



Message from the Chief



I am proud to share the spring 2021 edition of Toronto Paramedic Services Today with you as we also celebrate Paramedic Services Week. As you read the articles and view the photographs, I encourage you to reflect on the positive impact that each of you has on our community.

Toronto Paramedic Services has been on the frontlines of the pandemic, caring for our residents in the most challenging of circumstances. We have responded to the city's most vulnerable and provided lifesaving care to those who need it most. We have held pop-up COVID-19 testing clinics,

delivered vaccinations to homebound residents, and prioritized the safety and well-being of our staff through our Staff Support Centre.

It is because of your hard work and dedication to serving our city that we have been able to meet the changing needs of our patients during this unprecedented time – you are truly leaders in health care.

On behalf of the entire senior team, thank you for the world-class service you provide to our community every day.

Happy Paramedic Services Week to all of you.

– Gord McEachen

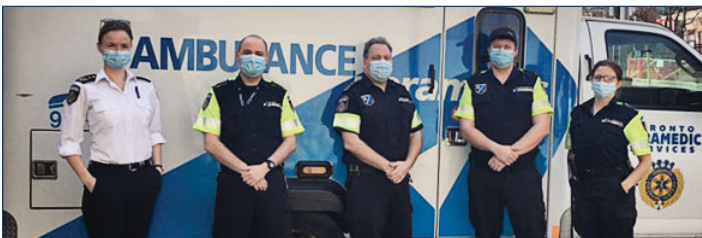
TPS Supports the #TeamToronto Vaccination Roll-Out

On April 23, 2021, Mayor John Tory announced that the one millionth COVID-19 vaccination had been administered in the city. The #TeamToronto effort has involved the collaboration of Toronto Public Health, many of the City's health partners, and first responders including our own paramedics.

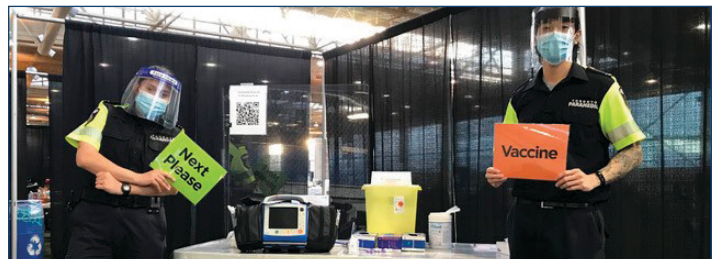
Since the start of the pandemic, Community Paramedics have been supporting vulnerable residents with pop-up COVID testing, vaccinations for homebound individuals,

and support for Mass Immunization Clinics (MICs).

In April, teams of Toronto Paramedics and Firefighters partnered with physicians and other healthcare professionals to further support vaccinations of vulnerable residents through mobile clinics. These response teams ensure that individuals experiencing homelessness or living in high-priority congregate settings, such as shelters, drop-in sites and encampments, have access to COVID-19 vaccines.



A/Superintendent Allison Thomas, Community Paramedics Paul Roberts, Derek Hulbig, Jake Allin, and Katherine Adamko



Paramedics Shevan Comeau and Quentin Ha



Paramedics Gabriel Strezos, Ryan Caba, Candace De Taeye, Omer Lifshitz, Ryan Toth, and Jennifer Bassett-Spiers



Community Paramedics' morning huddle

International Women's Day: March 8, 2021

Every year, on March 8, we celebrate International Women's Day – a day to recognize the contributions and achievements of women, and to raise awareness and promote women's equality.

This year's theme was #ChooseToChallenge. Members of our staff raised their hands to show their choice to challenge gender inequity and bias, and to help forge a more inclusive world!

The TPS Pioneers shared a photo celebrating over 30 years of dedicated service for International Women's Day. The photo from 1989 features 11 female TPS paramedics who completed the CN Tower Climb together.



Paramedic Whitney Gittens



Front Row left to right Judy Belanger, Donna Formica, the late Pam Twiselton; Second Row: Debbie (Wicks) Grant, Ornella Guizzo, Meredith Morrison, Patti Whitten, Susie Fassbender; Back Row: Roberta Scott, Gayle Pollock, Sheree Hryhor



Emergency Medical Dispatcher Manpreet Khakh

Bell Let's Talk Day

January 28, 2021, was the annual Bell Let's Talk Day, and many of our staff showed their support with inspiring messages to foster better mental health for everyone.

