

MLAs Request for an update on ambulance service

From: Ho, Theresa HLTH:EX <Theresa.Ho@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: June 23, 2021 9:05:31 AM PDT

Good morning, Minister.

We have a request from the office of MLAs Josie Osborne, Adam Walker, Doug Routley, Murray Rankin, Jennifer Rice, Nathan Cullen, Mike Starchuk, George Chow, and David Eby (lead by the office of MLA Osborne) for a briefing on the changes with the BC Ambulance services.

Would you like to speak with them separately by geographic regions of the island, northern BC and the lower mainland - or together? If so, do you mind if some of their staff listen in for an understanding of the situation?

Please let us know your thoughts. Thank you.

Theresa

Re: HLTH Media Request: Ambulance wait

From: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
To: MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca>
Sent: June 26, 2021 8:34:30 PM PDT

Hmm. Well I changed the password. Worrying. And bizarre it involved who it involved. Quite unfortunate.

Sent from my iPad

On Jun 26, 2021, at 8:05 PM, MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca> wrote:

I deleted at 2:59pm it said it had been up for 3 minutes when I deleted it.

Sent from my iPhone

On Jun 26, 2021, at 7:53 PM, Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca> wrote:

When did this go up in my account?

Sent from my iPad

On Jun 26, 2021, at 7:40 PM, Dix, Adrian HLTH:EX
<Adrian.Dix@gov.bc.ca> wrote:

There is something strange in my Twitter feed. See Justin McElroy . Can you look at it? It suggests a tweet from me that I definitely never made. Have I been hacked?

Sent from my iPad

On Jun 26, 2021, at 2:18 PM, MacDonald, Alex HLTH:EX
<Alex.MacDonald@gov.bc.ca> wrote:

Are you good with this statement for global?

Sent from my iPhone

Begin forwarded message:

From: "Lawrie, Hannah GCPE:EX"
<Hannah.Lawrie@gov.bc.ca>
Date: June 26, 2021 at 1:52:07 PM PDT
To: hlth Ministerial and Executive Assistants
<hlthmaea@victoria1.gov.bc.ca>
Cc: "Machell, Aileen GCPE:EX"
<Aileen.Machell@gov.bc.ca>, "Youngs, Kirsten
R GCPE:EX" <Kirsten.Youngs@gov.bc.ca>,
"Ferrier, Jeffrey GCPE:EX"
<Jeffrey.Ferrier@gov.bc.ca>, "May, Stephen
GCPE:EX" <Stephen.May@gov.bc.ca>,
"Thomson, Krystal GCPE:EX"
<Krystal.Thomson@gov.bc.ca>
**Subject: FW: HLTH Media Request:
Ambulance wait**

Hi Alex,
Thanks for the chat – As discussed, Global is
wondering if the Minister is available for an on-
camera or Zoom today regarding the following.
We've reached out to BCEHS for details and to see
what they may be sending but wanted to get this to
you in the meantime.

Reporter

Kristen Robinson, Reporter
Global TV | BC
Kristen.Robinson@globalnews.ca
604-561-8840 c: 778-945-9366

Deadline Saturday, June 26, 2021 4:00 PM

Request

We are following up on an inquiry we received
from Ersilio Iacuitto regarding a 911 call he made
last night for an ambulance to his mother's home
at s.22 in Vancouver, BC. We
have reached out to BC EHS but in this case,
Ersilio has also issued a direct plea to Health
Minister Adrian Dix.

Here's what happened according to the patient's
family...Ersilio received a frantic call from his
85-year old mother Tarsilla Iacuitto around
430pm Fri. June 25 saying she'd fallen and
needed his help to get up. He ran over to her
house as he lives two doors down and found her
laying flat on the floor in front of the kitchen
sink. Ersilio says he called 911 at around 450pm
and was told to call back if an ambulance didn't
arrive in 20 minutes. Vancouver firefighters
arrived in less than 20 minutes and checked his

mother's vital signs but were unable to give her anything for the pain. His mother also had to use the washroom but firefighters could not move her as they didn't want to risk doing more damage to the senior. Ersilio says another 20 minutes passed and no ambulance. He says the fire chief called in a few times to check on the ETA for an ambulance and was first told it would arrive in 10 minutes, and then that the ambulance that was supposed to arrive had been diverted to another more emergent call – and they were back to number 10 in the queue. Another unit of firefighters arrived to help care for Ersilio's mother before an ambulance finally arrived to transport her to hospital about three hours later. His mother was forced to soil herself during the delay.

Ersilio also had a message for Adrian Dix – please see below:

“Spend more money don't put in your pocket spend it where it has to go, because these people have paid their dues now it's time that they need a hand and help. So don't fatten the managers fatten the ambulances so they could do their services.”

If the minister wishes to respond, we can send a camera to him or do a Zoom before 5pm today.

Ersilio's contact info. is below:

Ersilio Iacuitto

s.22

Recommendation

Here's the latest approved statement that we've provided on this in the last week

We take the concerns of people who deal with health services in B.C. very seriously and we're working to address the challenge.

The ministry is continuing to invest in our province's emergency health services and ambulance paramedics, so they can carry on their important work. We're hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more position will be posted in July. We're improving services and we're adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25

million to \$559.14 million. This is over double the percentage from the previous four years.

Since 2017, response times across the province have generally improved or remained consistent, despite significant increases in call volumes.

Important changes are currently being rolled-out to our staffing model across the province, which are part of the of the negotiated collective agreement with the Paramedics and Dispatchers Association of BC. This new staffing model is aimed at improving emergency response coverage and a creating a more stable paramedic workforce.

We will continue to work with BCEHS and the Ambulance Paramedics of B.C. to ensure people have access to quick ambulance service when needed.

Background – checking with BCEHS

June 29, 2021 – High call volumes and extreme heat BCEHS

Summary: Unprecedented hot weather plus emergencies related to summer outdoor activities are causing systemic issues across the health system and are having a major impact on pre-hospital care and BCEHS. The APBC is detailing long delays and negative impacts on patient health and safety in the mainstream media, and individual paramedics are taking to social media, including this Reddit thread: ['Failure in BCEHS providing healthcare, resulting in deaths.'](#)

Key Messages:

- BCEHS prioritizes the most critically ill and injured patients based on a medical priority dispatch system used around the world.
- On a daily basis, BCEHS responds to more than 1450 medical emergencies province-wide.
- We have seen some dramatic spikes in call volumes recently, and June 28 (yesterday) there was another record high for 911 calls in BCEHS history, with paramedics dispatched to 1,975 medical emergency calls.
 - While these represent the calls that paramedics attend, our dispatch centres are receiving more than 3000 calls, which is more than double the regular number.
- We know that some less time critical calls have faced some longer response times and we apologize for the wait, we know it can be stressful waiting for an ambulance.
- We're asking the public to keep themselves as safe as possible and call 911 if they have a medical emergency - but if it's medical advice they need instead, they can call 811 and speak to a nurse.

Heat-related Calls

- During BC's unprecedented heat wave, BCEHS call takers, dispatchers and paramedics have seen a marked spike in heat-related 911 calls from the public.
- Over this past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday alone (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Yesterday, June 28, saw paramedics responding to 132 heat stroke and heat exhaustion calls. So far this month there have been 534 heat-related calls, compared to 14 in June 2020.

