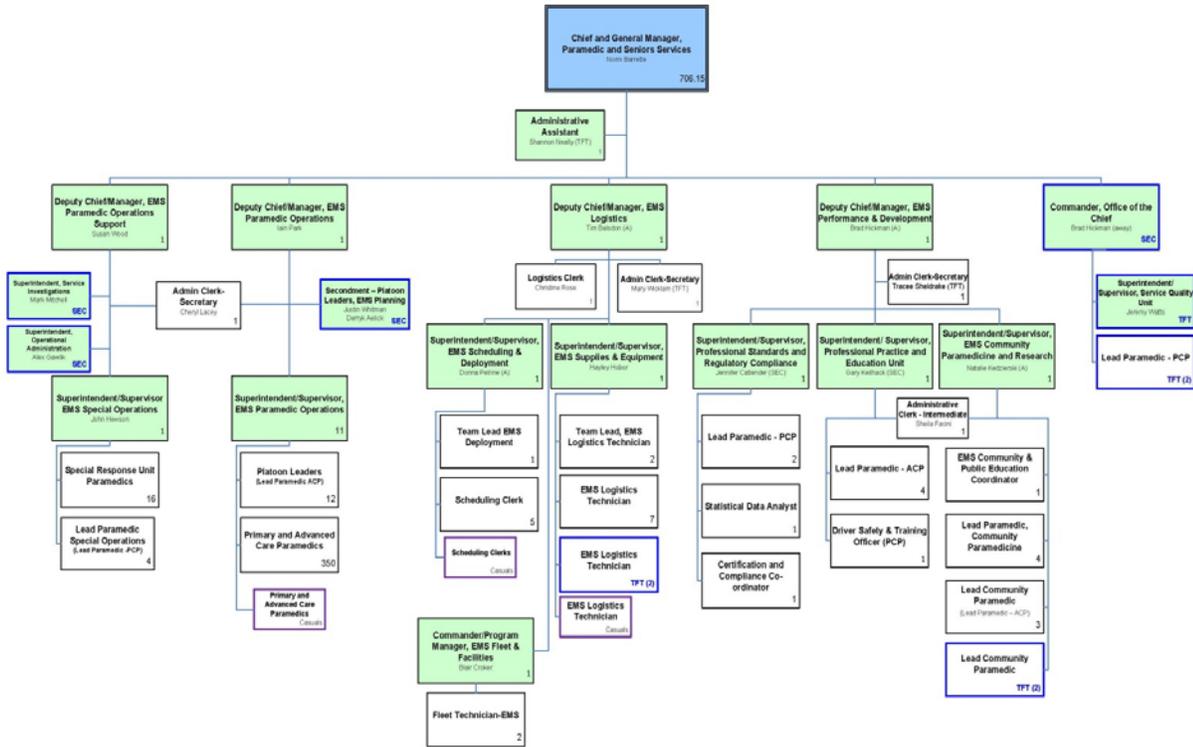
### **Our Organization:**

Operating as York Region Paramedic Services, the Paramedic and Seniors Services Branch of the Community and Health Services Department is responsible for the delivery of quality paramedic services to the Region of York.



# 2016 Organizational Structure

Community and Health Services  
Paramedic and Seniors Services Branch



## Staffing Levels:

Approximately 550 paramedics and support staff provide Paramedic Services to the Regional Municipality of York through the deployment of up to 36 Ambulances, 9 Paramedic Response Vehicles, 4 Special Response Units, 1 Multi-Patient Unit (Bus) and 3 Supervisor Response Vehicles, 24 hours per day, 7 days per week.

