

City Council Additional Meeting Agenda

Tuesday, June 15, 2021 – Via Video Conference

Call to Order: 1:30 PM

1. Reports

1.1. Emergency Management Services - Dispatch

1.1.a. EMS Dispatch Consolidation - Alberta Emergency Dispatch Integrated Working Group (AEDIWG) Update

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1.1.b. Ambulance Emergency Dispatch – Advocacy Update

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June 15, 2021

EMS Dispatch Consolidation – Alberta Emergency Dispatch Integrated Working Group (AEDIWG) Update

Prepared by: Ken McMullen

Department: Development & Protective Services

Report Summary

The City of Red Deer EMS Dispatch was consolidated on January 12th, 2021. After significant advocacy efforts by Mayors Veer, Spearman, Nenshi and Scott to overturn the decision to consolidate, Tyler Shandro, Minister of Health, proposed that a formal provincial table will be established to support the transition to the provincial integrated EMS dispatch system. The Alberta Emergency Dispatch Integrated Working Group (AEDIWG) was launched on March 19th, 2021, with representatives from Alberta Health (AH), Alberta Health Services (AHS) and a representative from The City of Red Deer, The City of Calgary, The City of Lethbridge and the Municipality of Wood Buffalo (municipal partners).

Since March 19th, 2021, the AEDIWG has met weekly with a collective approach to put forward a recommendations report to the Minister of Health. The recommendations put forward will support an action plan with a focus on the improvement of EMS dispatching services.

The information for the Minister of Health focuses on a number of issues including, but not limited to:

- Access to real time data regarding ambulance locations and activities (either I/NetViewer or some other similar application);
- Process for sharing ambulance statistics with municipality partners;
- Municipal 911 dispatch center ability to listen in on EMS dispatch calls, and;
- Process for sharing timely and accurate mapping data between dispatch centers.

Administration requests that Council accept this report and presentation as information on the progress of the AEDIWG.

Proposed Resolution

Council will receive this report for information.



OFFICE OF THE MAYOR

Date: June 9, 2021

To: City Council

From: Darren Kuz, Government Advocacy and Public Relations Strategist

CC: Brad Koopmans, Chief of Staff

Subject: Ambulance Emergency Dispatch – Advocacy Update

Background:

Since July, 2020, The City of Red Deer along with its partners, City of Lethbridge, City of Calgary, and the Regional Municipality of Wood Buffalo have been strongly advocating against any decision by Alberta Health Services (AHS) to consolidate the remaining regional ambulance dispatch services into the AHS system. However, even with these robust advocacy efforts, on January 12, 2021, Red Deer ambulance dispatch was officially consolidated.

The City of Red Deer along with its three municipal partners have used multiple advocacy tactics to educate and convince the Minister of Health to overturn the decision by AHS. The City has met with the Minister of Health, Minister of Municipal Affairs, local and regional MLAs and numerous Mayors to discuss the importance of regional ambulance dispatch. Our City has sent letters to Cabinet and UCP MLA. Council has even officially offered to cover the cost of the ambulance dispatch consolidation. We executed an extensive public relations and social media campaign that included letters to the editor, website development requesting stories from residents, and online and print advertisements.

In January 2021, Mayor Veer sent a letter to the Minister of Health requesting specific measures that could be taken to mitigate the impact of ambulance dispatch consolidation. As a result of this letter, the Minister of Health ordered that an operational working group be formed to hear and discuss input regarding dispatch consolidation. Currently, Chief McMullen is participating on this committee.

Moving Forward:

As we move forward, there are additional tactics that can be used to complement our current order to enhance our advocacy efforts regarding this important issue. We will also continue to bring matters to Council as necessary. Below are some of the sample tactics that are at our disposal.

- **Call for an independent review** – Requesting that the Government of Alberta perform a third party review of the current consolidated AHS system (AUMA resolution).
- **AHS Board of Directors** - Share technical briefings.
- **Health Quality Council of Alberta** - Request a review of dispatch consolidation from a patient safety perspective.
- **Call for experiences** – Continue to have Albertans share their recent experience with AHS dispatch and sending them to media and local MLAs. Encourage residents to record their experiences and post them on social media using a specific hash tag.
- **Affected communities** – Sharing information and technical briefings.