BCEHS Staffing – Paramedics and Dispatch

- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed.
- BCEHS is also implementing staffing model changes and adding more than 500 permanent positions throughout the province this year to enhance staffing.
- BCEHS is a provincial ambulance service with no municipal boundaries, and when there are unstaffed ambulances there is a strong system in place to send ambulances from the surrounding stations.
- BCEHS is increasing our staffing and triage capacity in our dispatch centres to help deal with this unprecedented call volume.
- We have activated our 24/7 Emergency Coordination Centre.
- Our managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- We also have managers in dispatch assisting with calls.
- Improving our staffing levels by strengthening our proactive advanced scheduling, to ensure there are less shifts unfilled in both our dispatch centres and on our front line.

Background:

- On June 28, 911 calls were up 54% and calls needing ambulance dispatch were up 25%.

- Overnight June 28 – 29, BCEHS had two physicians in dispatch to assist.
- At one point overnight there were 230 calls awaiting dispatch. While the majority of calls waiting were yellow, there is inevitable impact on response times for red and purple calls due to the volume of calls to be triaged.
- Unfortunately, there have been deaths related to heat and underlying conditions (heat stroke, secondary cardiac arrest, etc.). It is not clear without case analysis whether delayed response by ambulance contributed to the deaths.
- Heat-related issues in the Lower Mainland (LM) appear to be systemic:
 - A number of hospitals were on critical care bypass overnight (including VGH and SPH) due to their volumes and the severity of cases in the ED
 - VGH is reported to have had 5-6 patients on ventilators in the ED
 - FH hospitals are also reportedly feeling impact
- There are significant ambulance off-load delays at virtually all LM hospitals, and many others around the province.
 - Across the province, BCEHS experienced 232 hours of off-load delays on June 28.
 - The target turn-around time for an ambulance off loading at a hospital is 30 minutes. Across B.C., the average total off load delay is about 30 – 40 hours per 24-hour cycle
 - Over the past week, off-load delays increased significantly. Figures provided province-wide totals but the greatest impact is in the lower mainland:
 - June 24 – 59 hours
 - June 25 – 82 hours
 - June 26 – 91 hours
 - June 27 – 92 hours
 - June 28 – 232 hours
- Overnight, Vancouver Fire reportedly advised that due to volumes it could only respond to purple calls.
- BCEHS dispatch staffing is not believed to be an issue; the issue is volume of calls.
- Over the weekend, only about 8-9 dispatch shifts were vacant. Today BCEHS dispatch is 100% staffed and they will follow up on yellow calls that were not responded to yesterday.
- Last night volumes were more reasonable than the night before.
- Impact of the heat and volumes is provincial, but the situation is most acute in the LM where off-load delays are compounded by hospitals being on critical care bypass.
- There may also be a correlation between reduced/restricted access to primary care due to the prolonged impact of the pandemic; many GPs are still only offering virtual care so people needing more acute care are calling 911 or using EDs as their first point of contact with health care services.
- BCEHS is developing further mitigation plans.^{s.13}

s.13

Allegations contained in June 29 Reddit post:

Redditt Post #1 BCparamedic712

https://www.reddit.com/r/vancouver/comments/o9yf87/failure_in_bcehs_providing_health_care_resulting/?utm_source=share&utm_medium=ios_app&utm_name=iossmf

- *Redditt post: Last night a patient was trying to get a hold of 911 EMCT and couldn't get through, they decided to walk to their nearest Fire Department hall, they collapsed and went into cardiac arrest and died. This should've never happened. No one should be left on hold or unable to call for help in this day in age, in Canada. It's unacceptable and in my opinion, it's criminal.
[NEED MORE INFORMATION]*
- *Redditt post: Vancouver Fire Department, were on scene with a call, it was delayed and information was initially not a RED or Purple call. While on scene and delayed for EHS, they advised the family and quoted from paramedics "if you want your family member to live, transport them yourself to the hospital" instead of updating our dispatchers who they can communicate to without delay, that the patient has been getting worse, noticing grave patient conditions they instead advised them to transport alone. The*

patient's family did so, and in the parking lot, paramedics noticed the grave situation and while they were already with other patients/prepping for the next call, they jumped into action and did everything they could to help this patient. The last I heard is this patient died (this has been unconfirmed, they may still be alive and were in critical condition, please do not take this patient outcome as direct, it's the intent of how messed up the situation is that this was the result. A more stable patient become unstable and no changes were made and poor advice given). s.13

Call Details

- s.22
-
-
-
-
- Redditt post: Burnaby Fire Department was on scene for a seizure call, holding 2+hours. The patient was awake and responding but still had a neurological episode requiring assessment and further care. They also advised the family to transport and follow. In doing so the patient and family were met by paramedics again at the hospital. Paramedics took over and assessed, gather critical history, obtained vitals and noticed a dangerous blood pressure and immediately got them to the front of the line at triage and into definitive care.

Call Details

- s.22
-
-
-
-
-
-
-
-

MPDS (911 Ambulance Calls) Response Time by CRM Colour
Excludes dispatched blue (very low acuity) events

Day	MPDS Events	Purple		Red		Orange		Yellow	
		Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)
2021-05-16	1,592	27	07:11	420	10:31	489	13:40	656	19:19
2021-05-17	1,603	38	07:23	417	10:27	474	13:31	674	18:30
2021-05-18	1,414	37	07:12	336	10:13	454	12:21	587	18:18
2021-05-19	1,641	43	07:24	407	09:09	543	12:19	648	17:50
2021-05-20	1,609	32	06:34	438	09:49	509	12:18	630	19:14

2021-05-21	1,632	48	07:09	431	10:21	529	12:16	624	18:26
2021-05-22	1,664	45	07:53	439	10:26	536	13:51	644	19:04
2021-05-23	1,505	25	10:20	368	10:45	468	12:40	644	19:44
2021-05-24	1,507	36	08:10	388	09:09	430	11:31	653	15:24
2021-05-25	1,542	28	07:04	403	10:00	472	13:17	639	17:11
2021-05-26	1,414	31	07:07	320	09:21	446	12:34	617	19:34
2021-05-27	1,465	25	06:57	357	09:15	469	13:03	614	19:56
2021-05-28	1,540	38	07:56	380	09:54	555	14:41	567	19:12
2021-05-29	1,617	41	08:29	379	09:24	505	12:36	692	19:05
2021-05-30	1,496	30	07:50	406	10:08	488	13:27	572	17:45
2021-05-31	1,543	45	08:36	418	09:50	453	12:44	627	18:45
2021-06-01	1,681	47	08:09	477	10:49	557	14:39	600	21:23
2021-06-02	1,749	48	08:04	476	10:16	526	14:36	699	18:58
2021-06-03	1,669	48	08:18	447	09:50	499	13:40	675	18:32
2021-06-04	1,482	43	08:25	359	10:34	464	12:45	616	19:05
2021-06-05	1,468	36	07:15	341	10:19	468	12:42	623	19:29
2021-06-06	1,357	21	08:08	373	09:52	402	11:32	561	16:59
2021-06-07	1,436	27	09:56	363	09:47	471	12:53	575	17:47
2021-06-08	1,511	33	08:19	338	09:53	495	12:17	645	18:35
2021-06-09	1,519	39	08:42	366	09:37	505	12:57	609	18:31
2021-06-10	1,489	31	07:12	350	10:10	473	11:39	635	19:34
2021-06-11	1,556	30	06:33	357	09:08	468	13:00	701	19:14
2021-06-12	1,607	33	06:52	415	09:52	485	11:37	674	17:17
2021-06-13	1,531	33	08:55	357	10:14	439	11:56	702	18:32
2021-06-14	1,580	39	06:23	383	09:33	491	12:06	667	17:50
2021-06-15	1,531	38	08:10	387	10:18	471	12:57	635	18:10
2021-06-16	1,569	34	08:48	381	08:57	512	12:22	642	18:32
2021-06-17	1,564	32	08:07	400	10:06	500	12:20	632	19:21
2021-06-18	1,658	23	06:59	403	10:23	573	13:32	659	20:10
2021-06-19	1,503	35	07:45	436	10:14	441	14:03	591	19:24
2021-06-20	1,539	34	07:44	397	10:32	470	13:41	638	19:25
2021-06-21	1,618	27	09:22	430	10:12	526	13:56	635	18:49
2021-06-22	1,604	34	07:40	401	09:53	516	13:03	653	18:09
2021-06-23	1,730	45	07:37	504	09:52	550	13:06	631	20:58
2021-06-24	1,784	39	06:19	501	09:43	556	13:00	688	20:54
2021-06-25	1,833	59	08:19	532	10:42	612	15:05	630	21:11
2021-06-26	1,850	46	09:33	511	10:42	622	14:57	671	22:02
2021-06-27	1,795	60	11:42	583	14:20	580	18:20	572	21:12
2021-06-28	1,975	98	09:55	635	15:09	672	18:14	570	21:09

