



**Dufferin County
Paramedic Service**

2025 ANNUAL REPORT

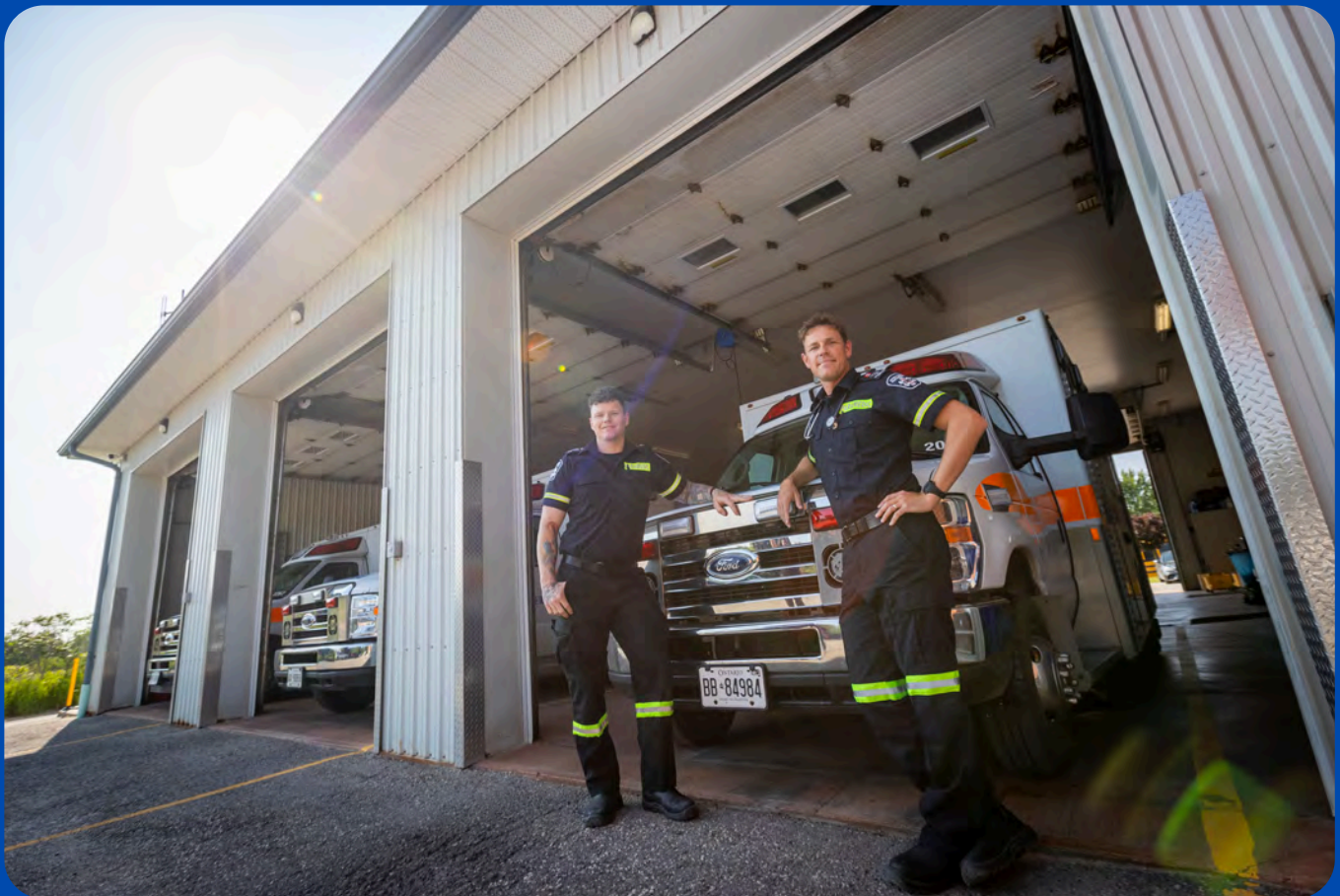


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Land Acknowledgement

We respectfully acknowledge that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty. These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Letter from the Chief

I am pleased to present this Annual Report, which reflects a year of significant progress, thoughtful planning, and continued dedication to the community we serve.

Over the past year, our Paramedic Service remained focused on delivering safe, effective, and compassionate care while also strengthening the systems that support our frontline responders. Our paramedics and support staff demonstrated professionalism, resilience, and teamwork every day, responding to the evolving needs of our community with skill and commitment. Their efforts continue to be the foundation of our success.

A major milestone this year was the implementation of the Medical Priority Dispatch System (MPDS). This transition represents an important advancement in how emergency medical calls are triaged and managed. MPDS provides a structured, evidence-based approach to call taking that improves consistency, supports clinical decision-making, and helps match the right resource to the right call. The successful implementation of MPDS required extensive collaboration, training, and change management, and I commend our staff and partners for their flexibility and professionalism throughout this process.

We also completed our Paramedic Service Masterplan, a comprehensive roadmap designed to guide the service into the future. The Masterplan examines population growth, call volume trends, deployment strategies, infrastructure, staffing, and system pressures to ensure we are prepared to meet both current and emerging demands. This work provides clear, data-driven direction and supports informed decision-making as our community continues to grow and change.

In addition, the completion of the Service Delivery Review offered a thorough and objective assessment of our operations.



This review evaluated workload distribution, service delivery options, and enhancing effectiveness. The findings reaffirmed many of our existing practices while also identifying opportunities for improvement, efficiency, and innovation. The recommendations from this review will play an important role in shaping operational priorities and service enhancements moving forward.

None of these achievements would be possible without the continued support of our municipal leadership and the strong collaboration we share with our partner agencies, including dispatch, hospitals, fire and police services, and health system partners. Equally important is the commitment of our paramedics and support staff, whose dedication to patient-centred care makes a meaningful difference every day.

As we look ahead, we remain focused on continuous improvement, staff wellness, operational readiness, and delivering high-quality care to our community. This Annual Report highlights not only what we have accomplished, but also the strong foundation we are building for the future. Thank you for your continued trust and confidence in our Paramedic Service.

Respectfully,

Gary Staples

Service Overview



Dufferin County Paramedic Service (DCPS) is responsible for the delivery of land ambulance services to residents of Dufferin County. Funding for paramedic services is jointly shared between the Province of Ontario and the County of Dufferin. Through a unique and collaborative partnership with Headwaters Health Care Centre (HHCC), DCPS staff are employed by HHCC, creating operational efficiencies and mutual benefits for both organizations.

DCPS provides emergency medical coverage to over 66,000 residents. Services we provide include Advanced Life Support, Community Paramedic Program and Public Access Defibrillator Program.

Through the professionalism and dedication of our Paramedics and support staff, we have created a dynamic organizational culture of service excellence.

About DCPS



Our staff are our greatest asset and a cornerstone of the care we provide to the community. Our team of 70 dedicated professionals, including front-line paramedics, an Administrative Assistant, Deputy Chief, and Chief, work collaboratively to ensure the highest standard of patient care. Collectively, our members bring a diverse range of backgrounds, experience, and skill sets that contribute to the effective and successful delivery of paramedic services throughout Dufferin County.

All paramedics employed by Dufferin County Paramedic Service are graduates of accredited paramedic programs and practice under delegation from the Medical Director of the Regional Base Hospital Program. In accordance with the Regulated Health Professions Act, they are authorized to perform controlled medical acts and are certified to administer a wide range of medications and medical interventions

Staff Recognition

This past year marked the retirement of Dale Bird, whose career with DCPS represented 30 years of dedication, leadership, and service to both the organization and the community.

Dale was known among colleagues for his steady approach, dry sense of humour, and his long-standing dedication to the Toronto Maple Leafs—often expressed regardless of the season's outcome. His ability to bring perspective and light humour to the workplace was a familiar and appreciated part of day-to-day operations.

