

MUNICIPAL SHARED SERVICES COMMITTEE

AGENDA

Date: Thursday, September 19, 2024
Time: 1:30 p.m.
Location: Teams Meeting - Stratford Hosting

- 1. Call to Order**
- 2. Disclosure of Pecuniary Interest and the General Nature Thereof**

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the *Act*.

- 3. Confirmation of the Agenda**
- 4. Adoption of Previous Minutes – June 20, 2024 Meeting**
Attachment – Draft minutes of June 20, 2024
- 5. Business arising from the previous minutes.**
- 6. Social Services** - 2nd Quarter Update for the Social Services Department (2024), as well as June 2024 Ontario Works Monthly Update, July 2024 Children's Services Monthly Update, July 2024 Homelessness Monthly Update and July 2024 Housing Monthly Update
- 7. Stratford Perth Archives** – Activities Update Report from Stratford-Perth Archives for MSSC Meeting of September 19, 2024
- 8. Perth Paramedic Services** - Paramedic Services Municipal Shared Services (MSSC) Mid-Year Update 2024

- 9. Provincial Offences** - POA Court Services Report for MSSC and Operational Update – September 19, 2024
- 10. New Business**
- 11. Next Meeting – November 21, 2024 at 1:30 p.m. – Budget meeting (County of Perth hosts)**
- 12. Adjournment**



MANAGEMENT REPORT

Date: September 19, 2024
To: Municipal Shared Services Committee
From: Kim McElroy, Director of Social Services
Report#: 2nd Quarter Update for the Social Services Department (2024)

Ontario Works

Homemakers and Nurses Services Contract Renewal June 1, 2024 – May 31, 2026

Background: The Consolidated Municipal Service Manager (CMSM) entered the original direct service contract in 2007 with Town and County Support Services (now known as One Care Home and Community Support Services) for the delivery of the Homemakers and Nurses Services program. The current contract terminates on May 31, 2024, and staff are recommending renewal for an additional two-year period. This partnership and the services provided to those in need addresses an extremely important need in the community and provides services to help residents stay in their homes and receive the appropriate support needed to maintain their homes.

One Care employees provide in-home cleaning supports to those that qualify both medically and financially. These supports allow clients to live independently in their own home and assist in learning basic skills to offer further independence. Co-ordination of services will assist in preventing evictions and provide a stable environment that is safe for both clients and support staff who enter the home.

Analysis: One Care Home and Community Services (herein referred to as One Care) has requested a funding increase for the 2024-26 renewal. Currently, One Care is paid an hourly rate of \$32.29 for the delivery of the services outlined in the agreement. One Care has requested an increase of approximately 11%, to a new hourly rate of \$35.91, to maintain these services. The rate in 2022 was \$31.44 and this increased by 2.7% to the current rate of \$32.29 in 2023. The Social Services Department has had no concerns related to the delivery of this program and the feedback from clients has been positive regarding the services delivered. The increase is consistent with market changes to wages for this type of service. Currently, Ontario Works staff determines the financial eligibility for the program, and One Care determines medical eligibility. One Care provides the services needed by clients who are approved for the program and stay in regular contact with the Ontario Works staff responsible for monitoring the program. Billing is submitted monthly, and payments are made based on the actual expenditures detailed in the reports received.

The table below highlights spending and usage data over the course of the current contract cycle, providing a snapshot of services rendered in 2022 and 2023:

Year	Expenditures	Hours of Service	Senior Clients Served	Non-Senior Clients Served
2022	\$50,772.47	1615	15	23
2023	\$52,172.57	1615.75	14	23

The Ministry of Health and Long-Term Care confirms that subsidy continues to be available for our office and will fund this service at 80%. The municipalities fund the remaining 20% of the cost to operate this program. All administrative costs are absorbed within the Ontario Works budget.

Financial Implications:

Financial impact to current year operating budget:

The approved municipal budget for the 2024 year is \$55,000, with 80% (\$44,000) funded from the Ministry of Health and the remaining 20% funded through the municipalities. The City of Stratford is responsible for \$4,480 of this cost. With the proposed increase to the hourly rate, it is anticipated that the program expenditures will be within the approved budget.

Financial impact on future year operating budget:

The Homemakers and Nurses Services expenditure target has increased due to a request for more funding to meet the needs of the program. The 2025 budget submission will reflect the new total expenditure target of \$65,000, an increase of 18%. The provincial contribution will be a maximum of \$52,000, leaving a maximum of \$13,000 to be funded by the municipalities. This information will be submitted for Municipal Shared Services Committee and Council consideration during the 2025 budget period.

OUTCOME: THAT The Corporation of the City of Stratford enter into a renewal agreement with One Care Home and Community Support Services for Homemakers and Nurses Services for the period June 1, 2024 to May 31, 2026;

AND THAT the Director of Social Services be authorized to execute the renewal Agreement on behalf of the municipal corporation.

Housing

Social Services Partnership with Spruce Lodge

Background: The City of Stratford’s approach towards housing and homelessness is guided by the strategic priorities of the 10-Year Housing and Homelessness Plan. These objectives include creating attainable housing options, sustaining community housing, and addressing a diversity of needs.

Analysis: As part of the effort to achieve the strategic objectives of the 10-Year Housing and Homelessness Plan, the City of Stratford’s Social Services Department has partnered with Spruce Lodge to financially support sustaining rent subsidized housing at Towers 1 and 2 of Woodland Towers. While this has been a long-standing partnership, over the past three years the breakdown of funding is as follows:

Year	Rent Subsidy	Operating Subsidy	Canada-Ontario Community Housing Initiative	Transitional Operating	Total
2021	\$254,180	\$42,056	\$71,383.53	\$81,000	\$448,619.53
2022	\$259,861	\$55,759	\$83,801.47	\$187,590	\$587,011.47
2023	\$271,732	\$70,678	\$61,900.00	-	\$404,310.00

The rent and operating subsidies are predominantly provided from the municipal tax levy and are intended to subsidize monthly rent for eligible tenants and to support administrative costs for housing providers. The Canada-Ontario Community Housing Initiative funding has been allocated to eligible repair and maintenance expenditures and is provided to the City of Stratford by the Ministry of Municipal Affairs and Housing. The Transitional Operating Grant is intended to support costs associated with operating rent-subsidized housing and has been provided through funding available from the Ministry of Municipal Affairs and Housing.

Financial Implications:

Financial impact to current year operating budget:

As these amounts are known and budgeted at the time of this report, there are no financial impacts to the current year operating budget.