Many resources are available for your support, so remember to reach out when you need to, and to proactively take a "check-up from the neck up!"

Information on the Staff Psychological Health and Wellness Plan is available on the [TPS Staff Blog](#).



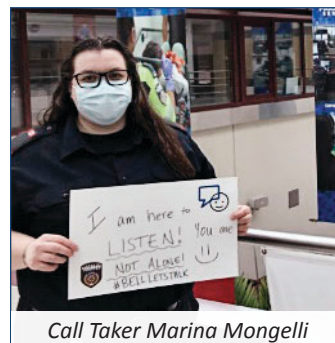
Superintendent Luciano Colandrea and Mechanic Carmine Lucca



Paramedic Alvin Yuhalogarasan



A/Chief Gord McEachen



Call Taker Marina Mongelli



Call Taker Virginia Tucciarone

TPS Employees Profiled in Toronto Life

Earlier this year, Toronto Life featured the pandemic perspectives of four TPS employees:

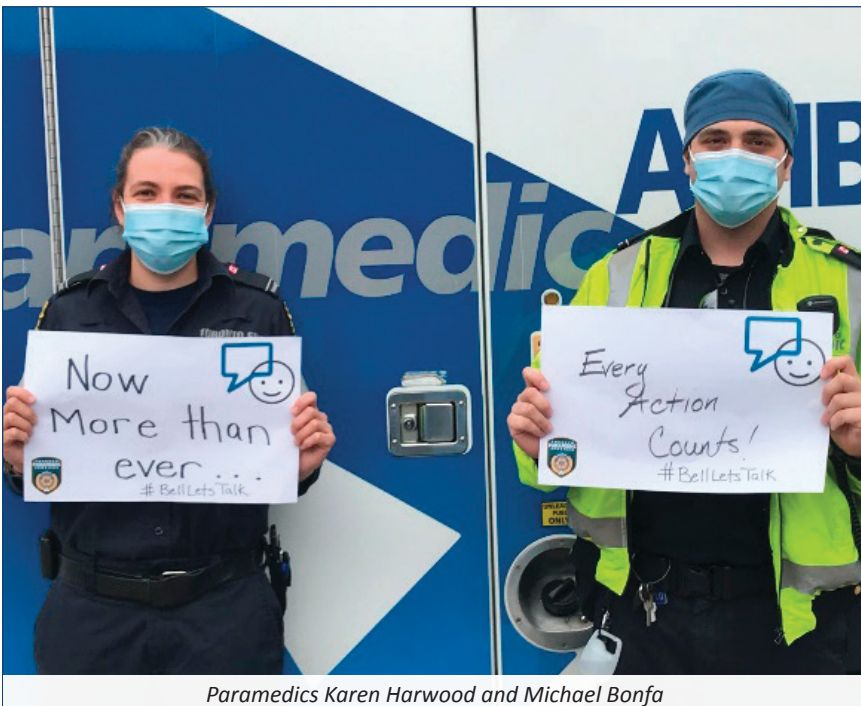
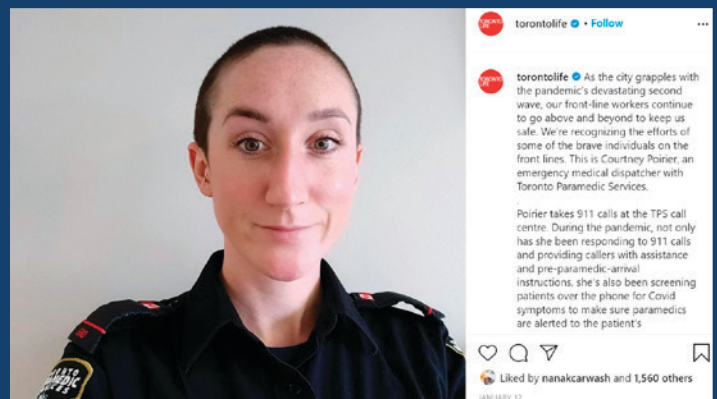
Critical Care Paramedic Claude Muir

Community Paramedic Katrina Carbone

Advanced Care Paramedic Alvin Yuhalogarasan

Emergency Medical Dispatcher Courtney Poirier

These features can be read on Instagram @torontolife.