Throughout his career, Dale contributed to the delivery of paramedic services and supported the work of his colleagues through consistent effort and practical experience. His knowledge of the service and the community it serves reflected a commitment to public service developed over many years.

As Dale begins this next chapter, we extend our sincere gratitude for his many years of dedicated service and the lasting contributions he has made to our organization. We wish him good health, fulfillment, and success in his well-earned retirement.

Thank you, Dale, for your service and your legacy.



Picture: Kim Delahunt, HHCC President and CEO recognizing Dale Bird for 30 years of service



Picture: Dale Bird with many past and present staff of DCPS on his last shift

Staff Recognition

This past year also marked the retirement of Greg Rennick, following more than forty (40) years of service to the community with DCPS.

Greg was well known among colleagues for his sharp sense of sarcasm, unwavering passion for the Toronto Maple Leafs, and his impressive geographical knowledge of Dufferin County. His familiarity with local roads, communities, and landmarks was regularly relied upon and proved valuable in day-to-day operations.

Over the course of his career, Greg contributed to the delivery of paramedic services through consistent effort, experience, and a practical understanding of the service area. His combination of system knowledge and personality made him a recognizable and steady presence within the organization.

As Greg enters retirement, we acknowledge his service and contributions to the organization and thank him for his years of dedication to the community.

We wish him well in this next chapter - along with continued loyalty to the Toronto Maple Leafs.



Picture: Greg Rennick presented with 40 years long service award



Picture: Greg Rennick and staff celebrating his final shift

Staff Recognition

This year, Krystle Neumann was recognized with the CPER Quality of Care Award, acknowledging her commitment to high-quality patient care and professional practice.

This award reflects demonstrated excellence in clinical care, sound decision-making, and adherence to best practices in paramedic services. Krystle's actions exemplify the standards of care and professionalism expected within the paramedic profession and contribute positively to patient outcomes and public trust.

We congratulate Krystle on this achievement and thank her for her continued dedication to providing safe, effective, and patient-centred care to the community.



Picture: Krystle Neumann receiving award from Deputy Chief Tjeerdsma



Picture: (L-R): Brian MacIntyre, Scott Price, Darin Tjeerdsma, and Gary Staples

Scott Price, a paramedic with DCPS and employee of Headwaters Health Care Centre, was recognized with the Respect Award for his professionalism, leadership, and collaborative spirit. This award highlights his dedication to community health, health equity promotion, and his work with the Paramedic Action Committee. His efforts have not only improved the paramedic service but also strengthened the community as a whole.

Staff Recognition

This past year, Dr. Karen Sandhu was recognized as the recipient of the Dr. David Scott Award in acknowledgment of her significant contributions to community health and the development and advancement of the Community Paramedic Program.

Dr. Sandhu has been a strong advocate for collaborative, patient-centred care and has played an important role in supporting innovative approaches to delivering health services within the community. Her leadership, clinical insight, and commitment to improving access to care have contributed meaningfully to the growth and success of the Community Paramedic Program.

The Dr. David Scott Award recognizes an individual or groups that has made a positive impact on the quality of health care through their service to the community, leadership, advocacy or by strengthening the integration of care in the community. Dr. Sandhu's contributions exemplify the spirit of this award and reflect a shared commitment to improving health outcomes for the community.

We extend our congratulations and appreciation to Dr. Sandhu for her leadership and continued dedication to community-based care.



Picture: (L-R): David Tyler, Dr. Karen Sandhu, Gary Staples, and Dave Pearson

Paramedic Operations

Medical Priority Dispatch System

On December 4, 2025, Dufferin County Paramedic Service (DCPS) successfully implemented the Medical Priority Dispatch System (MPDS) as part of its ongoing commitment to enhancing paramedic response and patient safety.

MPDS is a structured, clinically validated call-taking system that supports consistent triage, resource prioritization, and pre-arrival medical instructions. Its implementation strengthens call handling by ensuring emergency medical calls are assessed using standardized protocols, allowing the most appropriate level of response to be dispatched as quickly as possible.

Improving Emergency Medical Response

The rollout of MPDS enhances coordination between dispatch and field operations by:

- Improving the accuracy and consistency of call triage
- Supporting timely, evidence-based deployment of paramedic resources
- Providing callers with clear pre-arrival medical instructions
- Enhancing data quality for system performance monitoring and quality improvement

Training and System Integration

Leading up to the December 4 launch, DCPS paramedics and communications staff completed comprehensive training to ensure a smooth transition. Implementation was closely coordinated with dispatch partners to maintain service continuity and minimize operational disruption.

Supporting System Sustainability

The adoption of MPDS aligns with provincial best practices and supports DCPS's broader goals of system efficiency, clinical excellence, and data-driven decision-making. By improving call assessment and resource allocation, MPDS contributes to a more resilient and responsive paramedic system for Dufferin County residents.

Purple

Red

Orange

Yellow

Green

MPDS utilizes a 5-stage, colour coded prioritization system with Purple and Red being High Acuity calls and Orange, Yellow and Green being Low Acuity

Paramedic Operations

Masterplan and Service Delivery Review

In 2025, Dufferin County undertook a comprehensive Paramedic Service Masterplan and Service Delivery Review to ensure paramedic services remain responsive, sustainable, and aligned with the evolving needs of the community. The review provides a long-term framework to guide decision-making related to service levels, system design, workforce planning, and infrastructure investment.

Purpose and Scope

The Masterplan and Service Delivery Review examined how paramedic services are delivered across Dufferin County, with a focus on meeting current demand while preparing for future growth. The review considered anticipated population increases, changes in call volume and acuity, geographic coverage challenges, and the broader healthcare system environment.

Key areas of focus included:

- Call Volume Projections
- Vehicle Requirements to Meet Response Time Standards
- Optimal Number and Location of Facilities
- Staffing and Delivery Model Recommendations

Community-Focused Planning

Community growth, particularly in expanding municipalities such as Orangeville, Shelburne, and Grand Valley was a central consideration. The review assessed service equity across urban and rural areas, transport times to receiving facilities, and the operational impacts of hospital offload delays. Input from County leadership, paramedic staff, system partners, and population data informed recommendations aimed at strengthening frontline response while maintaining County-wide balance.

Key Outcomes

The Masterplan and Service Delivery Review establishes a roadmap for:

- Targeted enhancements to frontline coverage and deployment
- Strategic infrastructure and station planning
- Expanded use of patient-centred, clinically appropriate care models
- Enhanced training programs and development of digital roadmap to reduce burdensome manual administrative tasks
- Data-driven decision-making to support accountability and performance monitoring
- Robust commercial contract between Headwaters Health Care Centre and the County of Dufferin for the delivery of ambulance services

Looking Ahead

Through the Masterplan and Service Delivery Review, Dufferin County Paramedic Service is positioned to proactively address future service demands while maintaining high standards of care, staff safety, and operational efficiency. The resulting recommendations support a flexible, resilient paramedic system that can evolve alongside the communities it serves.

Paramedic Operations

Service Enhancement

In October 2025, Dufferin County Paramedic Service implemented targeted service enhancement to support the growing needs for paramedic services in the Town of Shelburne and northern Dufferin County. This enhancement reflects the County's ongoing commitment to timely response, patient-centred care, and a resilient paramedic system that adapts to population growth and increasing call complexity.

Shelburne continues to experience steady residential and commercial development, contributing to increased emergency call volumes and longer on-scene and transport times. Hospital offload delays and the geographic area served further impact ambulance availability during peak periods. The 2025 enhancement was designed to strengthen local coverage while maintaining system balance across Dufferin County.

Strengthened Frontline Coverage

Dedicated paramedic coverage for the Shelburne area was enhanced to improve response reliability and reduce coverage gaps during high-demand periods.