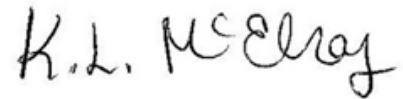
Financial impact on future year operating budget:

Continuation of the partnership between the City of Stratford’s Social Services Department and Spruce Lodge may require additional financial support in the coming years, depending on levels of provincial funding and needs.

Outcome:

THAT the report Social Services Partnership with Spruce Lodge (SOC24-007) be received for information.

Respectfully submitted,

A handwritten signature in black ink that reads "K.L. McElroy". The signature is written in a cursive, slightly slanted style.

Kim McElroy,

Director of Social Services - Consolidated Municipal Service Manager Stratford

JUNE
2024

SOCIAL SERVICES MONTHLY ONTARIO WORKS REPORT

Stratford, Perth County, & St. Marys



751 Total number of active caseloads

56 Total number of active temporary care cases

*If you are an adult and you are temporarily responsible for the care of a child who is in financial need, you may be eligible for temporary care assistance on their behalf.



22%

Percentage of caseload terminations exiting to employment



6%

Percentage of Caseload terminated



91

New applications received



12%

Percentage of caseloads with employment earnings



\$983

Average monthly employment earnings

Population Specific Information



60%

Singles without dependents



30%

Lone parent families



5%

Couples with or without dependents

2.4

Years

Average time on Assistance

\$733

The maximum amount a Single on Ontario works receives per month

Information Bulletin

Ontario Works provides income and employment supports to people in temporary financial need. If you qualify, Ontario Works can provide you with:

- Financial assistance to help you cover the costs of your basic needs (example: food and housing costs, and
- Employment assistance to help you prepare for and find a job.

You may also be eligible for health benefits for yourself and your family, including drug and dental coverage.

For more information about Ontario Works and Social Assistance please visit: <https://www.stratford.ca/en/inside-city-hall/ontarioworks.aspx#How-to-Apply-for-Financial-Assistance>

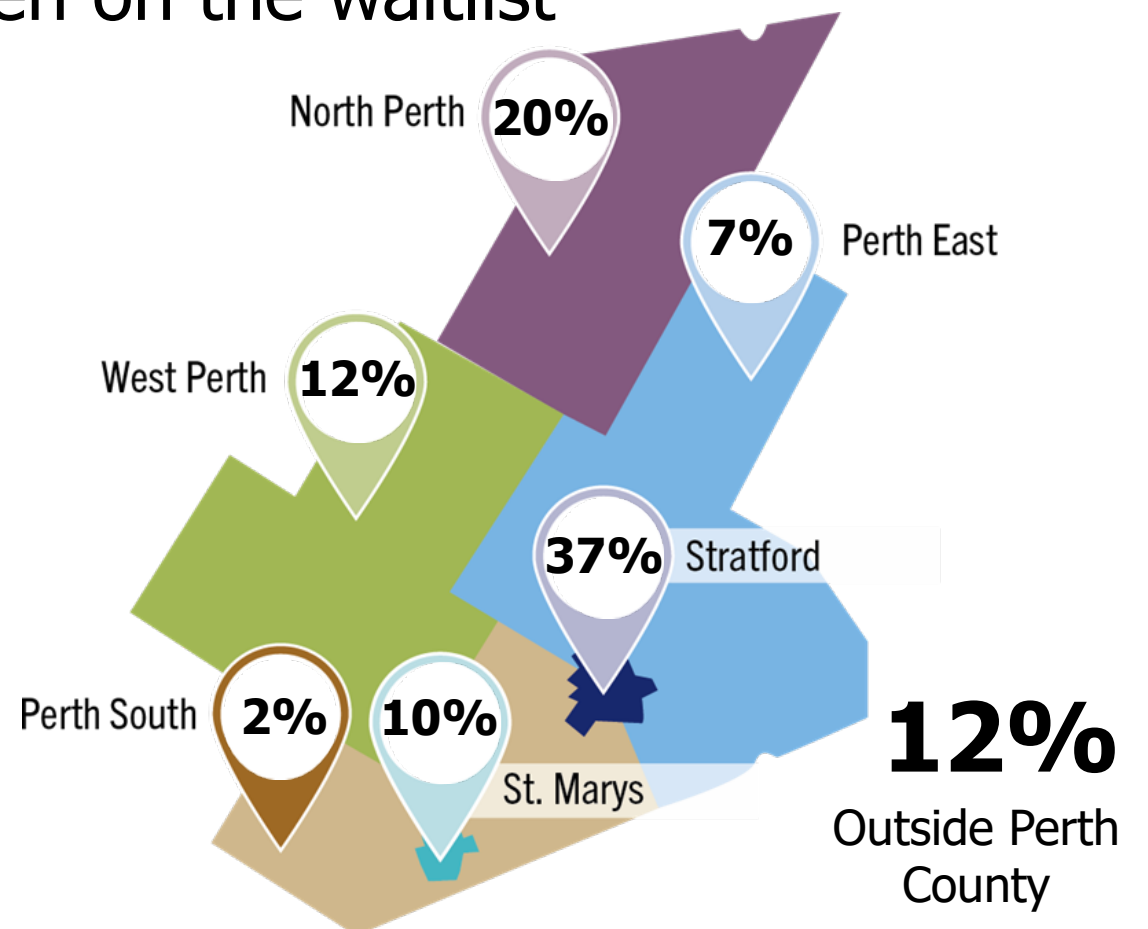
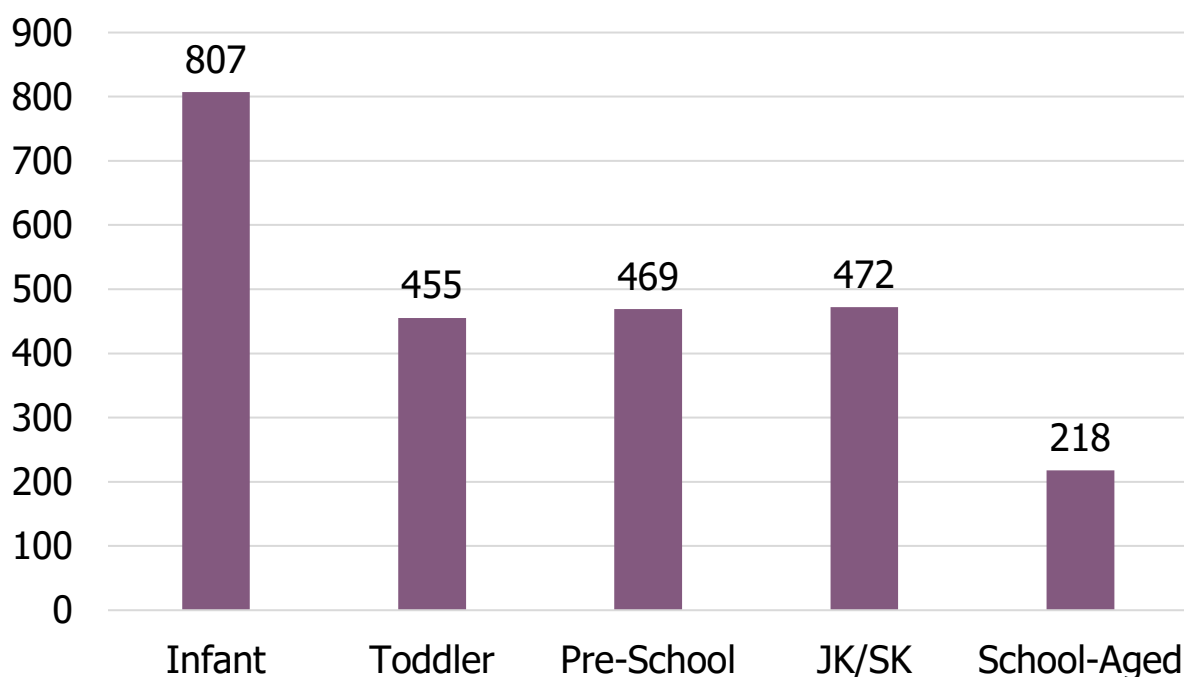