Paramedics Karen Harwood and Michael Bonfa



Staff Psychologist Leslie Langdon

Repeat...Three-peat...Five-peat?! The TPS CACC is an Accredited Centre of Excellence for the 5th Time!

In January, following the triennial review, the TPS Communications Centre was reaccredited by the International Academies of Emergency Dispatch (IAED) as an Accredited Centre of Excellence (ACE) for the fifth time! ACE accreditation is the highest level of international achievement that a communications centre can obtain and is based on consistently high levels of performance and adherence to MPDS protocols.

In addition to the entire Communications Centre receiving ACE accreditation, 32 call takers and emergency medical dispatchers received individual ACE awards for their performance.

Congratulations to our outstanding communications team!

Congratulations to our 2021 individual ACE achievement recipients

ACE TORONTO PARAMEDIC SERVICES 2021-2024

TWENTY POINTS OF ACCREDITATION

- 1. Standard 1.1: Call Taker/Dispatcher
- 2. Standard 1.2: Call Taker/Dispatcher
- 3. Standard 1.3: Call Taker/Dispatcher
- 4. Standard 1.4: Call Taker/Dispatcher
- 5. Standard 1.5: Call Taker/Dispatcher
- 6. Standard 1.6: Call Taker/Dispatcher
- 7. Standard 1.7: Call Taker/Dispatcher
- 8. Standard 1.8: Call Taker/Dispatcher
- 9. Standard 1.9: Call Taker/Dispatcher
- 10. Standard 1.10: Call Taker/Dispatcher
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- 12. Standard 1.12: Call Taker/Dispatcher
- 13. Standard 1.13: Call Taker/Dispatcher
- 14. Standard 1.14: Call Taker/Dispatcher
- 15. Standard 1.15: Call Taker/Dispatcher
- 16. Standard 1.16: Call Taker/Dispatcher
- 17. Standard 1.17: Call Taker/Dispatcher
- 18. Standard 1.18: Call Taker/Dispatcher
- 19. Standard 1.19: Call Taker/Dispatcher
- 20. Standard 1.20: Call Taker/Dispatcher

Staff Members:

CAITLYN ADAMS, MELISSA BENDER, PARMINDER BHULLAR, VERONICA BROWN, BRANDI COSCO, RORY DONOGHUE, KRISTOPHER DOUGLAS, DEANGELO DUNHAM, MOISES GALVEZ, SIMON KAKO, MANPREET KHAKH, STEPHEN LUK, HORATIU MALIHIN, ALEX MOSHTAGHI, FEHMIDA PATEL, RYAN PHILLIPS, ANDY RAMBARACK, ASHLEIGH ROYLANCE, ANGELA SALVATIERRA, MARLA SARTA, HOLLY STACEY, JUDY TAM, ADAM THOMPSON, JASON VENTURA, MEERA VIGNESWARAMOORTHY, MARNIE WILLIAMSON, KARYN GREEN, CARLY-ANN ORJALO-MUNNS, DILNAWAZ JOGINA, JEN JOHNSON, ERIC JONES

Community Support

On March 21, 2021, Toronto Paramedic Services was invited to drive through the Glendale Avenue community for residents to show their support for our first responders.

Superintendent Pat Yuzwin organized a contingent of five ambulances and a response vehicle to drive through the neighbourhood. The Glendale residents waved and made plenty of noise as they banged on pots and pans in appreciation!





Toronto Paramedic Services

*Celebrates Canadian Telecommunicators Week
Congratulations to our award winners!*

2021



*EMD of the Year
Heather Short*



*Call Taker of the Year
Dilwanaz Jogina*



*Senior EMD Leadership Award
Jennifer Laframboise*



*CTO Mentor Award
Shawn Hargreaves*

Every minute, every day, 911 professionals like you reassure callers and stay on the line with them until help arrives. Thank You!

Celebrating our Headset Heroes During Telecommunicators Week!

National Public Service Telecommunicators Week was held from April 11–17 this year. This year’s theme was “Headset Heroes” and TPS was proud to recognize 32 Emergency Medical Dispatchers and Call Takers who were awarded their ACE status certificates.