Improved System Resilience

Operational planning focused on supporting surge capacity in northern Dufferin County, ensuring service continuity during peak demand, prolonged hospital delays, and major incidents.

This targeted enhancement contributed to improved service reliability, greater system flexibility, and better alignment with the needs of the Shelburne community. Through proactive planning and strategic investment, Dufferin County Paramedic Service continues to deliver safe, timely, and effective paramedic services for residents today and into the future.



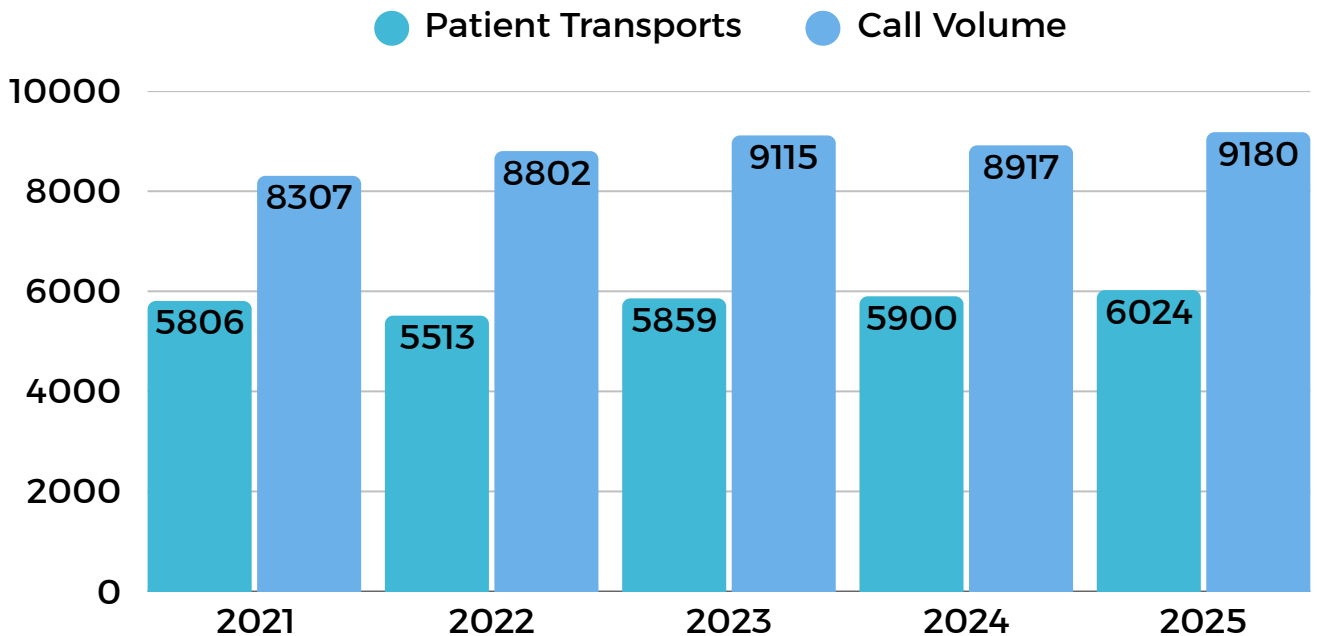
Performance Overview



Call Volume

DCPS strives to provide the best possible care in a timely manner to the residents and visitors of Dufferin County and surrounding area. In order to achieve this, our administrative team continuously monitors the operational demands for DCPS.

Below is a five (5) year overview of the changes in Total Patients Transported to hospital and Total Call Volume.



Performance Overview



Response Time Standards

DCPS continues to meet the legislated and council approved response time standards. The current response time reporting framework is defined as the elapsed time from when the first paramedic unit is notified to the arrival of a paramedic unit on scene. Response times across Ontario are measured and publicly reported in the same manner to the Ministry of Health.

DCPS Response Time Standards			
Category	Time Target	Target Percentage	2025 Performance
CTAS 1	8 minutes	60%	61.22%
CTAS 2	15 minutes	80%	91.04%
CTAS 3	30 minutes	90%	98.32%
CTAS 4	30 minutes	90%	98.02%
CTAS 5	30 minutes	90%	97.98%

Performance Overview



Response Time Standards - Sudden Cardiac Arrest

In cases of Sudden Cardiac Arrest (SCA), response time is defined as the elapsed time from when the first paramedic unit is notified to the arrival of any person trained and equipped to provide defibrillation. This response time is greatly affected by the availability of a Public Access Defibrillator. Public Access Defibrillators can be found in various locations throughout Dufferin County including recreation facilities, schools, municipal buildings and fire departments.

DCPS Response Time Standards

Category	Time Target	Target Percentage	2025 Performance
SCA	6 minutes	25%	52.38%

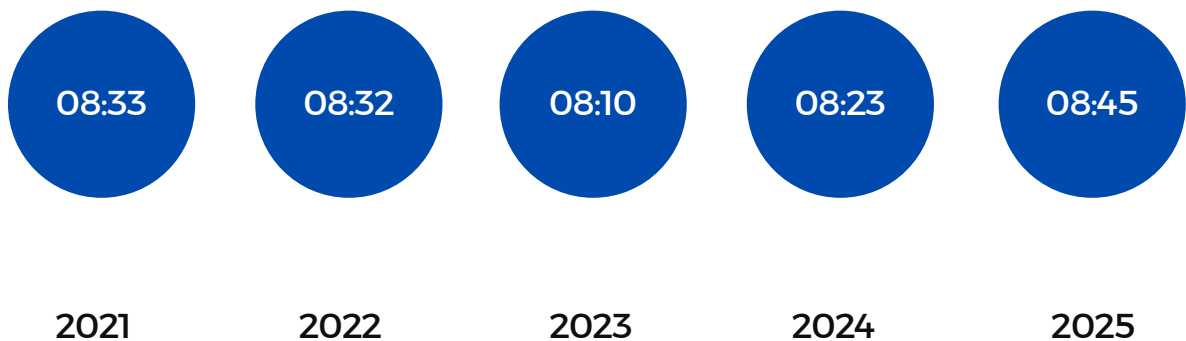
Performance Overview



Average Response Time

DCPS remains committed to providing the best out-of-hospital care in a timely manner. In order to meet the demands, DCPS requires innovative ways to achieve these results in a community that continues to grow and has an increasing demand for services.

Below is a five (5) year overview of the average response time for all calls received by DCPS within the boundaries of Dufferin County.