SOCIAL SERVICES MONTHLY CHILDREN'S SERVICES REPORT

Stratford, Perth County, & St. Marys

2421 Total number of Children on the waitlist

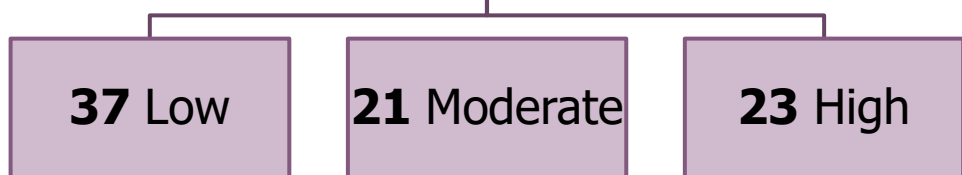
Age Category on the waitlist



Resource Consulting

81 Total Children supported by the Program

Level of Support



EarlyON

802 Unique children (0-6 years) served

632 Unique Parents/Caregivers served

1934 Visits by children (0-6 years)

1513 Visits by Parents/Caregivers



Information Bulletin

Join us for a unique EarlyON experience at Wildwood Conservation Area on Mondays from 9-11am, no entrance fee to access and you're welcome to explore the grounds beyond the scheduled program time! This program is supported by Perth Care for Kids, the YMCA of Three Rivers and the Town of St. Marys.

For more information about Children's Services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/childcare.aspx>



JULY
2024

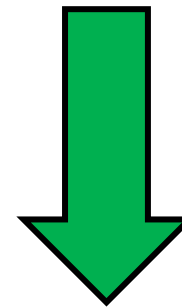
SOCIAL SERVICES MONTHLY HOMELESSNESS REPORT

Stratford, Perth County, & St. Marys



165

Total number of households experiencing homelessness



This is a decrease from June 2024, when there were **172** households experiencing homelessness



8

New households entering into homelessness



4

Households returned to service area or reconnected with services



6

Households who lost their housing



9

Households who became housed



16

Households who left the service area or had no contact with service provider

Population Specific Information

118 Single Adults

18 Youth (16-24)

29 Families

144 Chronic

34 Unsheltered

27 Identify as Indigenous

Information Bulletin

A variety of different factors can contribute to an individual's experience of homelessness. Often, people experience homelessness when all other options have been exhausted, and/or they are dealing with circumstances that make it difficult to maintain housing. Some of these obstacles that may lead people to their experiences of homelessness include:

- Eviction
- The affordable housing crisis
- Coping with mental illnesses or addictions, which makes it difficult to maintain independent housing

Source: The Canadian Observatory on Homelessness - The Homelessness Hub

For more information about housing and homelessness services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/Homelessness.aspx>



