



Message from the Chief



The COVID-19 pandemic continues to have a significant impact on our work and home lives. Toronto Paramedic Services and the healthcare system face ongoing pressures, and we must continue to adapt our practices to help protect each other, our patients and our families. This will lessen the impact of COVID-19 in our communities.

The Province's recently announced three-phase rollout of the COVID-19 vaccine is certainly positive news. In addition, Toronto Paramedic Services is a key member of the City's Immunization Task Force, and we are working to ensure vaccines are available to our staff as soon as possible. In the meantime, however, Toronto and the rest of the province will be entering a shutdown period to

help slow the spread of COVID-19. We are hopeful that these new measures will be successful and are strongly encouraging everyone to remain vigilant and adhere to public health guidelines.

Toronto Paramedic Services is making every effort to support the health and safety of our staff and patients. Please reach out for support if you or those close to you are struggling; many resources, including the Staff Support Centre and testing centres, are available. For more information, please visit the TPS Staff Blog.

Thank you for your continued dedication to those we serve and for your patience during this unprecedented time. Your efforts have not gone unnoticed.

Take care, stay safe and we will all get through this together.

– Gord McEachen

Sirens for Life

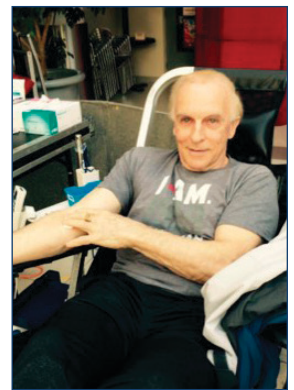
Many thanks to everyone who participated in the "Sirens for Life" campaign with Canadian Blood Services this year.

The organizers sent Toronto Paramedic Services the following note to thank everyone for their participation:

"Thank you for participating in the 2020 Sirens for Life challenge. We had a record number



of donations in Toronto this year with a total of 148 DONATIONS! ... The biggest winners of a challenge like this are the patients across Canada who rely on a steady supply of blood for treatment where and when they need it most. [We] would like to thank everyone for a successful year, and [we] look forward to pushing the Challenge even further in 2021!"



Take Your Kids to Work Day 2020

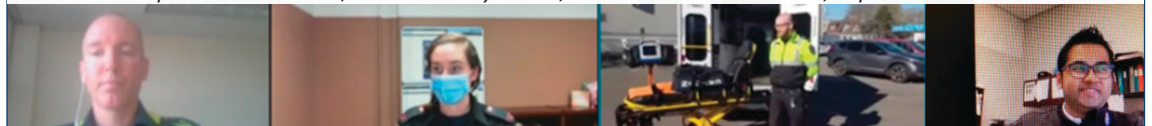
In November, TPS welcomed 48 students for the first virtual Take Our Kids to Work Day. This year's event was moved online due to the COVID-19 pandemic.

Jesse MacNevin, Superintendent Education and Development, hosted the event and was joined by Paramedic Dan Robertson, Emergency Medical Dispatcher (EMD) Courtney Poirier and Operations Support Superintendent (Stores) Devin Persad. Students were provided insight

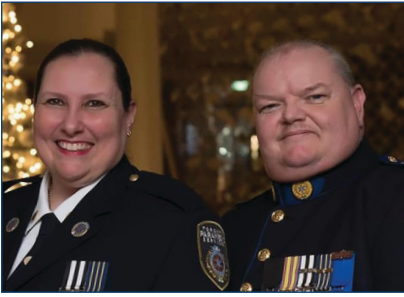
into the various roles in our organization, including an ambulance and paramedic equipment walkthrough.

The students who joined in had a variety of questions, and the TPS team did an exemplary job of providing insight into our profession while virtually engaging with the students on this new platform.

Supt. Jesse MacNevin, EMD Courtney Poirier, Paramedic Dan Robertson, Supt. Devin Persad



Get to Know Pioneer of the Year Glen Gillies



Years with the Service:
31

Favourite thing about your position/job:
Being a paramedic was always my dream job... Being there to help others in their times of need has always been

a driving force for me. Like Mr. Rogers said, “Always look for the helpers”, “If you see the helpers, you’ll always know there will be hope”. I like that phrase and I’m honoured to be a “Helper”.