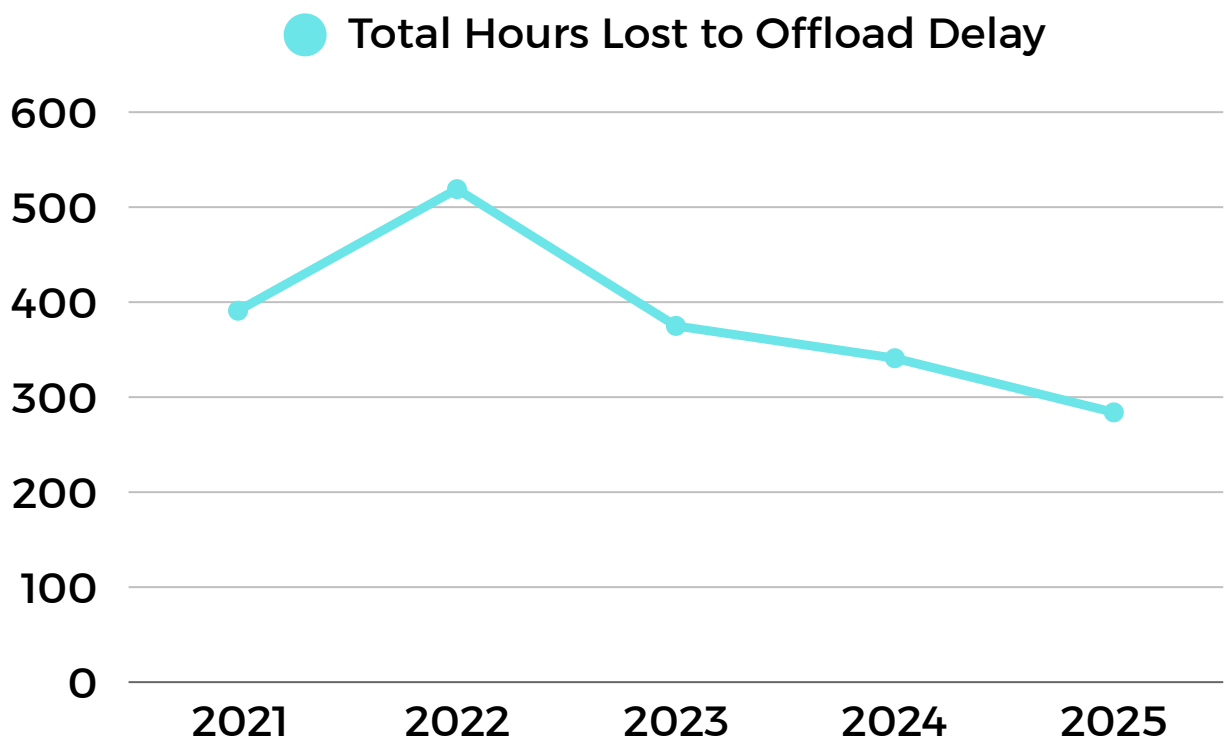


Performance Overview

Offload Delay

Offload Delay is defined as the time in hospital greater than 30 minutes. DCPS and Headwaters Health Care Centre have been working collaboratively to identify innovative ways to reduce the amount of time that Paramedics are waiting in hospital. Increased funding was secured from the Ministry of Health for a dedicated offload nurse which is responsible for ensuring that Paramedics can transfer care to hospital staff and the patient can be monitored while waiting to be seen in the Emergency Department (ED). Additionally, programs such as Fit-2-Sit, which allow Paramedics to transfer care directly to hospital staff for low acuity patients without having to wait, have enhanced Paramedics availability to respond to emergencies in the community.

The graph below shows the total amount of time (in hours) lost to Offload Delay over the past five (5) years. Since peaking in 2022, there has been a consistent decline in the amount of time DCPS Paramedics are waiting in the ED. In 2025, there was a 16% improvement in reducing paramedic lost time in comparison to the previous year.

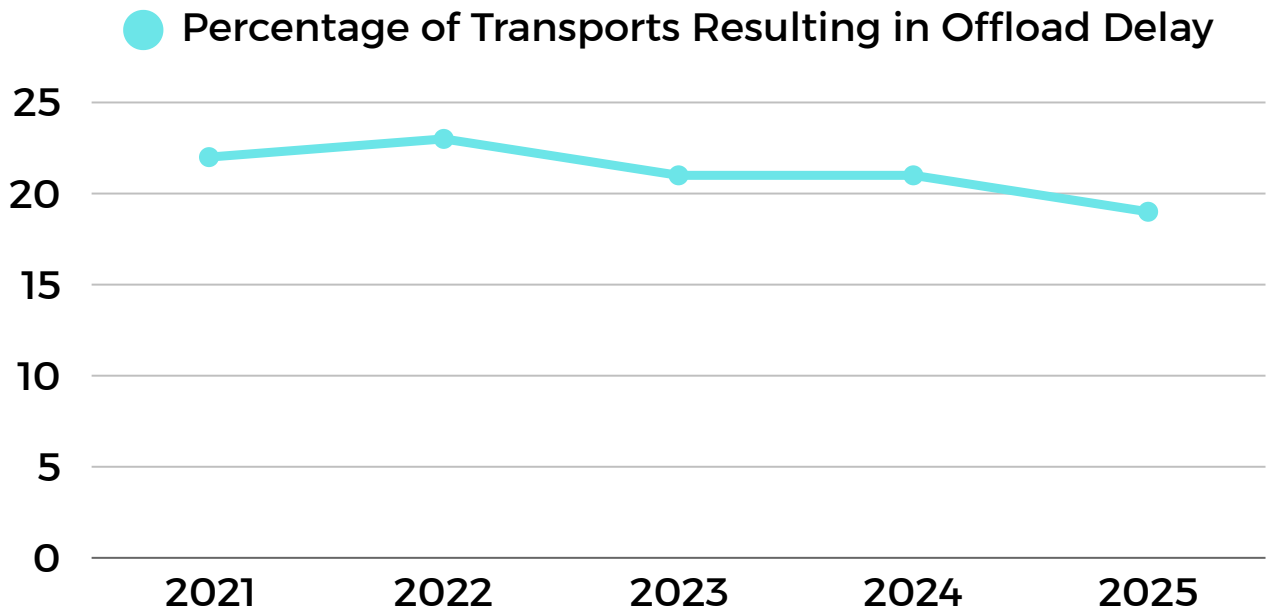


Performance Overview



Offload Delay

The graph below shows the percentage of patient transports that resulted in Offload Delay over the past five (5) years. In 2021, 22% of all transports to hospital resulted in paramedics waiting in the ED for more than 30 minutes whereas in 2025 it was 19%.