SOCIAL SERVICES MONTHLY SOCIAL HOUSING REPORT

Stratford, Perth County, & St. Marys

546 Total number of Households on the waitlist

Applicant Type

Single/ Couple	55%
Family	34%
Senior	11%

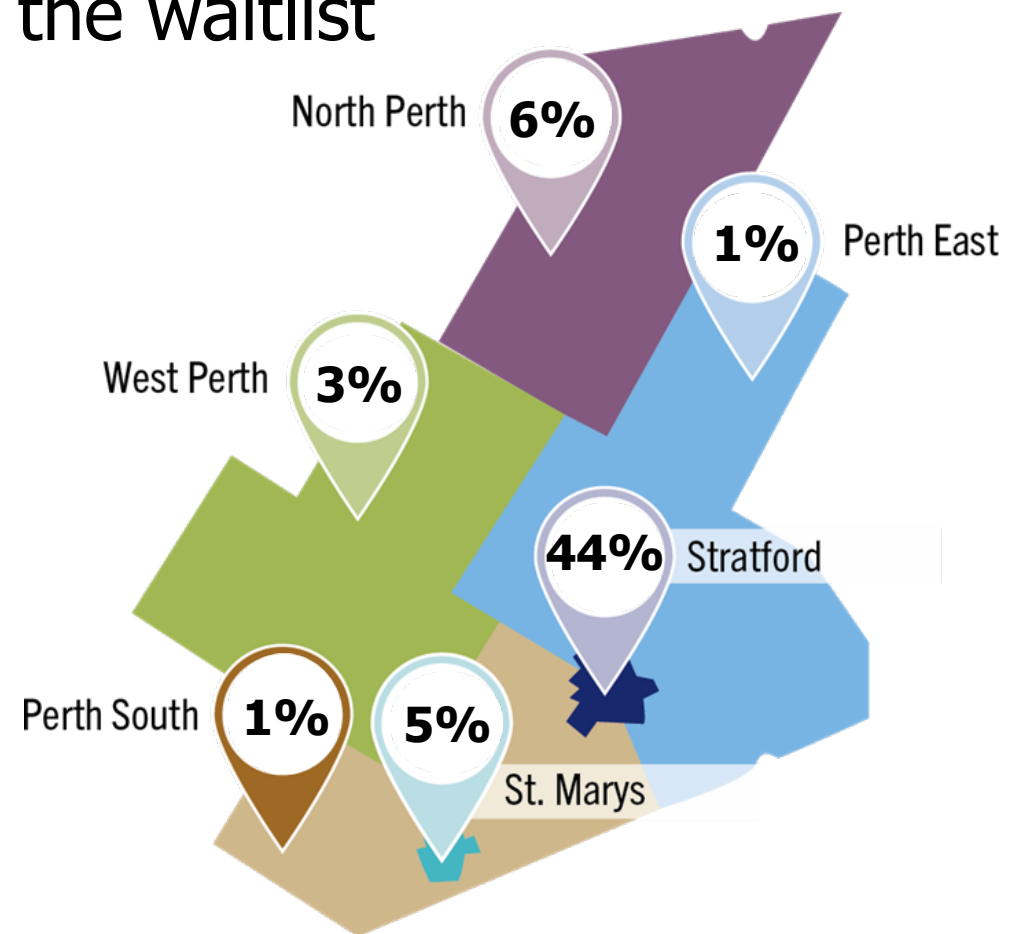
Unit Size

1 Bedroom	62%
2 Bedroom	16%
3 Bedroom	11%
4+ Bedroom	11%

Priority Status

Chronological Order	86%
Homeless	10%
Special Provincial Priority (SPP)	4%

*SPP: Survivor of domestic abuse or trafficking



Unknown: **7%**
Outside Perth County: **33%**

*Current applicant address

Move ins & Move outs

5 Total number of move outs

10 Total number of move ins

Maintenance

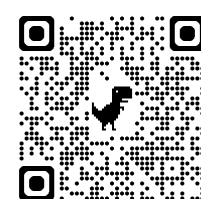


369 Number of Work orders requested

i Information Bulletin

For a number of years now Tenant Appreciation BBQs have been a yearly event coordinated by the Housing Division. We are currently wrapping up summer BBQs and by the end of September we will have hosted 10, with attendance from tenants and their guests from 20 different multi-residential homes within the Perth & Stratford Housing Corporation. These events are always a great success and offer an opportunity for tenants to socialize with staff and their peers, as well as with emergency services personnel who are generally also in attendance. We are already looking forward to lunch in 2025!

For more information about housing services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/housing.aspx>



To: Municipal Shared Services Committee
Meeting Date: Thursday, September 19, 2024
Prepared By: Betty Jo Belton, Manager of Archives Services / Archivist
Subject: Activities Update Report from Stratford-Perth Archives

Recommended Action:

THAT Municipal Shared Services Committee receives the “Activities Update Report from Stratford-Perth Archives”

Executive Summary:

Staff at Stratford-Perth Archives provide Reference & Research services to local governments and community members. There were 822 queries received via email/phone and in-person visits as of July 31. Hours for drop-in research in the Reading Room were expanded as of June 1 to include Saturdays with the assistance of two summer students. The students have digitized area newspapers, created research reports and assisted with the annual Collections Room inspection. Forty-one donations or transfers of records and 51 reference books were received between January and the end of July. Public outreach through weekly articles in area newspapers, exhibits and talks to community groups is on-going.

Background Information:

This report provides a general overview of projects and services provided at Stratford-Perth Archives from January to the end of July 2024. It is intended for the MSSC meeting of September 19, 2024.

Comments:

Reference & Research Services

Stratford-Perth Archives staff have responded to 822 queries received via email/phone and in-person visits since the beginning of the year. This work has involved 1256 emails and 54 scanning requests for photographs to be used for community events, business anniversary celebrations and publications as well as information requests for house and property histories, family histories and requests for interlibrary loan of microfilms to be used at Stratford-Perth Archives. 43 information requests were from municipal governments for research involving their own records but most were from students and the general public.

Positive feedback on Archives' services and assistance has been received on multiple occasions, including these comments:

Thank you for providing this information. I appreciate all the work that you and your staff are doing to aid our public enquires!.....Kudos to you and your team!

We have returned back to Nebraska from our trip to Ontario. I just want to thank you again for the information you provided. It was great to be able to go to the exact farm plot that my great-great-grandfather... settled on near Atwood. We took many pictures. It was special that you found the obituaries for [him] in the Atwood and Listowel papers. He had been living in Iowa the 20 years prior to his death, so it was pretty impressive that his obituary was published in those papers.

Two summer students began work on May 6. On June 1, with the assistance of these summer students, access to the Reading Room expanded to include drop-in service on Saturdays until the end of August. (Permanent staff provide researchers with access by appointment on Saturdays from September to May).

Cataloguing and Digitization

The summer students have also continued with the local newspaper digitization project started in 2022. The goal of this project is to expand access to the Archives' collection of early Perth County newspapers. Working with Jenn Georgiou, the Archives Technician for Cataloguing & Digitization, the students scan local newspapers from microfilms or the original paper copies and add OCR layers to make them searchable and fully accessible. Members of the Perth County Branch of the Ontario Genealogical Society have been invited to a celebration of releasing these newspapers for free online, public access via the OurDigitalWorld/OurOntario website (a "discovery portal" that brings together content from organizations across the province) which will take place on Saturday, September 14 at the Archives. As of that date, the following 7,000-plus issues of local newspapers will be available online:

- Atwood Bee, 1890-1923
- County of Perth Electioneering Monitor, 1863
- County of Perth Herald, 1863-1864; 1905
- Listowel Banner, 1920-1926. [more could be added by September]
- Listowel Standard, 1878; 1888; 1893-1899; 1902-1911
- Milverton Sun, 1891-1919.
- Monkton Times, 1907-1916. [more could be added by September]
- Stratford Advertiser, 1881; 1887; 1889
- Stratford Examiner, 1860; 1863
- Stratford Mirror, 1923-1946
- Stratford Times, 1876-1891
- Stratford Weekly Herald, 1882

Work is on-going and more newspapers will be added as they are digitized.

Collections Management and Development

Forty-one donations or transfers of records and fifty-one reference books have been received since the beginning of the year. Recent accessions include: yearbooks for Stratford, Listowel and Milverton high schools; photographs of the Mitchell Legion Band; photographs of Alfred Day, former Stratford Chief of Police and Perth County Justice of the Peace; an overhead view, blue print drawing of buildings on the site of the railway repair shops in Stratford; and, Perth County records transferred per approved retention schedules.

Cindy Sinko, Assistant Archivist for Collections Management & Development, supervised other staff and summer students as they completed the fourth annual Collections Room inspection. Working in pairs they dusted all of the shelving and spot-checked boxes to see if there were any threats to the records in them such as signs of insects or rodents, mould and "vinegar syndrome" which indicates severe deterioration in photo negatives and film. While dusting the outsides of all 10,000-plus containers, 1,089 randomly chosen boxes were opened and inspected for signs of mould, pest infestation etc. Of these boxes, one required follow up as it contained what appeared to be a mouse dropping. There was no other evidence of droppings in the box, in others stored nearby or on the floor so no further follow up was required.

