



Administrative Report

Office of the Chief, Essex-Windsor EMS

To: Warden Tom Bain and Members of County Council

From: Bruce Krauter
Chief, Essex-Windsor Emergency Medical Services

Date: March 7, 2018

Subject: Essex Windsor EMS Recruitment and Enhancement Update

Report #: 2018-R004-EMS-0307-BK

Purpose

To provide County Council an update on the recruitment and enhancement process, as approved in the 2018 budget.

Background

The 2018 Essex Windsor EMS budget approved a staffing enhancement of 23 FTE, or 34,420 staffing hours, to be phased in throughout 2018. Both the recruitment process has commenced and as well as the equipment acquisition.

As described in Administration Report [2017-R007-EMS-1018-BK](#) (Appendix I), the staffing enhancement will increase ambulance staffing at the Dougall Station, Jefferson Station and in the Ruscom area with an early response vehicle (ERV). The expansion of service within these areas will mitigate the assignment of County vehicles into the City and additionally across the County (code 8's), otherwise necessary to cover greater geography within the regional footprint. The 23 FTE is comprised of both full time and part time, comprising of 15 full time positions and the remainder being part time paramedics. Asset acquisition is primarily composed of ambulance purchases, which was approved under Administration Report [2017-R010-EMS-1220-BK](#) (Appendix II).

Discussion

In December 2017, a purchase order was delivered to Crestline Coach Limited for the purchase of seven (7) ambulances. The ambulances are expected to be delivered through the end of March and beginning of April 2018. It is anticipated that the ambulances will be ready for services by late April 2018.

In December 2017, Essex Windsor EMS advertised via the County of Essex website and EWEMS social media feeds for part time paramedics. This advertising was earlier than historic postings but was open to both current and expected 2018 graduates of paramedic community college programs. In consideration of the service enhancement and possible paramedic retirements in the coming years, the recruitment was projected to include fifty (50) part time paramedics. The advertisement closed in January 2018, EWEMS received over 340 applicants.

Through a process of written examination, practical scenarios and interviews, EWEMS successfully recruited a total of forty nine (49) part time paramedics. Due to the vast number of recruits and the fact that some of the successful future paramedics are currently in the community college program, the orientation program will be divided into two groups. Group 1 is comprised of approximately 50% of the recruits and commences orientation the week of February 26, 2017. Orientation spans approximately 2 weeks and concludes with a commencement ceremony on March 9, 2018.

Group 2 will commence orientation after paramedic community college graduations, currently scheduled on or around April 27, 2018, with a recruit completion expected to be May 14, 2018. Another part time paramedic commencement ceremony will be scheduled for the second or third week of May 2018. The phased in approach of the part time recruitment meets both the needs of the enhancement and the summer vacations of EWEMS paramedics.

In December 2017, EWEMS began examining the current staffing practices of ambulances and scheduling of the full time paramedics. In January 2018, a draft schedule was finalized, including the approved staffing enhancement and recommended station enhancements. In February 2018, EWEMS met with representatives of CUPE to discuss the proposed schedule, staffing enhancement and receive feedback. Feedback and comments have been received and alterations to the schedule completed.

Administrative Report

Page 3

March 7, 2018

Essex Windsor EMS Recruitment and Enhancement Update

It is anticipated that the new schedule, including the posting for fifteen (15) full time positions shall be advertised internally in March 2018 and completed, as per the collective agreement by the beginning of April 2018. It is anticipated that the complete schedule change can be communicated to the paramedics for review in mid-April 2018 and with a full implementation of the schedule and staffing enhancement in early May 2018.

The part time and full time paramedic scheduled staffing enhancement will assist in alleviating adverse impacts to the current staffing complement (WSIB, STD, LTD), reduce the unit hour utilization (UHU) to a level in line with best industry practice, reduce response times to meet the Response Time Standards Plan and mitigate costs currently realized for over time, meal claims, transportation and vehicle fuel and maintenance.

Recommendation

It is the recommendation of Administration that County Council authorize Essex Windsor EMS to continue with the outlined recruitment and enhancement plan through to May 2018.

Respectfully Submitted

Bruce Krauter

Originally Signed by

Bruce Krauter, Chief, Essex-Windsor Emergency Medical Services

Concurred With,

Robert Maisonville

Originally Signed by

Robert Maisonville, Chief Administrative Officer

Administrative Report

Page 4

March 7, 2018

Essex Windsor EMS Recruitment and Enhancement Update

| Appendix No. | Title of Appendix |
|---------------------|---------------------------------------------|
| I | Administration Report 2017-R007-EMS-1018-BK |
| II | Administration Report 2017-R010-EMS-1220-BK |