Career-making moment:

My first pre-hospital emergency childbirth – July 1990, 6 months on the job I delivered my first baby, a healthy, happy baby girl. Hard to believe she’s 30 now. It happened at 01:30 in the morning; I called everyone I knew and told them what I just did!!! :)

Favourite recreation activity?

I love to travel with my wife Robin, cruising especially, but doing long drives as well is a keen interest.

A big hobby of mine is collecting model

ambulances. I still have the first matchbox ambulance my dad gave me as a child. The # 54 Matchbox 1963 S & S Cadillac ambulance, along with over 6,500 other models of all shapes, sizes and construction materials, and from all over the world.

Most used expression:

Probably from my days as an instructor in First-Aid, CPR, AED and the Paramedic Program: “The teacher is a pupil of the students they instruct.” Words I live by.

Interview edited for length.

Feelings about being selected by your peers?

I was honoured, humbled and flattered to be considered and chosen to receive this very prestigious award from the Toronto Paramedic Pioneers.

Current position:

ESU @ 51 stn

Get to Know Support Person of the Year Helene Papadakos



Current position:
Support Assistant C

Years with the Service:
20 years

Favourite thing about your position/job:
The interaction with all the staff, my co-workers, the paramedics, and management and just being able to help or resolve issues.

Career-making moment:
There is not one moment,

just small moments and people that I have met over time that have helped define my career.

Why did you choose to work for Toronto Paramedic Services?

It chose me and I am very grateful for it.

Favourite recreation activity?

Gardening.

Feelings about being selected?:

Honoured, happy and very surprised

Newsletter survey

Have any feedback on the staff newsletter? Do you have an idea for a future release? Complete [this survey](#) and let us know!



TPS Receives \$1.1M Grant through the Low Carbon Economy Challenge Grant Funding

At the end of the summer, TPS was awarded a \$1.1 million grant from the Champion’s Stream of the Federal Low Carbon Economy Fund. The grant will be used for the retrofit of 215 ambulances and 67 emergency response vehicles for low carbon

operations.

“As part of our commitment to green initiatives, Toronto Paramedic Services will retrofit our fleet for low-carbon operations. The demand for our services continues to grow each year, and green technologies such as solar

panels and hybrid electric drivetrain systems allow us to reduce the use of fossil fuels as well as to reduce greenhouse gas emissions and air pollutants.”

– G. McEachen, Acting Chief of Toronto Paramedic Services



Get to Know EMD of the Year: Courtney Poirier



Feelings about being selected by your peers?

I feel honoured to be nominated by my colleagues and selected by the

Committee. I work on a great shift and supporting my teammates by working my hardest is my top priority.

Current position:

Emergency medical dispatcher

Years with the Service:

6 years.

Favourite thing about your position/job:

This job is fast-paced and ever-changing.

Career-making moment:

Assisting a mom over the phone while she delivered a healthy, screaming

baby with the Dad's support!

Why did you chose to work for Toronto Paramedic Services?

I had always wanted to work in emergency medical dispatch as a career, and Toronto is the busiest and the best service!

Favourite recreation activity?

Swimming, biking, rock climbing; activity that requires movement and mindfulness.

Most used expression:

Last day, best day!

A Quarter Century of Excellence

In early October, 15 staff members celebrated 25 years of service with the City of Toronto!

Mark Adams, Gary Beirness, Jerry Deyo, Kristina Edmark-Cargill, Curt Hering, Al Jodoin, Leonard Komoniewski, Paul Moore, Heiko Mueller, Sean Redhead, Diana Reilly, Steve Rocks, Bryan Rusk, Graham Sutch, and Lori Wessbecher

Please join us in congratulating them on reaching this extraordinary milestone!

Mark Adams

Current work

assignment:
Commander, Materials & Equipment, HQ

Career highlight:

Realizing my goal to practice as a Level 3 paramedic in 2000. I worked with many great paramedics while 'on the road' and I remember those times fondly.



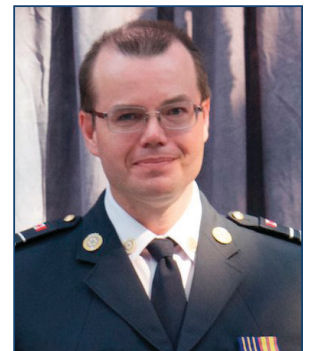
Bryan Rusk

Current work

assignment:
Level 3 paramedic, 37 Station, Yellow

Career highlight:

Being a part of many committees to try and improve the working conditions of paramedics.