Public Outreach

Thirty-six weekly articles, written by Archives staff about local history, have been published in the Listowel Banner, Mitchell Advocate and Stratford Beacon Herald so far this year. A separate series of monthly articles is published in the Stratford Times.

The Stratford-Perth Archives *Treasures Old and New* free exhibit was updated in June with recent accessions and treasures that have not been displayed before. It is available to all visitors in the James Anderson Gallery. A micro exhibit called *MugShots*, which pairs souvenir mugs with related photographs from the Archives collections also opened in June.

Stratford and District Historical Society held their annual general meeting at Archives on the evening of June 6. The event included the "premier" of *Percy*, a short film about the terra cotta lion from the Perth County Courthouse that is now on display at the Archives.

Stratford and Area Genealogy Club held their monthly meeting at the Archives on July 3. Betty Jo Belton, Manager of Archives Services / Archivist gave a presentation on information resources available at the Archives.

Archives staff worked with West Perth Councilor Doug Feltz to display early municipal records, photographs and other archival items from West Perth at the township hall as part of their 150th anniversary celebrations. Displays were available to the public from July 22 to August 12.

Public Engagement:

Information about programs and services at Stratford-Perth Archives is regularly distributed through the County website and social media accounts, local media, information displays, and talks to community groups.

Financial Implications:

This report describes on-going reference and research; cataloguing and digitization; collections management and development; and, public outreach activities at Stratford-Perth Archives reflected in the approved budget.

Connection to Strategic Plan:

Goal 2: Regionalization and Service Effectiveness

Goal 3: Customer Service Excellence

Goal 5: Corporate Sustainability

Reviewed by:

Lori Wolfe, CAO

To: Municipal Shared Services Committee
Meeting Date: September 5, 2024
Prepared By: Mike Adair, Chief of Paramedic Services
Subject: Paramedic Services Municipal Shared Services Mid-Year Update 2024

Recommended Action:

THAT MSSC receives the “Paramedic Services Municipal Shared Services (MSSC) Mid-Year Update 2024” report.

Background Information:

This report provides Council with program statistics, activity updates, and considerations for the future. Perth paramedics and support staff continue to provide amazing emergency and community paramedic services to persons requiring health care. Over the past six months, there has been an increase in call volume and staff continue to monitor this activity.

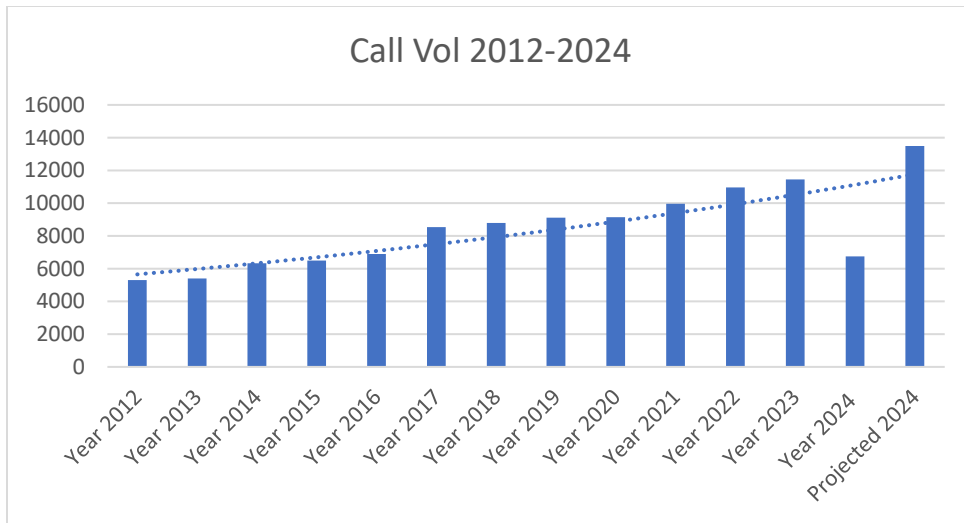
Comments:

Mid-Year Statistics

The mid-year performance indicators are calculated from January 1 to July 31, 2024 unless otherwise mentioned.

Call Volume

The projections show that the service is on track to experience a call volume increase during 2024 and is close to doubling call volumes over the past decade. Call volumes help PCPS to plan for future resources and informs the deployment strategy.



Definition: The number of calls resulting in an ambulance response (Excluded MIH).

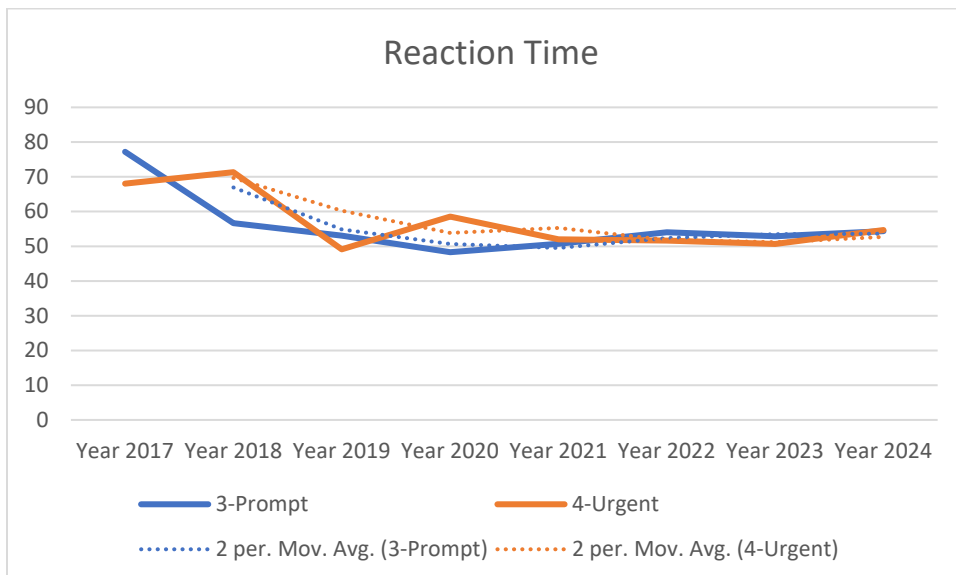
Formula: Each response Code 1-4 equivalent to one call during a year: reporting period comprehensive of calendar years except for Jan 1 – June 31, 2024. Projected at 6 months multiplied by 2.

Data source: iMedic – note data changes based on MOH refresh and quality control.

Accessible chart description: The call volume chart shows an increasing trend starting in 2012 until 2023. During 2024 there is a forecasted increase to a call volume of just under 13,000 calls for service. During 2014 there were just over 6000 calls.