RE: URGENT: Media Request - Global BC - State of Emergency/BCEHS

From: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Cc: Dix, Adrian^{s.17}
Sent: July 1, 2021 1:47:16 PM PDT
You have approval (though Geoff is off today).

They are only asking for BCEHS but I can put you forward if you'd prefer?

From: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: July 1, 2021 1:30 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Cc: Dix, Adrian^{s.17}
Subject: Re: URGENT: Media Request - Global BC - State of Emergency/BCEHS

And all the health authorities activated their emergency systems and put the public on extreme heat alerts. And we were and are already in a public health emergency with all of the measures at our disposal. Do they want to speak to me directly and if yes I am approved to be out in the media

On Jul 1, 2021, at 1:06 PM, van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca> wrote:

Did you reply to Jeff about this one?

Topic: State of Emergency
Outlet: Global BC
Contact: Jordan Armstrong
Deadline: 3 pm
Details: Global BC asked why BCEHS doesn't declare a state of emergency due to the heat.
Many working paramedics suggest that would give the organization more powers & ability to respond appropriately.
Action: Darlene MacKinnon, Chief Operating Officer, BCEHS to provide interview

We provided this GCPE-approved statement to Global on the same request yesterday. Darlene would refer to this and the material immediately below.

To be clear, only the provincial government can declare a State of Emergency in BC. The Premier can declare a Provincial State of Emergency and Dr. Bonnie Henry PHO / Minister of Health can declare a Provincial Health State of Emergency.

During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public. On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.

In response, BCEHS activated its 24/7 Emergency Coordination Centre (ECC). The ECC enables the organization to quickly re-prioritize work and re-deploy staff to focus on the crisis at hand and rapidly escalate issues for decision support to PHSA and government as required.

Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. Government is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

On questions related to what actions have been taken:

Our response to the heat wave reflects a combination of proactive measures and new work that continues to happen real-time:

- BCEHS is an organization designed to respond to emergencies, including the dual health emergencies we have been dealing with, the COVID-19 pandemic and the ongoing overdose crisis.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.
- Ahead of last weekend, on the dispatch side, BCEHS worked closely with our partners in ECOMM and put additional processes in place for expected higher volumes.
- We also worked with ECOMM to share public safety and education messages around when to call 911 for a medical emergency and when to call 811 for medical advice.
- We also brought in more clinical expertise into our dispatch centre (paramedic specialists) to help with triaging lower acuity calls.
- We sent out information to our staff around awareness and safety measures regarding working in extreme heat.
- We have been actively monitoring staff levels and filling shift vacancies, including increasing staffing and triage capacity in our dispatch centres and out on the street to help deal with this unprecedented call volume.
- We continue to work with our logistics teams to ensure vehicles and supplies are ready.
- We have also activated our 24/7 Emergency Coordination Centre, which allows for quicker decision-making and redeployment of employees where needed. We increased the number of managers in dispatch assisting with calls.
- Our paramedic managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- In addition, we are working in partnership with lower mainland, metro hospitals to speed up response times and connect patients as quickly as possible to the right level of care:
 - Lower mainland hospitals are increasing emergency department staffing levels to facilitate quicker off-loading of patients, with the goal of getting ambulances back on the road within 30 minutes; and
 - Where appropriate based on care needs, lower mainland health authorities will soon start accepting low acuity patients brought by ambulance to urgent and primary care centres.

On questions related to accountability:

- The combination of a pandemic, heatwave and ongoing overdose crisis is both mentally and physically exhausting for all of us, especially our call takers, dispatchers and paramedics, who are on the frontline every single day. These professionals dedicate themselves to caring for patients, often in their worst moments, 24/7 across the entire province. Their commitment to patient care under some of the most difficult circumstances imaginable is truly admirable.
- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public. On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.
- So far in June 2021 staff have responded to an additional 730 heat-related calls, including heat exhaustion and heatstroke. In comparison, BCEHS responded to 14 heat-related calls in total in June 2020.
- In response, BCEHS activated its 24/7 Emergency Coordination Centre (ECC). The ECC enables the organization to quickly re-prioritize work and re-deploy staff to focus on the crisis at hand and rapidly escalate issues for decision support to PHSA and government as required.
- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed. We are increasing our staffing and triage capacity in our dispatch centres to help deal with the unprecedented call volume. We also have managers in dispatch assisting with calls.

- As well, our managers and supervisors are out in the field supporting our crews and providing much-needed hydration, food and assistance in helping paramedics clear the hospital emergency departments more quickly and efficiently as they work in this challenging weather.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

Snapshot of heat wave call activity province-wide:

- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics saw a spike in heat-related 911 calls from the public.
- Over the past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Monday (June 28), BCEHS responded to 248 heat-related calls: 168 calls for heat exhaustion and 80 calls for heatstroke across the province.
- Tuesday (June 29), BCEHS responded to 187 heat-related calls :123 call for heat exhaustion and 64 calls for heatstroke.
 - Across all three days, BCEHS reports that approximately 80-100 calls per hour were classified as code yellow (low acuity). Solutions to connect these calls with alternate levels of care (like urgent and primary care centres) via non-emergency transport (cabs) will significantly alleviate pressure on paramedics while connecting patients with the right level of care more quickly.*
- For comparison, in June 2020 we responded to 14 heat-related calls total.
- So far in June 2021 that number sits at 730 calls

**This bullet is new and reflects new action actively being explored and stood up ASAP, potentially by this weekend, but the use of cabs to transport low acuity patients will require socialization with the public. This is a solution used in other jurisdictions and in other countries. This solution is listed in the BCEHS action plan discussed with the MO on June 30.*

Fwd: URGENT: Media Request - Global BC - State of Emergency/BCEHS

From: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: July 1, 2021 2:53:20 PM PDT
Reviewed by PHSA/BCEHS and by Ministry Finance team.

