



A community that grows together

Report To: Warden Post and Members of County Council

Meeting Date: April 23, 2026

Subject: 2025 Paramedic Services Annual Report

From: Gary Staples, Chief Paramedic Services

Recommendation

THAT the report from the Chief Paramedic Services, Report No. PS-2026-008, 2025 Annual Report, dated April 23, 2026, be received.

Executive Summary

The 2025 Annual Report showcases several significant accomplishments achieved by Dufferin County Paramedic Service over the past year, including the following initiatives and outcomes:

- Successfully implemented the Medical Priority Dispatch System (MPDS)
- Completed a comprehensive Paramedic Service Masterplan and Service Delivery Review
- Maintained strong operational performance, meeting or exceeding all legislated and Council-approved response time standards
- Continued to experience increased call volumes and patient transports
- Achieved measurable system improvements, including a 16 percent reduction in lost paramedic hours due to hospital offload delay compared to the previous year

- Recognized and celebrated staff dedication, including retirements of long-serving members and recognition of excellence through provincial and community awards
- Demonstrated commitment to community and global health equity through public education, community engagement, volunteerism, and the donation of a decommissioned ambulance to support healthcare delivery in Mali, West Africa.

Background & Discussion

The 2025 Annual Report highlights a year of meaningful progress, strategic planning, and continued commitment to the health and safety of Dufferin County residents. Throughout the year, Dufferin County Paramedic Service (DCPS) remained focused on delivering safe, effective, and compassionate patient-centred care while strengthening the systems that support frontline responders.

A significant operational milestone in 2025 was the successful implementation of the Medical Priority Dispatch System (MPDS) on December 4. MPDS introduces a standardized, clinically validated approach to emergency medical call-taking, improving triage accuracy, resource prioritization, and pre-arrival instructions. This advancement enhances patient safety, supports evidence-based decision-making, and contributes to system sustainability and improved management of service pressures, such as Code Red incidents.

In parallel, DCPS completed a comprehensive Paramedic Service Masterplan and Service Delivery Review. This work provides a forward-looking roadmap to guide service delivery, workforce planning, infrastructure development, and response strategies in the context of population growth and increasing call complexity, particularly in expanding communities such as Orangeville, Shelburne, and Grand Valley. The review reinforces existing strengths while identifying opportunities for targeted enhancements, data-driven decision-making, and operational innovation.

Operational performance in 2025 remained strong. DCPS met or exceeded legislated and Council-approved response time standards across all Canadian Triage and Acuity Scale (CTAS) categories. Call volume and patient transports continued to trend upward in alignment with demographic growth and an aging population, with residents aged 65 and older accounting for nearly half of total calls. Despite ongoing healthcare system pressures, DCPS achieved measurable improvements in hospital offload delay, reducing lost paramedic hours by 16 percent compared to the previous year.

The Community Paramedic Program continued to play a vital role in supporting vulnerable residents by providing care in patients' homes and connecting them with

appropriate community and healthcare resources. The program completed more than 2,000 in-person visits in 2025 and benefitted from extended provincial funding, ensuring continuity of care for those most in need while reducing unnecessary emergency department visits.

DCPS also celebrated the dedication and professionalism of its staff. The year marked the retirement of long-serving members and the recognition of outstanding contributions through provincial and community awards. These moments reflect a strong organizational culture built on professionalism, collaboration, and service excellence.

Beyond local operations, DCPS demonstrated its commitment to broader community and global health equity through public education, community engagement, volunteerism, and the donation of a decommissioned ambulance to support healthcare delivery in Mali, West Africa.

Overall, 2025 reflects a year of stability, innovation, and readiness for the future. With strong partnerships, dedicated staff, and a clear strategic direction, Dufferin County Paramedic Service remains well-positioned to meet the evolving needs of the community while maintaining the highest standards of care.

Financial, Staffing, Legal, or IT Considerations

There are no Financial, Staffing, Legal or IT considerations arising from this report.

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services

Governance - identify opportunities to improve governance and service delivery

Respectfully Submitted By:

Gary Staples
Chief Paramedic Services

Attachment: 2025 Annual Report

Reviewed by: Sonya Pritchard, Chief Administrative Officer