Paramedic Service Reaction Times

PCPS continues to meet its targets. This report represents the average response it takes for paramedics to respond to a call over the past 7 years. The target is no longer than 2 minutes.



Definition: Average time it takes paramedics to respond to a call after notification takes place by the CACC.

Formula: Sum of all time it takes to respond divided by number of responses = average reaction time.

Data source: MOH CACC – note data changes based on MOH CACC capturing this data and was last reported to PCPS during November 2021.

Accessible chart description: This chart is a line graph that highlights average reaction times starting during the year of 2017 until 2024. The 2024 year is only for the first 6 months. Average times were higher in 2017 and have been under 60 seconds starting in 2019 and are maintained until 2024 meeting our targets. Not included in the chart but we monitor this and follow up where reaction times to do not meet the 120 second target.

Response Time Performance Plan

This table outlines the actual performance for each month of the year. Submission of Response Time Standard Performance Plans for paramedic services occurs in aggregate format for an entire year in accordance to provincial regulation. According to the Ministry of Health, all Upper Tier Municipalities and Designated Delivery Agents (UTMs/DDAs) under the Ambulance Act, Regulation 257/00 are responsible for the establishment, monitoring, reporting and evaluation of response time performance plans and performance achieved for patients categorized as the Canadian Triage Acuity Scale (CTAS) 1 to 5 and Sudden Cardiac Arrest (SCA) patients, which are submitted to the ministry on an annual basis.

The numerator of call type data set can result in peaks and valleys. The mix of urban and rural responses zones may also impact this metric. As an example, long distance responses to rural areas will influence the percentile response as distance will not always allow for a target to be met. PCPS continues to monitor CTAS 1 response times as part of the quality assurance process in order to ensure that where changes are required they are made. The Leadership Team reviews occurrences where the targets are not met.

Response Time Targets			Jan	Feb	Mar	Apr	May	Jun
CTAS	Target	% Target	%	%	%	%	%	%
VSA	6 min	51	60	67	60	43	20	71
CTAS 1	8 min	70	91	90	67	56	54	87
CTAS 2	10 min	75	81	84	80	80	83	85

CTAS 3	14 min	75	92	95	93	94	96	95
CTAS 4	20 min	75	95	98	98	98	97	97
CTAS 5	20 min	75	93	100	98	100	98	98

Definition: The response time performance plan achieved as an overall percentage for the duration of each year.

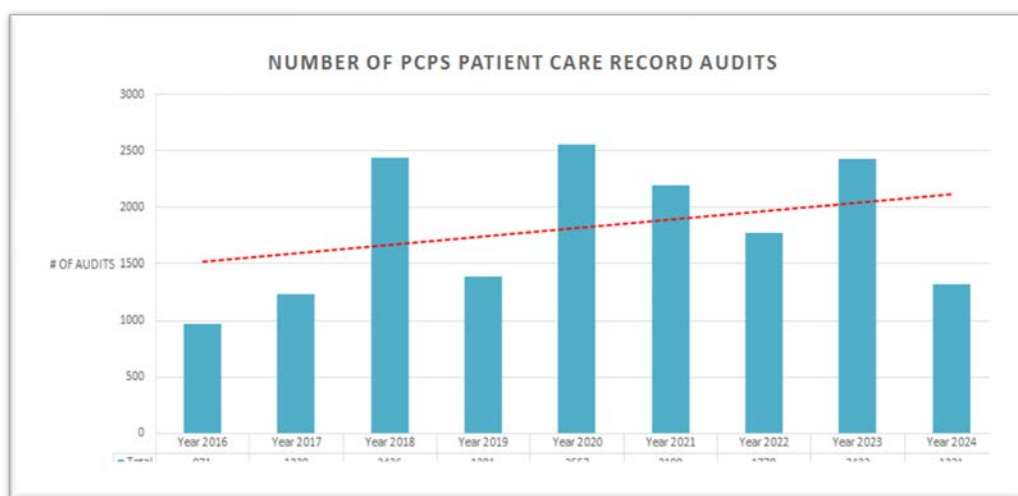
Formula: Number of times criteria met / overall responses = % target met (rounded to nearest percent)

Data source: iMedic/ADRS – note data changes based on MOH refresh

Accessible chart description: This chart breaks down performance for each month starting January and ending June 2024 in accordance with paramedics evaluation of patient condition as it relates to the Canadian Triage Acuity Scale (known as CTAS). PCPS targets are broken into 6 categories. VSA: Target 6 minutes at 51% of the time. Months not met April at 43% and may at 20%. CTAS 1: Target 8 minutes at 70% of the time. Months not met March, April, and May. Please note small data set for these types of calls generate peaks and valleys in data. All instances of VSA and CTAS 1 over target times are reviewed by the service. CTAS 2: Target 8 minutes at 75% of the time. All months met target. CTAS 3: Target 14 Minutes at 75 % of the time. All months met target. CTAS 4 and 5: Target 20 minutes at 75% of the time. All months met target.

Patient Care Audits

PCPS must have a quality assurance program in place. Patient Care audits are conducted by supervisory staff. Each year targets are to audit 20% of call volume.



Definition: Number of patient care records audited as part of the quality assurance program. Target is 20% of call volume.

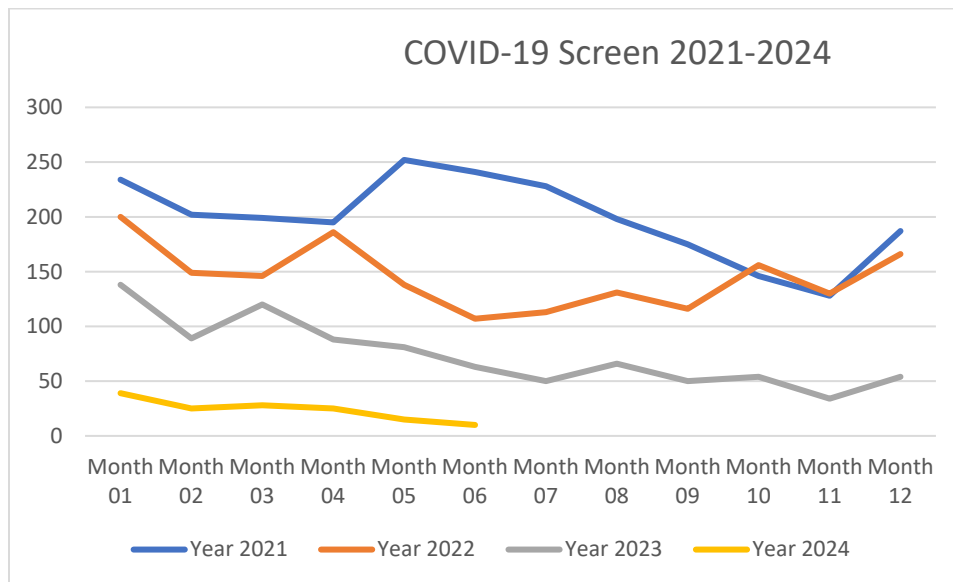
Formula: Count of the total number of patient care records audited.