Peter Pokorny
Associate Deputy Minister
Corporate Services
Ministry of Health
(778) 698-8046

Begin forwarded message:

From: "Byres, David [PHSA]" <David.Byres@phsa.ca>
Date: July 1, 2021 at 2:48:49 PM PDT
To: "Pokorny, Peter HLTH:EX" <Peter.Pokorny@gov.bc.ca>
Subject: Fw: URGENT: Media Request - Global BC - State of Emergency/BCEHS

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Peter - correct info below

To be clear, only the provincial government can declare a State of Emergency in BC. The Minister of Public Safety and Solicitor General can declare a Provincial State of Emergency and Dr. Bonnie Henry PHO can declare a Provincial Health State of Emergency.

BCEHS had the powers it needed to respond to the heat wave and – in the face of unprecedented challenges - delivered a record response.

During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public. On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.

In response, BCEHS activated its 24/7 Emergency Coordination Centre (ECC). The ECC enables the organization to quickly re-prioritize work and re-deploy staff to focus on the crisis at hand and rapidly escalate issues for decision support to PHSA and government as required.

Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and almost 400 more positions will be posted in July. Government is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

On questions related to what actions have been taken:

Our response to the heat wave reflects a combination of proactive measures and new work that continues to happen real-time:

- BCEHS is an organization designed to respond to emergencies, including the dual health emergencies we have been dealing with, the COVID-19 pandemic and the ongoing overdose crisis.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.
- Ahead of last weekend, on the dispatch side, BCEHS worked closely with our partners in ECOMM and put additional processes in place for expected higher volumes.
- We also worked with ECOMM to share public safety and education messages around when to call 911 for a medical emergency and when to call 811 for medical advice.
- We also brought in more clinical expertise into our dispatch centre (paramedic specialists) to help with triaging lower acuity calls.
- We sent out information to our staff around awareness and safety measures regarding working in extreme heat.
- We have been actively monitoring staff levels and filling shift vacancies, including increasing staffing and triage capacity in our dispatch centres and out on the street to help deal with this unprecedented call volume.
- We continue to work with our logistics teams to ensure vehicles and supplies are ready.
- We have also activated our 24/7 Emergency Coordination Centre, which allows for quicker decision-making and redeployment of employees where needed. We increased the number of managers in dispatch assisting with calls.
- Our paramedic managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- In addition, we are working in partnership with lower mainland, metro hospitals to speed up response times and connect patients as quickly as possible to the right level of care:
 - o Lower mainland hospitals are increasing emergency department staffing levels to facilitate quicker off-loading of patients, with the goal of getting ambulances back on the road within 30 minutes; and

- o Where appropriate based on care needs, lower mainland health authorities will soon start accepting low acuity patients brought by ambulance to urgent and primary care centres.

On questions related to accountability:

- The combination of a pandemic, heatwave and ongoing overdose crisis is both mentally and physically exhausting for all of us, especially our call takers, dispatchers and paramedics, who are on the frontline every single day. These professionals dedicate themselves to caring for patients, often in their worst moments, 24/7 across the entire province. Their commitment to patient care under some of the most difficult circumstances imaginable is truly admirable.
- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public. On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.
- So far in June 2021 staff have responded to an additional 730 heat-related calls, including heat exhaustion and heatstroke. In comparison, BCEHS responded to 14 heat-related calls in total in June 2020.
- In response, BCEHS activated its 24/7 Emergency Coordination Centre (ECC). The ECC enables the organization to quickly re-prioritize work and re-deploy staff to focus on the crisis at hand and rapidly escalate issues for decision support to PHSA and government as required.
- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed. We are increasing our staffing and triage capacity in our dispatch centres to help deal with the unprecedented call volume. We also have managers in dispatch assisting with calls.
- As well, our managers and supervisors are out in the field supporting our crews and providing much-needed hydration, food and assistance in helping paramedics clear the hospital emergency departments more quickly and efficiently as they work in this challenging weather.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over

the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

Snapshot of heat wave call activity province-wide:

- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics saw a spike in heat-related 911 calls from the public.
- Over the past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Monday (June 28), BCEHS responded to 248 heat-related calls: 168 calls for heat exhaustion and 80 calls for heatstroke across the province.
- Tuesday (June 29), BCEHS responded to 187 heat-related calls :123 call for heat exhaustion and 64 calls for heatstroke.
- For comparison, in June 2020 we responded to 14 heat-related calls total.
- So far in June 2021 that number sits at 730 calls

FW: Update EHS

From: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>, van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>, MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca>
Sent: July 2, 2021 8:50:10 AM PDT
Update from David on BCEHS volumes and response times.

From: Byres, David [PHSA] <David.Byres@phsa.ca>
Sent: July 2, 2021 8:48 AM
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
Cc: Gold, Crystal HLTH:EX <Crystal.Gold@gov.bc.ca>; Moulton, Holly HLTH:EX <Holly.Moulton@gov.bc.ca>
Subject: Update EHS

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Peter - call volumes remain high with a very slow decline. As you heard yesterday the HA's have been adding in supports to their emergency departments to get units out of the ED and back responding to calls as quickly as possible and on July 1st we see significant improvements to off load delays - we will monitor to see if that is sustained. No 911 calls waiting unanswered now and 12 calls in process of decision / dispatch currently.

90% of cars staffed on days today. 82% of cars staffed on nights tonight - waiting to see what impacts the overtime offer as of 6pm may have. Additional supports in dispatch and additional supervisors in the field.

Volumes

June 28 – 1987

June 29 – 1972

June 30 – 1895

July 1 - 1860

-

Off Load Delay

June 28 – 232 hours

June 20 – 223 hours

June 30 – 160 hours

July 1 – 37 hours

Currently for the three dispatch centres – 12 pending events compared to 285 at the peak

No calls in 911 queue waiting to be answered by BC ambulance.

Median times for Purple calls yesterday 07:28.

Response Times

Event CRM Colour End	Purple		Red		Orange		Yellow	
Event - Day	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)
2021-06-24	39	0:06:19	501	0:09:43	556	0:13:00	688	0:22:00
2021-06-25	59	0:08:19	532	0:10:44	612	0:15:17	630	0:23:29
2021-06-26	46	0:09:33	511	0:10:42	622	0:15:03	671	0:24:00
2021-06-27	60	0:11:42	583	0:14:44	580	0:19:28	572	0:23:06
2021-06-28	98	0:09:55	635	0:15:50	673	0:20:28	573	0:22:57
2021-06-29	142	0:10:21	619	0:15:38	620	0:19:57	578	0:28:31
2021-06-30	62	0:07:34	522	0:11:33	606	0:17:56	699	0:23:50
2021-07-01	54	0:07:28	473	0:09:32	577	0:12:37	748	0:20:05
Total	1,323	0:08:13	13,040	0:10:36	15,591	0:13:55	19,257	0:20:20

FW: For approval: media responses, two interviews

From: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
To: Dix, Adrian ^{s.17}, Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: July 2, 2021 2:52:40 PM PDT
Attachments: MD - Health and COVID Interview Requests - July 2.docx, Outstanding Media Requests - July 2.docx

From: Nelson, Tiffany GCPE:EX <Tiffany.Nelson@gov.bc.ca>
Sent: July 2, 2021 12:47 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>; Pham, Thuy HLTH:EX <Thuy.Pham@gov.bc.ca>
Cc: Ferrier, Jeffrey GCPE:EX <Jeffrey.Ferrier@gov.bc.ca>; Thomson, Krystal GCPE:EX <Krystal.Thomson@gov.bc.ca>; Youngs, Kirsten R GCPE:EX <Kirsten.Youngs@gov.bc.ca>
Subject: For approval: media responses, two interviews

Hi Amanda and Thuy – here is the rollup for MO review and approval. Let us know if you have any follow-up questions. Krystal will respond to those re: health-proper topics while I'll respond on anything COVID-related. Thank you.