York Region Paramedic Services staffing complement is comprised of:

- 217 Permanent Full-Time Primary Care Paramedics
- 111 Permanent Full-Time Advanced Care Paramedics
- 16 Permanent Full-Time Special Response Unit Paramedics
- 124 Casual Primary Care Paramedics
- 19 Casual Advanced Care Paramedics
- 40 Support Staff
- 27 Supervisory and Management Staff



York Region Paramedic Services maintains 21 Paramedic Response Stations strategically located throughout the Region of York with staffing according to the following:

	STN #	Station and Start Times	Swing Shift	24 Hour Amb. PCP	24 Hour Amb. ACP	12 Hour Amb. PCP	12 Hour Amb. ACP	RRU, SRU & MPU
District 1 North	10	Pefferlaw (8:00)		1				
	11	Sutton (7:00)			1			
	12	Keswick (6:00 & 14:00)			1	1		
	70	Holland Landing (7:00)			1			
	15	Mount-Albert (8:00)			1			
	17	Newmarket (6:00, 7:00 & 8:00) (RRU – 12:00) (Swg - 6:00, 14:00)	2	1	2		1	1 - RRU
	18	Aurora (7:00 + 8:00)		1	1			
	99	EMS HQ (Bales Dr. E)(6:00)						4 – SRU 1 - MPU
	<i>Sub-Total North</i>			2	3	7	1	1
District 2 Central-East	20	Ballantrae ( 6:00 & 12:00 RRU)						2 - RRU
	21	Stouffville (7:00)			1			
	23	Markham-Church (6:00, 7:00, 8:00 & 14:00)			2		2	
	24	Unionville (6:00)			1			
	26	Riviera (6:00, 7:00, RRU 6:00 & 12:00)			1		1	2 - RRU
	28	Richmond Hill (6:00, 07:00, 8:00 & 14:00 (Swg,6:00 &14:00)	2	1	1	2		
	<i>Sub-Total Central-East</i>			2	1	6	2	3
District 3 South-West	37	Nobleton (7:00)			1			
	38	Schomberg (6:00)			1			
	39	King City (8:00) (RRU 6:00 & 12:00)			1			2 - RRU
	30	Woodbridge (6:00, 7:00 & 8:00) (RRU 06:00 & 12:00)			3			2 - RRU
	32	Maple (6:00)			1			
	34	Vaughan-Racco (7:00, 8:00 & 14:00) (Swing, 6:00 &14:00)	2		1	2	1	
	36	Thornhill-Vaughan (7:00)			1			
	<i>Sub-Total South-West</i>			2	0	9	2	1
<b>Grand Total</b>			6	4	22	5	5	14
<p><b>++ Note: Swing-Shift Ambulances are not considered part of scheduled deployment</b></p> <p><b>Total 24 hour Amb. = 26 / Total Peak Amb. = 10 / Total RRU =9 / SRU = 4 / MPU = 1</b></p>								

All stations are equipped with patient care supplies to ensure readiness to respond and to provide a degree of self-sufficiency in the event of a supply interruption.



## Emergency Response Times:

York Region Paramedic Services is committed to meeting the needs of the community by focusing on emergency response time reliability. In 2008, the Ambulance Act was amended to require that, no later than October 1<sup>st</sup> in each year after 2009, every upper-tier municipality and every delivery agent, responsible under the Act for ensuring the proper provision of land ambulance services shall establish a performance plan for the next calendar year respecting response times.

## 2015 Paramedic Services Response Time Performance Plan

Category	*Target Time in Minutes	2015 Target
Sudden Cardiac Arrest	<b>Community Target</b> - Arrival of any person equipped with an Automated External Defibrillator(AED) (e.g. Fire Department) within 6 minutes	60%
**CTAS 1	8 minutes	75%
CTAS 2	10 minutes	80%
CTAS 3	15 minutes	90%
CTAS 4	20 minutes	90%
CTAS 5	25 minutes	90%

\*Arrival of paramedics from time of dispatch notification

\*\*Canadian Triage Acuity Scale

York Region Paramedic Services commits to maintaining a reaction time (from time notified to time en route) of less than 2 minutes 90% of the time for all life-threatening (code 4), urgent (code 3) and balanced emergency coverage (code 8) responses.

Last revised this 18<sup>th</sup> day of February 2015

Norm Barrette  
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York Region Paramedic Services