Data source: iMedic.

Accessible chart description: This chart shows the number of chart audits that were completed since 2016. PCPS is on track to meeting our required chart audit program for 2024. There are variances in numbers each year based on our audit program and what we are looking at.

Infectious Disease

Incidents where paramedics screen a patient who may have, or actually has COVID-19 has dramatically decreased during 2024. Staff continues to ensure there is proper personal protective equipment (PPE) and paramedics are ready to respond to patients with COVID-19 or other infectious diseases. While numbers are less than previous years, we must remain ready for future emergencies.



Definition: Number of times paramedics assess a patient that screen either COVID-19 positive or exhibiting COVID-19 symptoms.

Formula: Count of the total number of times paramedics screen a patient confirmed COVID positive or exhibiting COVID-19 symptoms.

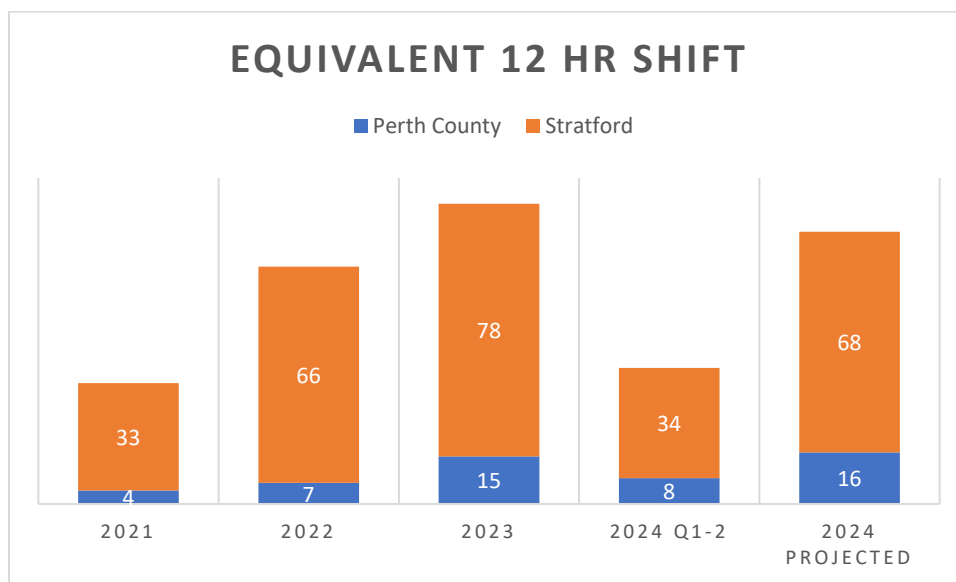
Data source: iMedic note data changes based on MOH refresh and quality control.

Accessible chart description: This chart shows year of four years of COVID-19 screen data. From 2021 until there is a line graph showing the number of patients PCPS contacted that screened positive for unconfirmed COVID-19 patients. During 2021 we had the most cases often above 150-200 cases per

month, then 2022 less, 2023 even fewer and 2024 the least, hovering at only a few single or double digit cases per month.

Transfer of Care Performance / Patient Hospital Offload

Collaboration with the hospital system continues to move forward. Of note, the projected time in offload delay is forecasted to decrease by the end-of-year. This said, there are other factors such as the influenza season may have an impact on this forecast. PCPS and local hospital system are working on a hospital destination program to be launched in the near future. Perth continues to work with its partners by staying engaged at a committee level. Finally, Perth has applied for off-load delay funding through the province and are still waiting to hear back on decisions.



Definition: Total time paramedic units spend in the hospital (only over 30 minutes included) as related to the geographical catchment area outlined in the report.

Formula: Total minutes paramedics spent at hospital (over 30 minutes) during the course of a year divided by 60. The result is then to determine hours in offload delay. ours. (Reported January 1 – December 31).

Data source: iMedic – note data changes based on MOH refresh

Accessible chart description: The chart shows the number of 12 hour staffed ambulance shifts (2 paramedics with a patient) spent in the hospital starting at 30 minutes in the hospital over the course of a year starting in 2021 until now. The numbers are follows for our hospital in Stratford and the rest of Perth County hospitals. During 2021: Stratford 33 and county 4, 2022: Stratford 66 and county 7, 2023: Stratford 78 and county 15, 2024 year-to-date: Stratford 34 and county 8, 2024 projected: Stratford 68 and county 16.

Activity Update

Mobile Integrated Health: Perth continues to work closely with Stratford Social Services to support persons living within the boundaries that are served together in partnership. Medavie Health Services (MHS) will be providing enhanced mental health training to community paramedics as part of a Mobile Mental Health Program. Work will commence to support persons in the community through enhancing skills of paramedics and providing referral pathways.

Vehicle Replacements and Equipment: Staff has ordered and received one of three ambulances to be delivered to the County. The next shipment is scheduled for early 2025. In addition to this, staff are working to procure the Commander response vehicle. Staff are working on the purchasing strategy and looking at lease options for defibrillators and CPR equipment that is carried on the vehicles to treat patients in the field.

Training: The training department has been busy both onboarding eight new paramedics earlier this year, and also setting up education days. By the end of the year, staff will have had three days of learning which includes refresher of patient care skills, mental health, and other similar topics.

Paramedic Awards at Ontario Association of Paramedic Chiefs (OAPC): During the Fall of 2024, it is anticipated that a number of staff will receive the federal Exemplary Service Medal. Persons eligible for this award are not only paramedics who served their country for over 20 years, they must be persons who have supported their communities in exemplarily ways. This years' award recipients will receive the awards in Collingwood at the OAPC meeting.

Paramedic Service Review: During December 2025, PCPS is due for a Ministry of Health Service Review. This review is a legislated requirement where the Ministry will come on site to inspect operations. Staff continue their work in preparation for this important review.

Public Access Defibrillation: Work continues on renewing this program. More information will be shared in a future Council report during the fourth quarter of 2024.

Medavie Health Services (MHS) Partnership: During the first quarter of this year in partnership with MHS, staff has implemented a new tool called First Watch. This program helps staff to better analyze real-time data to support decision making.

Future Delivery of Paramedic and Mobile Integrated Health Services.

This section of the MSSC report highlights areas of consideration to the delivery of paramedic and community paramedic services in Perth County.