Media requests summary:

- COVID: **Keith Baldrey, Global** – number of COVID-19 briefings **Deadline** ASAP
- HLTH: **Stefan Labbé, Tri-City News** – heat wave, cardiac arrests data, BCEHS resources - **Deadline** ASAP
- HLTH: **Bob Mackin, The Breaker News; Paul Vieira, Wall Street Journal** – ambulance concerns **Deadline** July 2, 5:00 PM
- PHSA: **Lyonel Doherty, Times-Chronicle** – heat-related calls in Oliver and Osoyoos - **Deadline** ASAP
- PHSA – **Lawrence Morton, CBC TV** – interview re: impact of heat wave on health (5 mins, July 3-4) **Deadline** July 2, 5:00 PM

Interview requests:

Minister Dix – non COVID-19

- Date and time TBD by MO **Wyatt Sharpe, YouTube Channel** – Zoom interview (20 mins, flexible date/time but prefers morning as based in Ontario)
- NEW - **Bruno Genest, Producer - TVA Montreal** – live French interview re: heat wave and Phase 3 of restart (between 7am – 12pm or 2pm-5pm EST)

Thanks,

Tiffany Nelson

Communications Manager (COVID-19)
Government Communications & Public Engagement
Ministry of Health | Phone: 250 858-4680

HLTH Media Request: Minister Dix interview request

Reporter

Wyatt Sharpe, Reporter
Wyatt Sharpe YouTube Channel
s.22

Deadline Friday, June 25, 2021 5:00 PM

Request

Hello There! My name is Wyatt! I host the Wyatt Sharpe Show on YouTube, I have included some links to some of my interviews. I am only 12 years old, in addition to my show, I also do volunteer work, I am a Columnist in the Orono Times! I was wondering if Adrian would be willing to join me via zoom for an interview, it would last around 20 minutes!

Links to my Interviews:

Doug Ford Interview: <https://www.youtube.com/watch?v=2lZWGybaAZU&t=74s>
Stephen Lecce Interview: <https://www.youtube.com/watch?v=9xxc9gNFVWk&t=101s>
Jagmeet Singh Interview: <https://www.youtube.com/watch?v=DcnEesfElAA&t=119s>
Vince Guzzo Interview: <https://www.youtube.com/watch?v=VOrxwodpqtA&t=44s>
Colin D'Mello Interview: https://www.youtube.com/watch?v=joz-as_bSHs&t=1118s
Peter MacKay Interview: https://www.youtube.com/watch?v=i_n-ArxG63c&t=668s

And many more!: https://www.youtube.com/channel/UCEl-thoRF6_EGuhc_1eMQYw

Wyatt Sharpe
Political Columnist
Grade 6 Student
Host of Wyatt's Political Podcast

Recommendation

Awaiting date/time from MO.

HLTH Media Request: Minister Dix interview en français - Heat Wave and Phase 3

Reporter

Bruno Genest, Producer
TVA Montreal
Bruno.Genest@tva.ca
514-884-3222

Deadline Wednesday, June 30, 2021 5:00 PM

Request

I'm a news producer at LCN the all-news channel of TVA in Montreal. We would like to have a live interview in French during one of our newscasts this Saturday or Sunday. We are live from 07hAM to noon Eastern time and from 2 pm to 5pm.

We would like to address two topics with minister Dix:

- The impact of the recent heat wave on your population
- Phase 3 of your plan to get back to a normal situation.

Regarding this topic we would like to know what will be your approach with tourists from other provinces, which rules will be implemented, etc.

COVID Media Request: Number of COVID briefings

Reporters

Keith Baldrey, Reporter

Global TV | BC

keith.baldrey@globalnews.ca

250-387-1572 c: 250-360-7658

Rob Shaw, Reporter

CHEK TV - Victoria

rshaw@cheknews.ca

250-893-0841

Deadline ASAP

Request

Reporters would like a total of all COVID-19 PHO briefings that have been broadcasted since the beginning of COVID that would be great.

Recommendation

Since January 28th, 2020, there have been 210 COVID-19 briefings.

Heat wave and Cardiac Arrests Data, BCEHS Resources

Reporter

Stefan Labbé
Tri-City News

Deadline ASAP

Request

Tri-City News is following up on claims that BCEHS has not declared a state of emergency in the current heat wave despite significant pressures on its resources.

Reporter asked BCEHS to confirm the following:

- How many cardiac arrests you have seen since Saturday?
- How many more is this above average?
- Is it fair to assume they are heat-related?

Someone who claims to be a BC Ambulance Service paramedic said on the June 27 nightshift:

- 15+ 911 (emergency calls) holding for over 8 hours without an ambulance attached to it or that have been diverted off multiple times to attend higher priority calls.
- 130+ pending calls sitting in queue at Vancouver Dispatch. (many routine; non emergent, but end up becoming emergent due to delay)
- 25+ Ambulances Out Of Service due to lack of paramedics or vehicle malfunctions due to extreme heat.

They say EMCTs were overwhelmed with calls to the point they couldn't do call-backs.

- How long were the waits for purple, red, orange and yellow calls at the height of the heat wave?
- Was a new policy at ECOMM rolled out to have choking, not breathing or emergency childbirth calls bypass the queue?
- How close is BCEHS to a breaking point where it can't provide critical care due to the heat wave?

Recommendation – respond from the Ministry of Health

1) About claims BCEHS hasn't declared a state of emergency

- Responsibility for declaring a state of emergency rests with the Minister of Public Safety and Solicitor General, and responsibility for declaring a provincial health emergency rests with the Provincial Health Officer.
- That said – BCEHS had all the powers it needed during the heat wave under the existing provincial state of emergency to take steps needed to address the surge in demand.

2) About claims of response time challenges at BCEHS

- This weekend's surge in demand for BCEHS is unprecedented in B.C.'s history.
- At the height of the heat wave, on June 28th, BCEHS saw a record 1,975 ambulance dispatch calls. That is a significant increase in demand. On average, BCEHS paramedics respond to 1,450 medical emergencies provincewide a day.
- At a time when B.C. is experiencing two public health emergencies and the effects of climate change, this government is addressing historic underinvestment in emergency response services by making significant investments in BCEHS. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years. Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted this month.
- Now the job is to keep pushing until the job is done.

3) What is the protocol for E-Comm?

- Whether we're in the midst of a heat wave or not, it's important to remember that paramedics must necessarily attend to the most critical, life-threatening calls first. This is the nature of an emergency service and it means that sometimes, other, less time-critical calls, may take longer to receive an ambulance response.
- Care may be provided in additional ways, including a joint response with Fire First Responders, who can provide first aid assistance, or by BCEHS dispatch staff who may provide advice over the phone until paramedics arrive.
- Over the past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Monday (June 28), BCEHS responded to 248 heat-related calls: 168 calls for heat exhaustion and 80 calls for heatstroke across the province.
- Tuesday (June 29), BCEHS responded to 187 heat-related calls: 123 call for heat exhaustion and 64 calls for heatstroke.
- For comparison, in June 2020 we responded to 14 heat-related calls total. The latest numbers for June have us at 730 heat related calls.

