

REPORT

Fire and Rescue Services

To: Mayor Johnstone and Members of Council
Date: July 8, 2024

From: Erin Williams, Fire Chief
File: 05.1035.10

Item #: 2024-407

Subject: Community Excellence In Service Delivery Award Application

RECOMMENDATION

THAT Council endorse the submission of the Emergency Monitoring Centre Program to the UBCM 2024 Community Excellence in Service Delivery Award.

PURPOSE

UBCM is receiving applications for the 2024 Community Excellence in Service Delivery Awards for projects or programs that provide effective services in a proactive manner and demonstrate a benefit to the community.

SUMMARY

The Emergency Management Office's (EMO) Emergency Monitoring Centre (EMC) is a unique, fiscally responsible and innovative program to increase the capacity and resiliency of the Fire Department, ambulance service and hospital emergency department during mass casualty events such as extreme heat events.

DISCUSSION

UBCM is accepting applications for the 2024 Community Excellence in Service Delivery Awards for projects or programs that provide effective services in a proactive manner and demonstrate a benefit to the community. Staff believe the Emergency Management Office's (EMO) Emergency Monitoring Centre Program should be considered for this award.

During the 2021 'Heat Dome' the demand for ambulance emergency calls for service could not be met by the ambulance service resulting in fire department resources being completely preoccupied with patients. This resulted in many calls for service being left unanswered and resulted in the death of twenty eight New Westminster residents due to heat related illness. The EMO responded by forming a collaborative program with Fraser Health Home Health to establish the Emergency Monitoring Centre program.

The Emergency Monitoring Centre (EMC) is a proactive, unique and fiscally responsible patient monitoring centre that can rapidly be established when the ambulance service, fire department or hospital emergency department is experiencing high demand for service. When the EMC is activated, fire department personnel will assess a patient's status upon arrival at a medical emergency and either evacuate less ill patients to the EMC or prioritize sicker patients for transport by the ambulance service to the hospital emergency department. The EMC is staffed with nurses, fire firefighters and care aides to monitor multiple patients with fewer resources than would be required by normal emergency response protocols. This frees up fire apparatus, reduces the demand for ambulances and decreases the congestion in the emergency department ensuring that service delivery is prioritized to sicker patients and increasing the resiliency and capacity of the fire department, ambulance service and emergency department until the increased demand for service subsides.

The EMC can be established utilizing existing resources making it fiscally responsible. It can also be scaled up for large scale incidents with the additional staffing being paid for by Emergency Management and Climate Readiness, resulting in no increased expenses for the City, ambulance service nor the emergency department.

FINANCIAL IMPLICATIONS

There is no fee for application and thus no expense for applying for the award.

INTERDEPARTMENTAL LIAISON

The Emergency Monitoring Centre is a collaborative project between the Emergency Management Office, the Fire Department, Parks and Recreation and Information Technology Services.

OPTIONS

Option 1 - THAT Council endorse the submission of the Emergency Monitoring Centre Program to the UBCM 2024 Community Excellence in Service Delivery Award.

Option 2 - Council provide alternate direction.

Staff recommends Option 1.

ATTACHMENTS

#1 Community Excellence Awards 2024 Application Form

APPROVALS

This report was prepared by:
Brad Davie, Deputy Fire Chief

This report was reviewed by:
Erin Williams, Fire Chief

This report was approved by:
Lisa Spitale, Chief Executive Officer