Respiratory Protection Program: Perth County Paramedics are required to provide personal protective equipment as part of best practices and legislative requirements. The best practice to fit-testing of N95 or P100 masks require quantitative testing. The current equipment used to conduct testing is now obsolete and will need to be replaced during 2025. Purchasing the same model as other MHS affiliate organizations means there are redundancies and staff can conduct testing more efficiently in the County while avoiding the purchase of multiple devices.

Employee Engagement and Communication: During 2025, PCPS plans to enhance communications with staff through a message board. A live message board at each of the stations would enable staff to communicate information with the paramedics as staff come into work. Such messages ensure that important operational information is communicated prior to being called out onto shift. Information may include but is not limited to street closures, supply changes, or deployment plan updates. Other celebratory messaging will also be part of this strategy that recognizes paramedics for a job well done.

During 2024, the paramedic advisory committee (PAC) was established. Work will continue with this committee as it is proving to help provide engagement and feedback that can inform and guide decision making.

Changes to Provincial Patient Care Standards – Medication: The *Ambulance Act, Reg 257/00* incorporates an array of patient care standards that govern the delivery of care to persons in Ontario. These standards are living documents that change from time-to-time. Examples include but are not limited to the Advanced Life Support Patient Care Standards or the Patient Care Model Standards. Since 2018, the directives and protocols for the Primary Care Paramedic (PCP) through the Ministry have steadily expanded.

We have learned that within the next couple of years new standards may enable PCPs to use limited controlled substances in order to better address the needs of patients. Advanced care paramedics (ACP) already provide an array of medications and medical interventions to patients in order to treat even more conditions and control pain within the current scope of our PCPs. As Perth is not an ACP service, such change, will require investments in infrastructure, development of policy, procurement of medications and paramedic training.

Medical Equipment and Vehicles: The cost of medical equipment and vehicles continues to rise. PCPS will continue to look at options such as leasing verses purchasing and see if there are ways to control costs. This is an ongoing

pressure is being seen across the province and Canada. One new device that we intend to add as a treatment option during 2025 is a pelvic binder. This device is used for stabilizing the pelvis should it be fractured from a fall or trauma.

Mental Health: It is essential for PCPS to refresh our mental health strategy. By using supportive data and engaging our paramedics we can build a strategy that best allows the paramedics and support staff to keep their minds as healthy as possible. Continuing to invest in training, peer support, and adding the element of addressing physical health is essential to help us to achieve this mission of keeping the minds of our staff healthy. This may offset lost time which is in the best interest of our paramedics, the community and the County.

Future Plan: Our workplan for 2025 includes engaging consultants to look at planning future resources for our County. A review of the response performance and projected call growth will help us to plan for future physical and human resources. Our current Listowel station in North Perth is a priority to be addressed due to the limited space which will become inadequate in the near future. We will also look at scope of care, comparing and contrasting primary with advanced care skills of paramedics, and the difference it may make within the context of our community.

Staffing: Staff continues to monitor the system performance during 2024 and will make any recommendations during budget. During 2025, it is anticipated that the full-time equivalent hours will increase due to a variety of reasons including but not limited to impacts to the changes to collective agreement in how banked holidays work, forecasted increases to parental leave, increase vacation entitlements, public access defibrillator program staffing, and end-of-shift overrun (due to increased call volumes) or overtime. PCPS will continue to monitor overtime and end-of-shift overrun to ensure take measures to reduce occurrences as possible.

Public Engagement:

This report meets the “inform” level of the County’s Public Engagement Framework.

Financial Implications:

There are no financial implications with the receipt of this report as it is for information purposes and does not address any specific cost related decision.

Others Consulted:

In creation of this report, Staff worked internally as a team and discussed future planning needs with various other departments.

Connection to Strategic Plan:

Goal 1 – Growth & Economic Development

Goal 2 – Regionalization & Service Effectiveness

Goal 3 – Customer Service Excellence

Goal 4 – Community Development & Planning

Goal 5 – Corporate Sustainability

Reviewed By:

Lori Wolfe, CAO

To: Municipal Shared Services Committee
Meeting Date: September 19, 2024
Prepared By: Vicky Hamilton, Manager of Court Services
Subject: POA Court Services Report for MSSC and Operational Update

Recommended Action:

THAT the Municipal Shared Services Committee receives the “POA Court Services Report for MSSC and Operational Update” report for information.

Executive Summary:

This report provides an update on activities at the Provincial Offences Court Services office until the end of June 2024. The report also provides statistics related to court appearances, pending caseload, and charges filed.

Comments:

Blitz Court Dates

Court Services continues to work with the Regional Senior Justice of the Peace office to secure extra blitz court dates. A blitz date is an additional court date provided by the Regional Senior Justice of the Peace that is not a regularly scheduled court date.

Court Scheduling

Court services staff continue to schedule early resolution meetings and trials. An early resolution meeting is a pre-court conversation between the defendant and the Prosecutor to see if there is an opportunity to resolve the charge, prior going to trial. If there is a reduced charge that can be offered, these cases are then adjourned to a court date to be heard before a Justice of the Peace. Currently, early resolution meeting dates are fully booked to the end September.

Court Appearances

The table below shows the number of court appearances for the last six years to the end of June. There is a steady increase in the number of court appearances over those six years.

Year	Court Appearances
2024	5,829

Year	Court Appearances
2023	4,906
2022	4,730
2021	4,492
2020	3,036
2019	3,509

Pending Caseload

The following table shows the average monthly pending caseload to the end of June for each year.

Year	Pending Caseload
2024	2,033
2023	1,939
2022	1,537
2021	1,372
2020	1,198
2019	1,228

Charges Filed

The following table shows a comparison of the number of charges filed to the end of June for each year.

Year	Charges Filed
2024	5,177
2023	5,306
2022	4,816
2021	5,038
2020	3,740
2019	5,692

Revenue

The table below shows the fines collected to the end of June for each year. You will notice that revenue is much higher than previous years because of some large regulatory fines all being collected between January and June of this year.

Year	Revenue
2024	\$1,366,569
2023	\$953,921
2022	\$953,005
2021	\$716,858
2020	\$534,484
2019	\$730,741

Distribution of Revenue

The distribution of revenue is calculated based on actual fines paid and the location of each offence. Fine revenue is distributed between St. Marys, Stratford and Perth County based on the location of the offence, and then distributed to the Lower Tiers based on weighted assessment.

Municipality	% of Net Revenue
Town of St. Marys	2.28%
City of Stratford	32.92%
County of Perth	64.80%

Connection to Strategic Plan:

Goal 2 – Regionalization & Service Effectiveness

Goal 3 – Customer Service Excellence