- BCEHS is responding to the is need in many different ways.
- They are continuously monitoring staffing levels and making daily adjustments as needed.
- They are increasing staffing and triage capacity in dispatch centres to help deal with this unprecedented call volume.
- They have activated our 24/7 Emergency Coordination Centre.
- Their managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- They also have managers in dispatch assisting with calls.

4) Re: BCEHS being at a breaking point

- BC Emergency Health Service paramedics are doing tremendous work and facing extreme pressure with the challenges brought on by the COVID-19 pandemic and the continuing public health emergency of the overdose crisis. This was compounded by the unprecedented heat that we saw earlier this week.
- It's clear BCEHS faces challenges.
- That's why Government is making historic investment into the service to hire more paramedics, get more ambulances on the road and improve service for people.
- There is more work to do and we will continue the work until the job is done.

5) Data on cardiac calls

- June 25: 16
- June 26: 21
- June 27: 24
- June 28: 76
- June 29: 130

Background

BCEHS response to heat-related calls:

- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public.

- Over the past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Monday (June 28), BCEHS responded to 248 heat-related calls: 168 calls for heat exhaustion and 80 calls for heatstroke across the province.
- Tuesday (June 29), BCEHS responded to 187 heat-related calls: 123 call for heat exhaustion and 64 calls for heatstroke.
- For comparison, in June 2020 we responded to 14 heat-related calls total.
- So far in June 2021 that number sits at 730 calls.

Call volume and resources

- On average, BCEHS paramedics respond to 1,450 medical emergencies provincially a day. In May and June, we have seen some much higher call volumes which includes high numbers of overdose calls and more calls related to heat-related illness.
- On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.
- Whether we're in the midst of a heat wave or not, it's important to remember that paramedics must necessarily attend to the most critical, life-threatening calls first. This is the nature of an emergency service and it means that sometimes, other, less time-critical calls, may take longer to receive an ambulance response.
- Care may be provided in additional ways, including a joint response with Fire First Responders, who can provide first aid assistance, or by BCEHS dispatch staff who may provide advice over the phone until paramedics arrive.
- Given this demand on services we're asking people to take steps to keep themselves, and loved ones, as safe as possible in the heat, and call 911 if they have a medical emergency. However, if they are seeking medical advice please call 811 and speak to a nurse.
- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed.
- BCEHS is increasing our staffing and triage capacity in our dispatch centres to help deal with this unprecedented call volume.
- We have activated our 24/7 Emergency Coordination Centre.
- Our managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- We also have managers in dispatch assisting with calls.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

HLTH Media Request: Ambulance concerns

Reporters

Bob Mackin, Reporter

The Breaker News

bob@thebreaker.news

604-982-9130 c: 604-724-5604

Paul Vieira, Reporter

Wall Street Journal

paul.vieira@wsj.com

613-670-5748 c: 613-698-6490

Deadline Friday, July 2, 2021 5:00 PM

Request

I am contributing to a story the Journal is planning to run in the coming days about the deaths triggered by heat wave in the US Pacific Northwest and in British Columbia.

We spoke to union officials who said at the peak, dispatchers had to deal with a backlog of roughly 200 calls for ambulance services, and part of the problem is that dispatchers didn't have ambulances to send because ambulances/paramedics were tied up on other calls.

I know Minister Dix addressed some of this in a June 29 press conference, in which he said the government plans to hire more emergency personnel; and he acknowledged there will need to be changes to ensure the province's ambulance/emergency dispatch system is equipped to deal with 21st century challenges -- like extreme heat waves.

Is there anything the Minister or Minister's office wants to add to this. Isn't this backlog of 9-1-1 calls troubling? Does the government have an explanation from officials about what happened? Does the government know what went wrong?

Also -- the Minister at the June 29 press conference said the number of 9-1-1 calls hit a record -- i believe June 28, maybe -- of nearly 2,000 calls. Can the government provide context on what the average number of daily 9-1-1 calls were, let's say, for the month of May? Or in general, what is average number of calls BC 9-1-1 gets on any given day?

Bob Mackin also working on this for the WSJ.

The Minister said there had been successive days of record ambulance calls, peaking at 1,950 on June 28. What are the average historical daily calls for BC EHS service in general and for the last week of June? What was the percentage increase, if you have it?

He also said hundreds of new BC EHS staff would be hired, beginning July 2. How many will be paramedics and dispatchers? What is the targeted date for the new hires to be in-service? How many people are currently employed in the ambulance service?

Recommendation

For clarification there were 1,975 ambulance dispatches (not 9-1-1 calls) on June 28th, which was the highest amount ever seen in B.C. An average day is around 1,450 dispatches -- so 36 percent higher than normal.

Over the past several days, BC has seen an unprecedented heat wave with record-breaking temperatures across the province that have lasted into the night. Extreme heat brings a danger that we must take seriously. We take the concerns of people who deal with health services in B.C. very seriously and we're working to address the challenge.

BC Emergency Health Services is doing tremendous work and facing extreme pressure with the challenges brought on by the COVID-19 pandemic and the continuing public health emergency of the overdose crisis. This was compounded by the unprecedented heat that we saw earlier this week.

The ministry is continuing to invest in our province's emergency health services and ambulance paramedics, so they can carry on their important work. We're hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and approximately 400 more positions have just been posted. We're improving services and we're adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

Since 2017, response times across the province have generally improved or remained consistent, despite significant increases in call volumes.

Important changes are currently being rolled-out to our staffing model across the province, which are part of the of the negotiated collective agreement with the Paramedics and Dispatchers Association of BC. This new staffing model is aimed at improving emergency response coverage and a creating a more stable paramedic workforce, particularly in rural and remote communities across the province.

We will continue to work with BC Emergency Health Services and the Ambulance Paramedics of B.C. to ensure people have access to quick ambulance service when needed.

Background

For number of staff, [this public document](#) notes that as of 2018/19 there were 4,392 active employees covered by the Ambulance Paramedics Union – with 71% as primary care paramedics, 9% as advanced care paramedics, 8% as emergency medical dispatchers and 8% as emergency medical responders.

PHSA Media Request: Heat-related Calls in Oliver and Osoyoos

Reporter

Lyonel Doherty
Times-Chronicle

Deadline ASAP

Request

Times-Chronicle asked for recent BCEHS statistics on heat-related calls for service in both Oliver and Osoyoos. Reporter also asked for information on heat-related deaths in these communities.

Recommendation

- During BC's unprecedented heatwave, BC Emergency Health Services' call takers, dispatchers and paramedics have seen a spike in heat-related 911 calls from the public, primarily between June 25 and 29. On June 28 paramedics responded to 1,975 patient events - the highest ever ambulance call volume day for B.C.
- Throughout June 2021, staff have responded to an additional 824 heat-related calls, including heat exhaustion and heatstroke. In comparison, BCEHS responded to 14 heat-related calls total in June 2020.
- In response, BCEHS activated its 24/7 Emergency Coordination Centre (ECC). The ECC enables the organization to quickly re-prioritize work and re-deploy staff to focus on the crisis at hand and rapidly escalate issues for decision support to PHSA and government as required.
- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed. We are increasing our staffing and triage capacity in our dispatch centres to help deal with the unprecedented call volume. We also have managers in dispatch assisting with calls.
- As well, our managers and supervisors are out in the field supporting our crews and providing much-needed hydration, food and assistance in helping paramedics clear the hospital emergency departments more quickly and efficiently as they work in this challenging weather.
- Government is hiring more emergency responders and delivering more ambulances. So far this year, 263 paramedics have been hired across the province and over 400 more positions will be posted in July. The Province is improving services and adding dramatically to the budget of BC Emergency Health Services. The average spending increase for BCEHS over the last four years is 7.95 per cent annually – from \$424.25 million to \$559.12 million. This is over double the percentage from the previous four years.