TPS Staff Support Movember!

Every November, many Toronto Paramedic Services staff take part in the annual Movember campaign in support of men's health.

You can spot a "Mo Bro" as they grow their facial hair and fundraise with the support of their community, friends and family members. We've heard that one of the Mo Bro's partners even offered to pay any amount to shave it off...whatever works to get those donations!

This year, the TPS team has raised

more than \$13,000! Check them out online for more information, or to donate to this worthy cause: ca.movember.com/team/2248875.

On November 30, TPS team members Eden Rosenberg (right) and Brian Annett (left) met at the District 2 hub to shave and celebrate the end of the campaign. Thank you to everyone who supported the Movember campaign this year!



Brian and Eden

Paramedic Jacob Pettigrew delivers meals to his colleagues

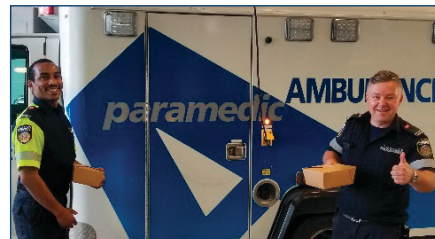
When RSM Canada, a local Business Consulting firm, called Jacob Pettigrew to tell him one of their staff had nominated him, as a first responder, to receive 55 meals as a gift of thanks, Jacob was surprised at the unexpected recognition but knew immediately what he would do with his winnings...share with his colleagues!



Jacob Pettigrew picking up the meals.

Jacob picked up the meals, delivered them to his colleagues, thoughtfully including some hospital staff as well.

Thank you Jacob for generously sharing your winnings with so many others.



Grateful colleagues!



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:

EMD Eric Jones:

"I would like to submit a compliment for Eric, a dispatcher I feel goes above and beyond his duties to take care of us on the road. When he is on the desk I always feel a sense of comfort knowing he stays one step ahead of me, especially on calls with safety notes or those where PD (Police Department) may be needed. His effort and consideration really makes a difference in my day. I've also learned I'm not alone, so I wanted to make sure one of us passes on the compliment for absolutely outstanding teamwork. His professionalism is an example for us all to follow when we are faced with challenges navigating uncertainty. His communication on the radio waves breeds a sense of calm and reassurance. I cannot say enough about this remarkable gem I feel honoured and proud to work with."

Paramedics Steven Daher and Shujatullah Hussaini:

"I would like to acknowledge the outstanding service provided by the paramedics on this call. Due to their quick thinking and professionalism these paramedics performed at a level that needs to be recognized. Their medical care both on scene and during transport provided their young

patient with every opportunity to make a positive recovery. Thank you for all the hard work you do every day."

Paramedics Brian Ogawa, Justin Thomas and Rion Hough:

"Thank you to the paramedics who assisted my husband. Thank you from the bottom of my heart. I know that they did everything they could have done, this means a lot to me. Thank you for also looking after my son as well."

To the paramedics who helped me and my family:

As an aside to the above and as something I regret, I have not formally thanked those of you involved in the service and care that was provided to my family. THANK YOU! Your responses and actions on those calls have been deeply appreciated even though I have not expressed it clearly before. I suspect that is what happens in our careers, we do the call, do our job and then go on to then next call, the next shift, the next cycle, then the next year or years and we never really ever know the extent to which we have touched someone's life or others' lives through our patient's families.

Paramedics Kathleen Kozich and Michael Shenouda:

I was connected to a calm, clear, and kind call-taker who took my information and provided the first emergency care I would receive that evening. The questions were asked with intent and patience – thank you for this. He even got me to move my very sleepy dog to a safe spot away from the emergency, where she inadvertently slept uninterrupted for hours :)

The paramedics arrived and provided me with prompt assessment, effective treatment, humour, and compassion. Thank you.

TPS' social media handles are as follows:

Facebook: [Toronto Paramedic Services](#)

Twitter: [@torontomedics](#)

YouTube: [Toronto Paramedic Services](#)

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