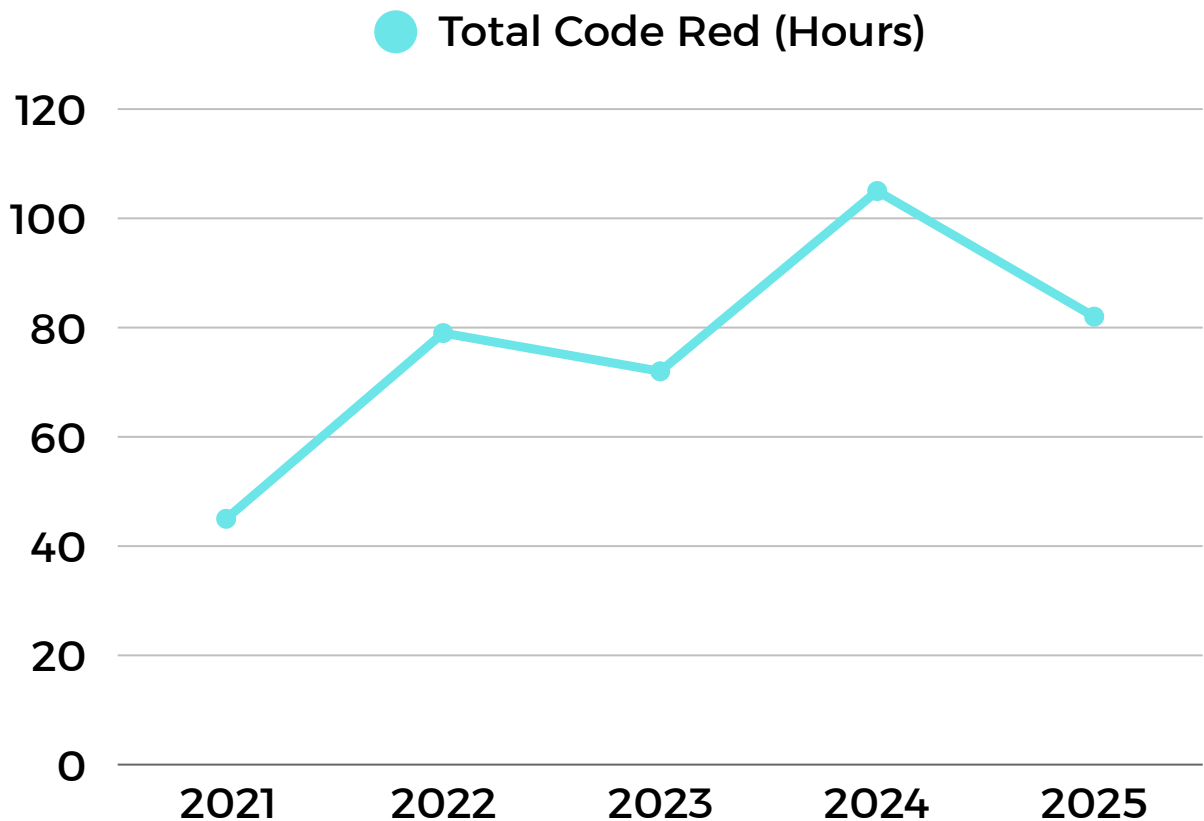


Performance Overview

Code Red - Total hours

Similar to Offload Delay, Code Red has gained significant media attention over the previous years. Code Red is referred to by various terms in different jurisdictions including Code Black, and Code Zero. This refers to times when zero (0) ambulances are available for a specific municipality. In Dufferin County this would mean that no ambulances from Dufferin County are available to respond to an emergency. When this happens, neighbouring Paramedic Services provide coverage and respond to emergencies until local resources become available.

The graph below shows the total hours over a five (5) year period. In 2021, there were a total of 45 hours in which there were no DCPS ambulances available to respond to 911 calls. In 2025, we experienced a slight decline in the number of hours in which DCPS was in Code Red.

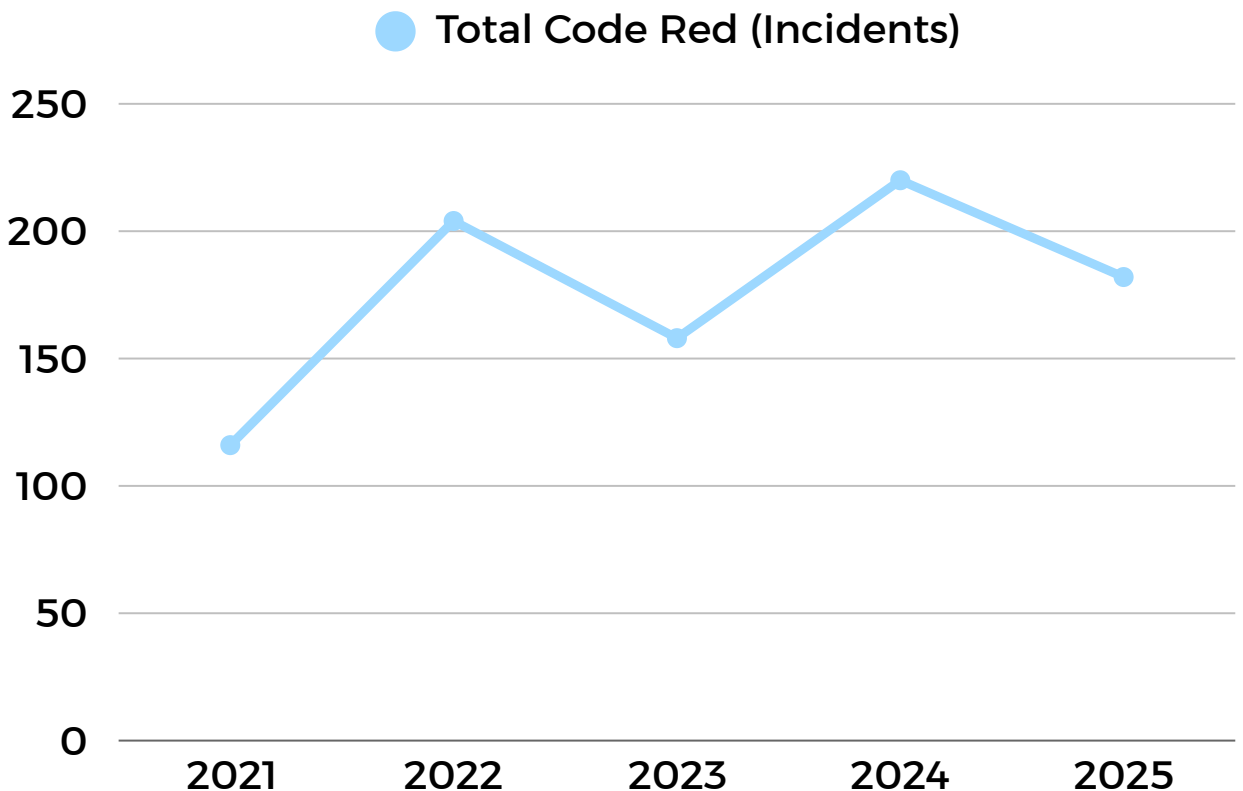


Performance Overview

Code Red - Incidents

The Ministry of Health is working collaboratively with Paramedic Service leaders to help mitigate Code Red incidents. This work includes changes to provincial legislation that will allow Paramedics to provide treatment to a patient and referring to external healthcare service providers such as Community Paramedics and home care services. As well, Paramedics will be allowed to provide treatment to a patient and release them from care without being required to transport them to hospital. The recent implementation of the Medical Priority Dispatch System (MPDS) will greatly improve Code Red incidents moving forward.

The graph below shows the total number of incidents of Code Red in Dufferin County over a five (5) year period. An incident is defined as any situation for which zero (0) ambulances were available, even if the length of time was minimal. In 2021, there were a total of 116 incidents and in 2025 that number increased to 182 which is a slight decrease from the previous year.