The annual TPS Communications Centre awards were also presented during the week:

*Call Taker of the Year
Dilwanaz Jogina*

*Emergency Medical Dispatcher of the Year
Heather Short*

*Senior Emergency Medical Dispatcher Leadership
Jennifer Laframboise*

*Communications Training Officer Mentor
Shawn Hargreaves*

Congratulations, everyone!

The TPS Family is Growing!

2021 was another busy year for recruitment and training. COVID-19 posed new challenges, but our Education & Development (Ops) and Education & Quality Improvement (CACC) teams found ways to make it work. From online testing and interviews to virtual learning and physically distanced in-person instruction, both Education units have been hard at work ensuring our new recruits are set up for success.

So far this year, 82 new paramedics started their careers with TPS and more than 50 will be joining us in June! In the Communications Centre, there are 10 new call takers, and, by the end of the year, 11 new

emergency medical dispatchers are scheduled to complete their training.

Please welcome your new colleagues and thank an FTO or a CTO!



WELCOME OUR NEW CALL TAKERS, CLASS OF MARCH 2021!



Dilraj Gill



Amanda Zwolman



Andrew Tagala



Sarah McGrath



Andra Milosav



Natalie Kardasz



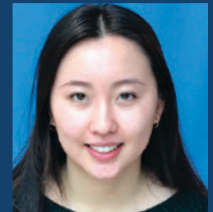
Carla Almeida



Sarah Zwicker



Michelle Allen



Bianca Jiang

TPS Paramedics Promote Heart Month

Since the onset of the pandemic, physicians at Sunnybrook had noted a decline in patients seeking early medical intervention, even when experiencing the signs and symptoms of a heart attack. They believed that the general public were fearful of visiting a hospital emergency department because of the presence of COVID-19.

Toronto Paramedics Al Grenier and Jonathan Boyle collaborated with Sunnybrook's Cardiac Unit on a video to reinforce the importance of calling 9-1-1 early, and to provide reassurance that ambulances and

hospitals are safe. Watch the video at tinyurl.com/sunny-covid.



Your Starting Line-Up Is...

The Toronto Maple Leafs invited some of Toronto's frontline workers to virtually introduce the Leafs' starting line-up for the 2021 season home opener on January 13.

Three Toronto paramedics – Shane Lucier, Victoria Pfuetzner and Richard Ross – each selected a player to introduce at the beginning of the game. Victoria's introduction of Captain John Tavares was selected to be a part of the in-game video. Shane and Richard's photos

were also shown during the game as part of a tribute honouring all first responders in our community.



Paramedic Richard Ross



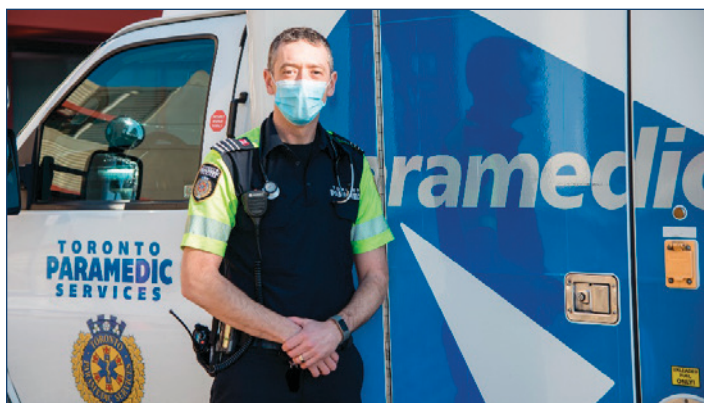
Paramedics Shane Lucier and Victoria Pfuetzner

First Responders Appreciation Night

On March 13, 2021, the Maple Leafs held their annual First Responders Appreciation Night to show thanks and recognize the hard work of Toronto's Paramedic, Police, and Fire Services personnel.



This year, ACP Marc Feldberg, and EMDs Aneki Nissan and Lindsay Hunt were recognized during the game.



Marc Feldberg

ACP Marc Feldberg has been a Toronto Paramedic for 10 years and currently works in the city's busy downtown core. Marc provides expert medical care and transport

to his patients while his sense of humour and calm, compassionate demeanour provide comfort in the most stressful situations. Along with his colleagues, Marc has been on the frontlines of the pandemic, serving the residents of the city.