BCEHS heat-related calls in June 2021:

- BC: 824
- Interior Health Authority: 163

Over the past week (since June 25) in Oliver and Osoyoos, paramedics responded to one heat-related call in each community.

Background

BCEHS to provide general overview KMs with IHA and local community call data. New/updated info highlighted in yellow.

PHSA Media Request: impact of heat wave on health

Reporter

Lawrence Morton
CBC TV

Deadline ASAP

Request

I'm a producer with CBC News Network in Toronto and I read with interest your comments about heat-related illnesses. I'm writing to see if you're available for a 5-minute live interview on Saturday to discuss them in more detail with us and what people need to know.

Ideally we're hoping to do the interview as early as you can but we're flexible on either day this weekend. If you could get back to me about your availability I would love to have a really quick con

Recommendation

PHSA recommends MHO Dr. Michael Schwandt take the interview.

**Fwd: Notification of High Profile Event,^{s.22}
Reportable Incident**

From: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
To: Adrian Dix^{s.17} Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: July 2, 2021 5:52:01 PM PDT
Bcehs called. No one showed up

Sent from my iPhone

Begin forwarded message:

From: "Ferrier, Jeffrey GCPE:EX" <Jeffrey.Ferrier@gov.bc.ca>
Date: July 2, 2021 at 5:48:30 PM PDT
To: "van Baarsen, Amanda HLTH:EX" <Amanda.vanBaarsen@gov.bc.ca>
Subject: Fwd: Notification of High Profile Event,^{s.22}
^{s.22} , Reportable Incident

Hi

Flagging this for you. Has MO/MD been notified about this?

Sent from my iPhone

Begin forwarded message:

From: "Dawkins, Laurie [PHSA]" <laurie.dawkins@phsa.ca>
Date: July 2, 2021 at 5:23:04 PM PDT
To: "May, Stephen GCPE:EX" <Stephen.May@gov.bc.ca>, "Thomson, Krystal GCPE:EX" <Krystal.Thomson@gov.bc.ca>, "Ferrier, Jeffrey GCPE:EX" <Jeffrey.Ferrier@gov.bc.ca>
Cc: "XT:Hadaway, Ben HLTH:IN" <ben.hadaway@phsa.ca>, "XT:Chou, Vincent GCPE:IN" <Vincent.Chou@phsa.ca>, "XT:Leong, Cynthia GCPE:IN" <Cynthia.Leong@phsa.ca>
Subject: FW: Notification of High Profile Event,^{s.22}
^{s.22} , Reportable Incident

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

This is the background we have been able to find on this event:

Date of Event: June 29, 2021
Location of Event:^{s.22}

- 03:35: BCEHS received a call for a non alert patient with unstable vitals, and then shortness of breath
- Call coded as Orange (lights and sirens response, moderately urgent)
- 08:47: Two ambulances dispatched, but “pre-empted” (diverted to other calls unless mechanical issue or other reason).
- 10:34: BCEHS called back to reassess and was informed that the patient had died.
- 12:42.52: Call cancelled.

From: May, Stephen GCPE:EX <Stephen.May@gov.bc.ca>
Sent: Friday, July 02, 2021 9:34 AM
To: Dawkins, Laurie [PHSA] <laurie.dawkins@phsa.ca>; Hadaway, Ben [PHSA] <Ben.Hadaway@phsa.ca>
Cc: Thomson, Krystal GCPE:EX <Krystal.Thomson@gov.bc.ca>
Subject: FW: Notification of High Profile Event,^{s.22}
 Reportable Incident

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Flagging this high profile event from FH noting the Ambulance concern.

From: HLTH Health Issues HLTH:EX <HealthIssues@gov.bc.ca>
Sent: July 2, 2021 9:13 AM
To: May, Stephen GCPE:EX <Stephen.May@gov.bc.ca>; Thomson, Krystal GCPE:EX <Krystal.Thomson@gov.bc.ca>
Cc: Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>; HLTH Health Issues HLTH:EX <HealthIssues@gov.bc.ca>
Subject: FW: Notification of High Profile Event,^{s.22}
 Reportable Incident

Hi,

Sharing this report as FYI for you, noting no ambulance arrived.

Leah

Leah Baade (she/her)
 a/Team Lead, Risk and Issues Management
 Corporate Issues & Client Relations Branch
 Ministry of Health
 236-478-1364 | leah.baade@gov.bc.ca

With gratitude I live, work and learn on the territories of the Ləkʷəŋən people

From: Bedford, Sue HLTH:EX <Sue.Bedford@gov.bc.ca>
Sent: July 2, 2021 9:07 AM
To: HLTH Health Issues HLTH:EX <HealthIssues@gov.bc.ca>; Prpich, Danielle HLTH:EX <Danielle.Prpich@gov.bc.ca>
Cc: Brown, Julie L HLTH:EX <Julie.Brown@gov.bc.ca>
Subject: FW: Notification of High Profile Event,^{s.22}
 Reportable Incident

Death due to extreme heat

Sue Bedford (she/her)
 Director
 Community Care Facility Licensing and Assisted Living Registry

Community Care Support Services
Health Services Division
Ministry of Health

Phone: 250.952.1442
Fax: 250.952.1282
Sue.bedford@gov.bc.ca

Acknowledging the ləkʷəŋən People of the Esquimalt and Songhees Nations, traditional keepers of this land.

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message

From: Burnell, Les [FH] <Les.Burnell@fraserhealth.ca>
Sent: June 30, 2021 3:44 PM
To: Bedford, Sue HLTH:EX <Sue.Bedford@gov.bc.ca>
Cc: Bonkowski, Kara [FH] <Kara.Bonkowski@fraserhealth.ca>; Kerwin, Oona [FH] <Oona.Kerwin@fraserhealth.ca>; Bharmal, Aamir Dr. HLTH:IN <Aamir.bharmal@fraserhealth.ca>; Media <Media@fraserhealth.ca>; QA.Coordinators [FH] <QA.Coordinators@fraserhealth.ca>
Subject: Notification of High Profile Event^{s.22}
Reportable Incident

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi Sue,

I am sending this High Profile Event notification on behalf of Kara Bonkowski, Regional Manager, Residential.

Licensing received notification of a reportable incident from^{s.22}
^{s.22} regarding^{s.22} .

Details of the incident are as follows:

- Licensing received a reportable incident regarding^{s.22}
• ^{s.22} as confirmed by a medical practitioner.
- EMS was called at 3:20am, but no ambulance arrived at the facility. ^{Is.22}
^{s.22}
- Clinical Nurse Educator provided education on Hypodermoclysis.
- Outbreak Response Lead completed an evaluation of extreme heat measures in place.

Media attention is not indicated.