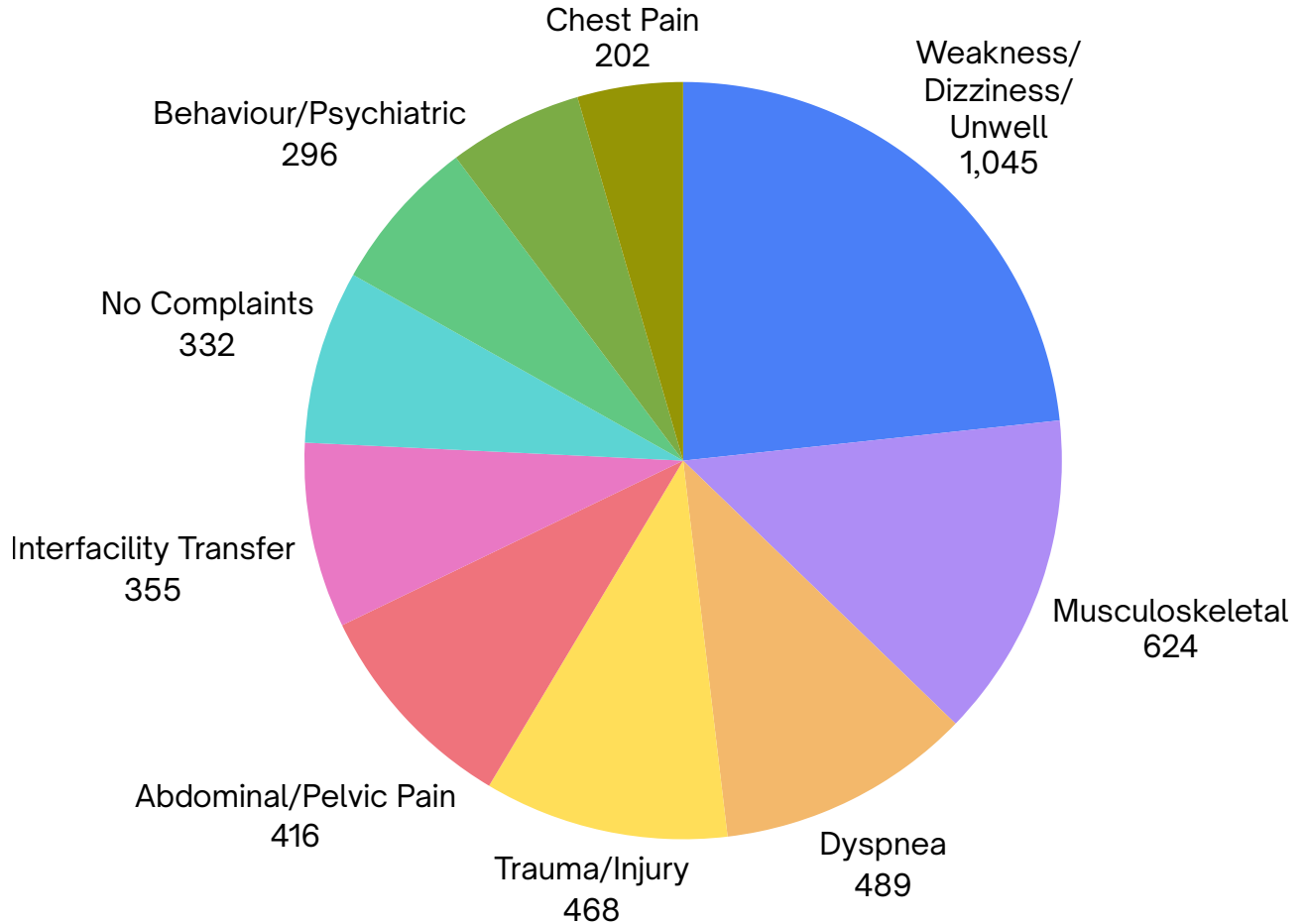


Program Development

Call Types

DCPS remains committed to promoting and supporting improved clinical care, safety and quality. When a member of the public requires immediate medical care, an entire team of dedicated, highly-qualified people come together to provide the highest level of care possible. DCPS utilizes the data collected from electronic Patient Care Reports (ePCR's), the Ambulance Communication Centre and various hospitals that receive patients from DCPS to assist with the decisions that will impact the direction of the service in the future. All data collected during a Paramedic's duties are protected under the Personal Health Information Protection Act.

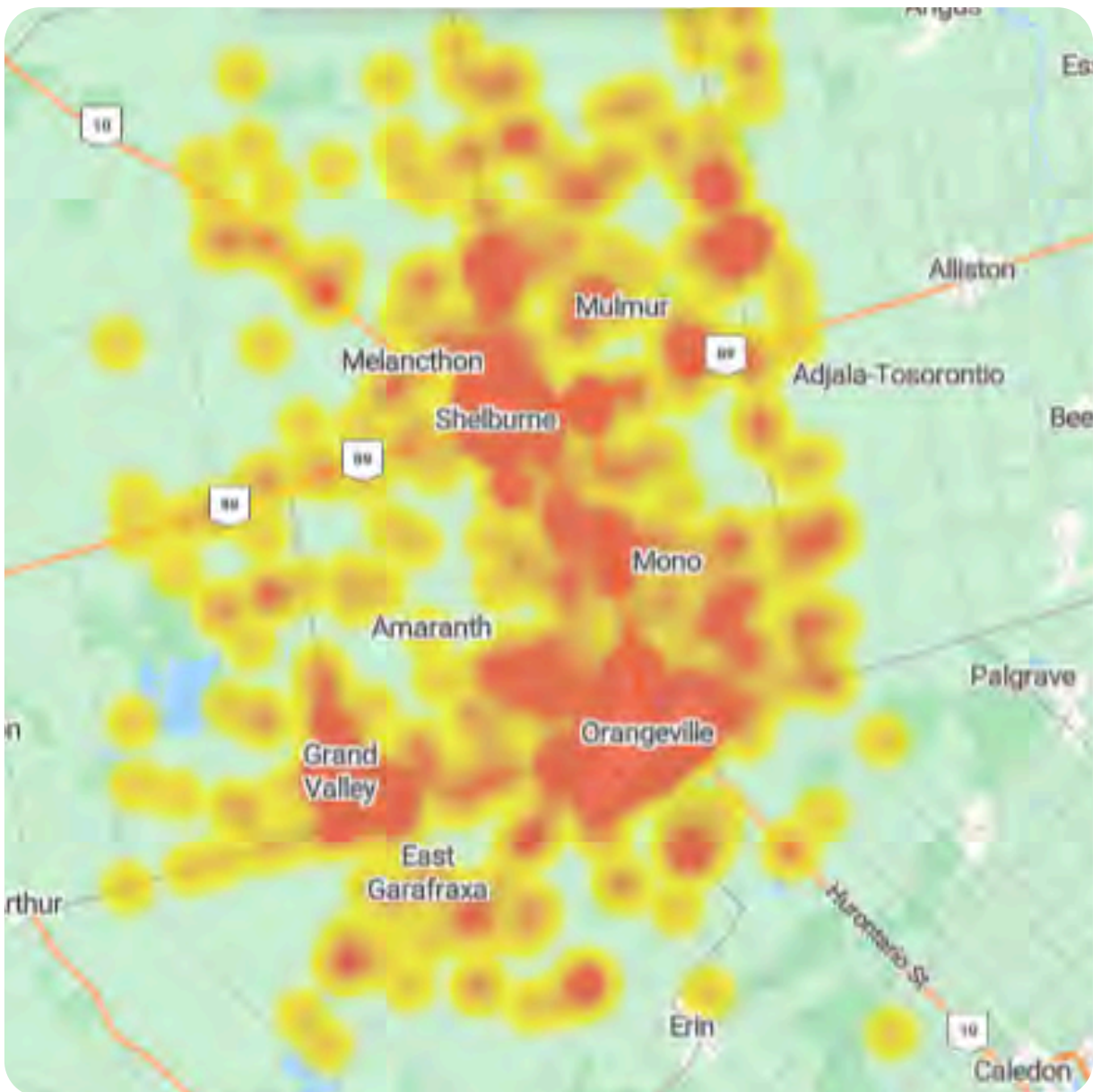
The top ten (10) Call Types for 2025 are displayed below.



Program Development

Call Locations

DCPS works collaboratively with HGlobal, a leader in data analytics for Paramedic Services. This partnership has brought more data to help leaders make better informed decisions. Moving forward this data will help to shape the future of vehicle deployment, shift patterns, and ambulance utilization. The image below shows the concentration of calls to specific areas with the darker orange colour reflecting increased call volume for the area.