Seeing firsthand the struggles caused by the pandemic, and inspired by the outpouring of community support, Marc led a "pay it forward" initiative to fundraise for the Daily Bread Food Bank; he raised more than \$8,000 to help ensure uninterrupted access to food for those in need. Marc's efforts were recognized in a special video along with a representative from both Toronto Police and Toronto Fire Services: tinyurl.com/marc-feldberg-ML



Lindsay Hunt

Lindsay has worked as an Emergency Medical Dispatcher with Toronto Paramedic Services since 2014. She became a communications training officer in 2018 and has been an integral part of the Education, Development and Quality Improvement team ever since. Lindsay leads by example and is an advocate for her students. She keeps their best

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A Year of Firsts: 12 Months with COVID-19

During the month of March, the City of Toronto marked a number of **milestones** reflecting on the past, remembering those whose lives have been lost to COVID-19, and recognizing the continued efforts of frontline and essential workers.

March 11, 2021, was declared a National Day of Observance for the anniversary of the World Health Organization's (WHO's) declaration of a global pandemic and the first COVID-19-related death in Ontario.

On March 21, 2021, the City held a virtual commemoration

ceremony to recognize one year since the first COVID-19-related death was reported in Toronto.



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interests at heart and gives them the knowledge and skills they need as the critical link between the community and paramedic care.

Lindsay was selected to represent Toronto Paramedic Services' Communications Centre for her continued commitment and passion for the communities we serve.



Aneki Nissan

Aneki began his career as an Emergency Medical Dispatcher with Toronto Paramedic Services in 2013. Since then, Aneki has worked as a senior Emergency Medical Dispatcher and a Communications Superintendent. His

drive and work ethic have made him a valued colleague and patient advocate, providing exceptional care to the residents and visitors of Toronto.

In 2014, Aneki helped establish the Centre for Canadian-Assyrian Relations (CCAR), whose mission is to help build bridges between Assyrian and Canadian communities. He is also working on a documentary called "Forgotten Assyrians of Canada" which will shed light on Assyrian history in Canada, dating back to the late 1800's.

Aneki was selected to represent the Toronto Paramedic Services Communications Centre for his enthusiastic work to increase awareness of the emergency communications profession and for his passion for helping the community.

Aneki and Lindsay also recorded a video about "9-1-1 in Any Language" to help build awareness that TPS Call Takers



and EMDs can respond to callers with the help of over 240 available languages! Watch it at tinyurl.com/aneke-lindsay.



Kudos to Our Employees

Below are some notes of thanks to recognize the outstanding work of our staff who made a difference for their patients, their families, as well as fellow staff members:

Paramedics Adam Drew, Nicole Dryden and Dispatcher Fehmida Patel:

"I called 911 for an ambulance for an elderly woman in my neighbourhood. First, the dispatcher was calm and reassuring, which helped me to be the same for the lady.

Second, the paramedics who responded got to the scene quickly, were polite, moved quickly, and thanked me for stopping and helping the lady. I want to thank them. Not just for how they were today at the incident with me but for what they do every shift they work, especially during these stressful times. Thank you to all of the Toronto Paramedic Services"

Paramedics Ryan Kirkpatrick & Kevin Kabigting:

"On November 4th, 2020, my mother suffered a medical episode and had to be transported. I am writing this email to thank the two paramedics that responded to this call. There are no words to describe their professionalism, teamwork and going above and beyond their duties! From the beginning, I knew I was dealing with two professionals. They handled the situation with care and compassion. Right questions were asked at the right time. To put it in simple words, I was very impressed with their work!"

TPS' social media handles are as follows:

Facebook: [@TorontoMedics](https://www.facebook.com/TorontoMedics)

Twitter: [@TorontoMedics](https://twitter.com/TorontoMedics)

YouTube: [TorontoMedics](https://www.youtube.com/TorontoMedics)

Don't forget to follow us, like, and share our posts!

Toronto Paramedic Services Today is a quarterly publication for staff of Toronto Paramedic Services. It is edited by Kim McKinnon, Superintendent of Public Information and Media, with support from the Multimedia Group.

If you would like to share a newsworthy story, please contact Kim at (416) 392-2255 or kmckinn2@toronto.ca. Feedback from staff is welcome and appreciated. For the latest internal communications, please visit us on the web at: torontomedics.ca/today