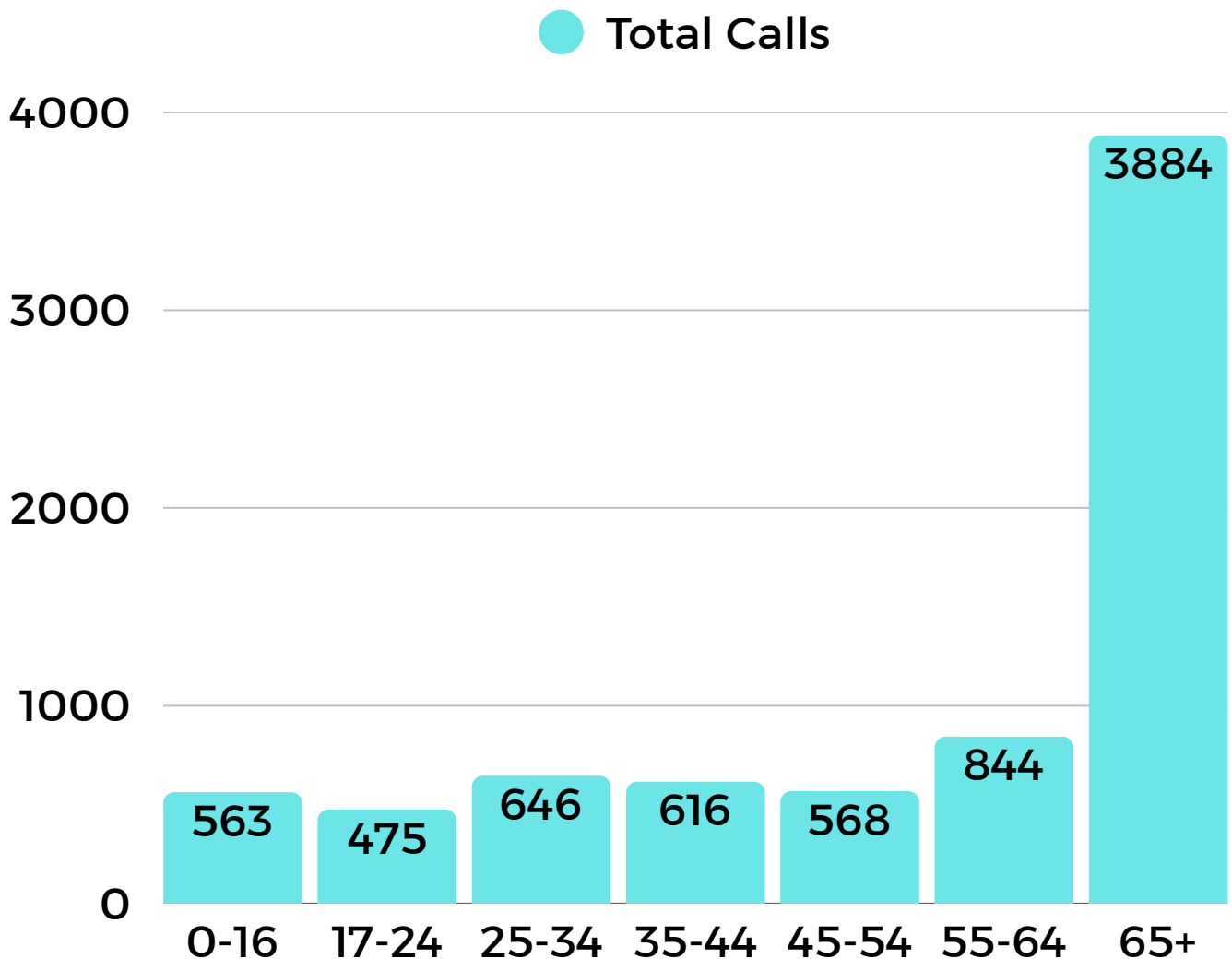


Program Development

Patient Demographics

Canada is experiencing an aging population, which increases demand for healthcare services, and Paramedic Services are not an exception. This demand is driving the need for innovative models of care to help support all patients in their time of need. According to the 2021 census, patients 65 years of age and older accounted for 16% of the Dufferin County population, and in 2025 they represented 49% of the total call volume.

The graph below shows the total call volume for 2025 by age range.



Program Development

Clinical Programs

In cooperation with various community partners, DCPS participates in regional and provincial programs aimed at improving patient outcomes. Currently, DCPS has seven programs in operation including Acute Stroke Bypass, ST Elevation Myocardial Infarction (STEMI) Bypass, Code STEMI, Paramedic Referral, Palliative Alternative Destination, Palliative Alternative Treatment program, and Trauma Bypass program.

The **Acute Stroke Bypass** program is a provincial program that transports specific patients suffering from an acute stroke to a hospital that specializes in the treatment of these patients.

STEMI Bypass is a program within Dufferin County that transports patients suffering from STEMI to Southlake Regional Hospital for a life-saving procedure referred to as Primary Percutaneous Coronary Intervention (PCI).

Code STEMI occurs when patients present to Headwaters Health Care Centre Emergency Department suffering from a STEMI. These patients are also immediately transferred to Southlake Regional Hospital for Primary PCI.

Paramedic Referral involves referring those patients who are most vulnerable and consistently high users of the health care system to alternative sources of health care. This helps patients receive the right care, at the right time in the right place.

The **Palliative Alternative Destination** is a pilot project approved by the Ministry of Health, which enables paramedics to transport patients at end-of-life to the hospice of choice. In coordination with our partners at Bethell Hospice and Matthews House Hospice, Paramedics are able to support a patient's wishes for end-of-life care.

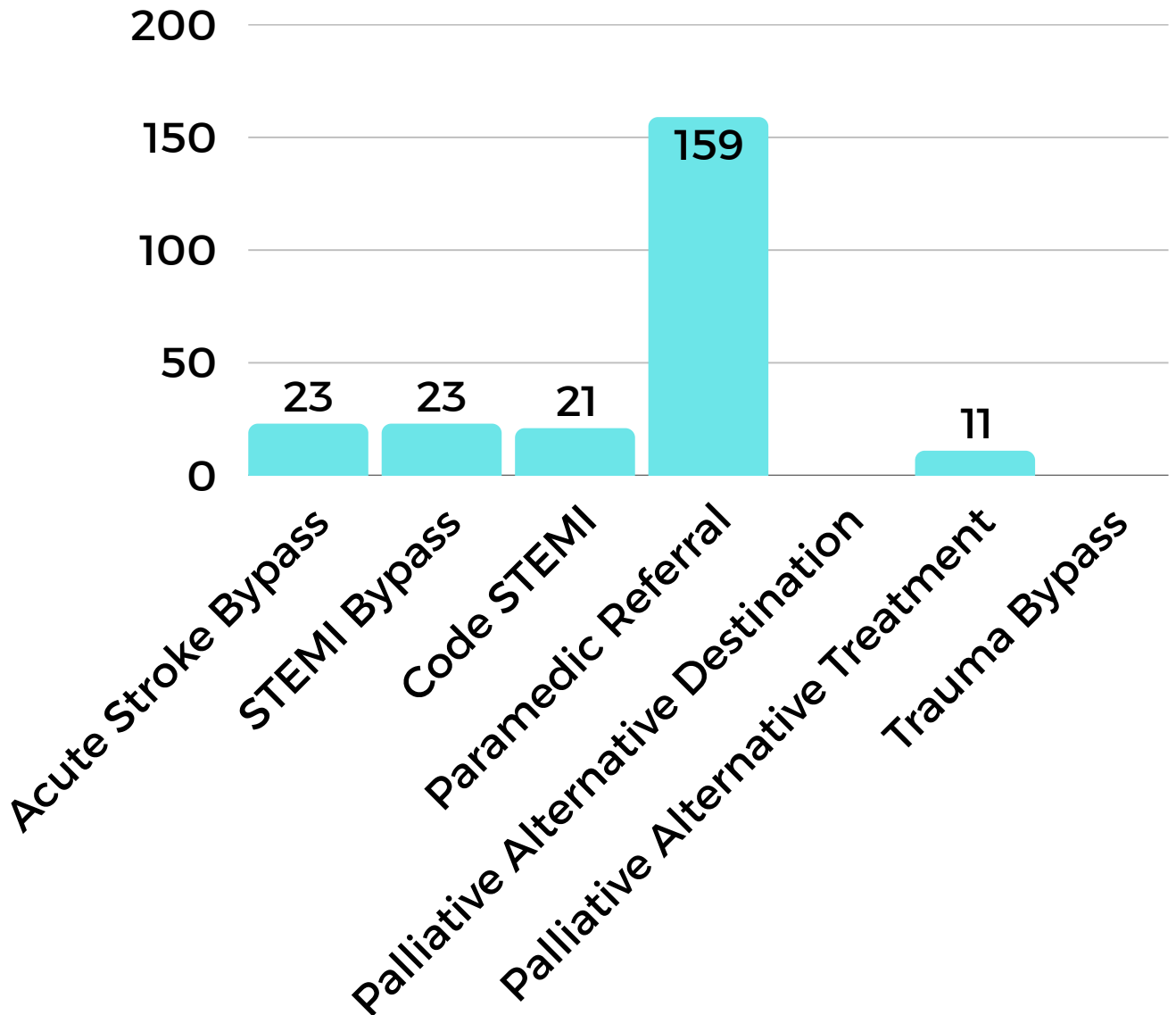
The **Palliative Alternative Treatment** program is a pilot project in collaboration with our base hospital, CPER, and the Ministry of Health, that provides the highest-level of evidence-based care to palliative patients. These patients are then connected with their Primary Care Physician and Palliative Care Team to ensure a seamless transition.

Program Development

Clinical Programs

The **Trauma Bypass** program is in collaboration with Sunnybrook Health Sciences, which allows Paramedics in Dufferin County to transport severely injured trauma patients directly to a Level 1 trauma centre, so the patient can receive the best care possible, in a timely manner.

The graph below shows the number of calls which resulted in a program being utilized in 2025.



Program Development

Quality Assurance

As mandated by the Ambulance Act of Ontario, each Paramedic Service must have a vigorous Quality Assurance Program that oversees the daily activities of all Paramedics employed by the service. DCPS currently exceeds all mandated requirements for a Quality Assurance Program by completing audits of 100 per cent of electronic Patient Care Report's, on scene paramedic evaluations, yearly performance appraisals and quarterly performance reports. This program leads to DCPS providing the highest level of evidence-based care to the residents and visitors of Dufferin County.



Education



All Paramedics must complete various types of education on an annual basis in order to maintain their Paramedic certification. Every year, our Paramedics undergo an Annual Practice Review conducted by the base hospital and must complete additional Continuing Medical Education. In addition, paramedics must complete service-related training specific to new equipment, emerging trends and annual competency evaluations.

Program Development

Public Access Defibrillation (PAD)

Since 2006, DCPS has managed the Public Access Defibrillation (PAD) Program within Dufferin County. Currently, there are over 180 PAD's available throughout the county in various municipal buildings, recreation centre's and public facilities. Since the start of the PAD Program in our county, there have been five (5) lives saved directly attributed to PAD use. DCPS also instituted a PAD loaner program, where anyone can borrow a PAD for a short period of time for family events, weddings, and local public gatherings to ensure the health and safety of all that attend.



Community Paramedic Program

The Community Paramedic Program provides targeted care for the most vulnerable patients by connecting them with the most appropriate access point into the health care system. Using a range of tailored strategies and a patient-centered approach, the program helps reduce unnecessary 911 calls and emergency department visits. It also decreases hospital admissions and shortens hospital stays for those who require acute care—ultimately improving patient outcomes while easing pressure on the health care system.

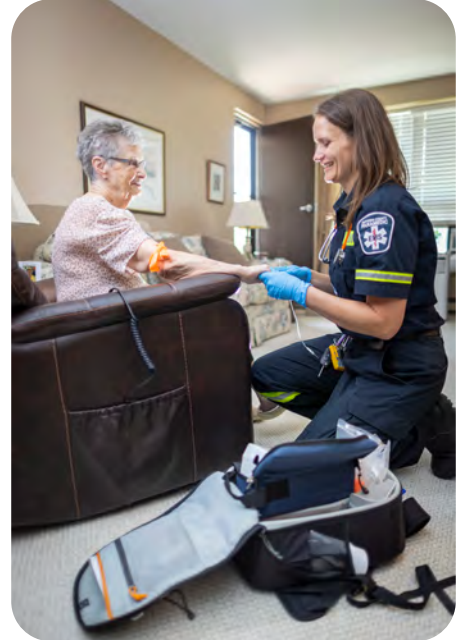
In 2021, the Community Paramedic Program received three years of dedicated funding to help support the residents of Dufferin County. This funding has since been extended for two additional years, which will ensure the most vulnerable clients, receive the needed care in their location of choice. Virtual care options, such as our Remote Patient Monitoring program, provide a level of comfort for patients who require extra care and immediate response while their caregiver is unavailable.

Since 2015, DCPS has worked collaboratively with our Community Partners, including family physicians from the area to ensure that these patients are receiving the best possible care.



Community Paramedic Program

Through strategic partnerships with local physicians, Community Paramedics are authorized to provide a variety of designated medical acts, assessments, and routine procedures. These skills help to ensure that the patients receive the best possible care. Our unique collaboration with local Primary Care Physicians and allied healthcare providers, ensures that all team members have up-to-date, relevant information for seamless delivery of care.



Blood Work

Designated Medical Act

ECG

Exacerbation Management

Initial Assessment

Intravenous Access

Urinalysis

Vaccinations

Wellness Checks

Community Engagement

DCPS is committed to promoting the profession of Paramedics through public education, public relations, community events and fundraising initiatives. It was a great year for the staff at DCPS, as we were able to get out and join our community at various events, such as food drives and fundraising events. For 2025, DCPS staff committed more than 500 hours in support of our community.

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DUFFERIN COUNTY PARAMEDIC SERVICE

Community Engagement

In 2025, Dufferin County Paramedic Service (DCPS) supported community and humanitarian efforts through the donation of a decommissioned ambulance for continued service beyond its frontline operational life.

Through collaborative efforts with HGlobal and its partner organization, the Keneya Ni Kalan Institute (KNIKI), the donated ambulance represents a critical resource in advancing KNIKI's mission to provide timely and equitable healthcare to underserved populations in Mali, West Africa. Through the shipment, refurbishment, and deployment of this vehicle, local Community Health Workers will be better equipped to deliver emergency care, connect patients with tertiary health services, and improve health outcomes for women, children, elders, and families across the region.

This contribution exemplifies Dufferin County Paramedic Service's commitment to global health equity, responsible stewardship, and community solidarity.



Patient Satisfaction

THEY ARE KIND, CARING, PROFESSIONALS IN EVERYTHING THAT THEY DO. THEY ALLEVIATED MY FEARS AND MADE ME FEEL AT EASE. THE ENTIRE TEAM IS GREAT

EXCELLENT SERVICE. PROFESSIONAL, KIND AND CARING
THANK YOU!!

BOTH PARAMEDICS WERE EXTREMELY PROFESSIONAL. THEY WERE REASSURING AND PUT ME AT EASE. JOB WELL DONE!!

PARAMEDICS WERE VERY KIND AND COMPASSIONATE. THEY CALMED ME DOWN WHEN I WAS VERY ANXIOUS. CONSIDERING THE SITUATION, IT WAS A PLEASANT EXPERIENCE

THE PARAMEDICS TOOK EXCELLENT CARE AND ENSURED THAT I WAS COMFORTABLE AT ALL TIMES. I WAS EXTREMELY COMFORTABLE AND RELAXED

THE PARAMEDICS TREATED ME WITH KINDNESS AND RESPECT, WERE VERY KNOWLEDGABLE WHILE TAKING CARE OF ME. THEY STAYED WITH ME AT THE HOSPITAL AND GAVE ME A WARM BLANKET BEFORE HAVING TO LEAVE

VERY PROFESSIONAL AND CARING PEOPLE, MADE ME FEEL COMFORTABLE. THEY SHOWED ME KINDNESS AND COMPASSION

PARAMEDICS HAVE ALWAYS BEEN VERY CARING AND ATTENTIVE, I ALWAYS FEEL LIKE I GET THE BEST SERVICE WHEN I CALL

Contact Us

Phone

519-941-9608

Website

<https://www.dufferincounty.ca/county-services/paramedic-services/>

Address

325 Blind Line Orangeville, ON L9W 5J8