Regards,

Les Burnell

Les Burnell | Practice Consultant
(He/Him)
Community Care Facilities Licensing

400 - 2777 Gladwin Rd, Abbotsford, BC V2T 4V1

604-870-7922

Email: les.burnell@fraserhealth.ca

Confidentiality Notice: This email is intended only for the person's or entity to which it is addressed and may contain confidential information. Any review, distribution, copying, printing or other use of this email by anyone other than the named recipient is prohibited. If you have received this email in error or are not the named recipient, please notify the sender immediately and permanently delete this email and all copies of it. Thank you.

From: Ferrier, Jeffrey GCPE:EX <Jeffrey.Ferrier@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Cc: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Sent: July 2, 2021 6:47:47 PM PDT
Attachments: IN^{s.22} _July 2 2021_DRAFT.docx, image001.jpg
Minister,

I have the unfortunate responsibility of sharing the attached issue note with you.^{s.22}
^{s.22} As you will read, there is a BC EHS aspect to the incident.

Issues notes have a place for advice from staff, so I have included mine from a communications perspective “but I do so fully understanding there are many other perspectives to consider as well.

I'm available if you want to discuss or need anything.

Thanks for your consideration,



Jeffrey Ferrier (he/him/his)
Executive Director, Health Communications, Government of British Columbia
604-362-6109 | jeffrey.ferrier@gov.bc.ca

I gratefully acknowledge that I live and work on the traditional unceded territory of the Lekwungen Peoples, specifically the Songhees and Esquimalt First Nations.

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE Ministry: Health Date: July 2, 2021 Minister Responsible: Adrian Dix	s.22 death and ambulance wait in Coquitlam
--	---

ISSUE SUMMARY:

- A resident of s.22 — is dead due to suspected heat stroke and dehydration after a five-hour wait for an ambulance that was called but that never arrived.
- The incident took place on June 29, 2021.
- At 3:35 a.m. on Tuesday, June 29, 2021, BCEHS received a call about a non-alert patient with unstable vitals and shortness of breath. The call was classified as Orange (lights and sirens response, moderately urgent).
- At 8:20 a.m, four hours and forty-five minutes after the call for help, the resident was declared dead. No ambulance arrived.
- At 10:34 a.m., BCEHS called s.22 to assess the situation, at which time BCEHS representatives were informed the resident was dead.
- BCEHS says two ambulances were dispatched but were “pre-empted.”
- At 12:42 p.m., the BCEHS call was cancelled.

Background Regarding the Issue:

- BC Emergency Health Services experienced record call volumes during a heat wave that brought sustained record-high temperatures to B.C. over multiple days.
- At the heat wave’s height, on Monday, June 28, 2021, BC EHS saw 1,975 ambulance dispatched in a 24-hour period. That’s the most ambulances dispatches in one day in B.C. history. An average day sees around 1,450 dispatches – so that’s 36 percent higher than normal.
- The BC Coroners Service reports that - over the seven days from Friday, June 25 through Thursday, July 1, 719 deaths have been reported to B.C.'s coroners. This number is preliminary and subject to increase as additional reported deaths are identified. The 719 deaths reported is three times more than what would normally occur in the province during the same period.

- BC Chief Coroner Lisa Lapointe says: "We are releasing this information as it is believed likely the extreme weather B.C. has experienced in the past week is a significant contributing factor to the increased number of deaths.
- BC EHS has been the subject of significant and sustained public scrutiny about wait times for ambulances. It has drawn criticism from media, British Columbians affected by ambulance waits, the union representing paramedics, and most recently other first responders (firefighters).

ADVICE:

- s.13
- s.13
- s.13

Communications Contact: Jeffrey Ferrier, GCPE
Jeffrey.ferrier@gov.bc.ca

Program Area Contact:

File Created: July 2, 2021

File Updated:

BCEHS UPDATE for today

From: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>, van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>, MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca>
Sent: July 3, 2021 11:41:53 AM PDT

Volumes

June 28 – 1987
June 29 – 1972
June 30 – 1895
July 1 – 1860
July 2 - 1817

Off Load Delay

June 28 – 232 hours
June 20 – 223 hours
June 30 – 160 hours
July 1 – 37 hours
July 2 – 67 hours

Dispatch July 2, 2021

- Currently for the three dispatch centres – 5 pending events compared to 285 at the peak
- 3 calls in queue from ECOMM (waiting to be answered by BC ambulance) – service level today at 83% currently

Response Times

Event CRM Colour End	Purple		Red		Orange		Yellow	
Event - Day	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)	Events	Median Event Resp Time (calc)
2021-06-24	39	0:06:19	501	0:09:43	556	0:13:00	688	0:22:00
2021-06-25	59	0:08:19	532	0:10:44	612	0:15:17	630	0:23:29
2021-06-26	46	0:09:33	511	0:10:42	622	0:15:03	671	0:24:00
2021-06-27	60	0:11:42	583	0:14:44	580	0:19:28	572	0:23:06
2021-06-28	98	0:09:55	635	0:15:50	673	0:20:28	573	0:22:57
2021-06-29	142	0:10:21	619	0:15:38	620	0:19:57	578	0:28:31
2021-06-30	62	0:07:34	522	0:11:33	606	0:17:56	699	0:23:50
2021-07-01	54	0:07:28	473	0:09:32	577	0:12:37	748	0:20:05
2021-07-02	45	0:09:39	495	0:10:24	582	0:14:25	687	0:23:49
Total	1,320	0:08:16	13,059	0:10:36	15,647	0:13:54	19,245	0:20:27

2021Jun16_Estimates_Ambulance Initiatives.docx

From: Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Cc: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Sent: July 5, 2021 2:04:16 PM PDT
Attachments: 2021Jun16_Estimates_Ambulance Initiatives.docx
Think you likely have this already but gives some numbers going back to 2018/19 through to now

BCEHS

BCEHS Investments

BCEHS Expenditures			
Fiscal Year	Budget	Increase	% Increase
2012/13	370,269,000		
2013/14	379,776,000	9,507,000	2.57
2014/15	382,169,000	2,393,000	0.63
2015/16	401,226,000	19,057,000	4.99
2016/17	424,254,000	23,028,000	5.74
2017/18	478,479,000	54,225,000	12.78
2018/19	502,384,000	23,905,000	5.00
2019/20	522,410,000	20,026,000	3.99
2020/21 (Projected)	s.13	s.13	s.13

2021/22 - The current estimated budget is ^{s.13} for 21/22

2013/14-2016/17

Increase: \$53,986,000

Percentage Increase: 14.58%

Average Annual Increase: 3.65%

2017/18-2020/21

Increase: \$134,864,000

Percentage Increase: 31.79%

Average Annual Increase: 7.95%

- **This government has increased the budget for BCEHS by 31.8% from 2016/17 to 2020/21.**
- **The average spending increase for BCEHS over the last 4 years is 7.95 per cent annually – from \$424.25 million to \$559.141 million. This is over double the percentage from the previous four years.**
- **In contrast – the average spending percentage increase in the four years before that was less than half that – 3.65 per cent annually – from \$379.77 million to \$424.25 million.**

3-year action plan (2017/18-2019/20)

- From 2017/18 to 2019/20 BCEHS implemented a 3 year action plan.
- This included key activities such as implementing the Clinical Response Model and Increasing the number of paramedics and ambulances in the province; as well as the introduction of Community Paramedicine

Clinical Response Model

- In May 2018, BC Emergency Health Services (BCEHS) put a new system in place to guide dispatchers in assigning resources to 911 calls.
- It's called the 'clinical response model' and the goal is to ensure faster response times to urgent medical emergencies.
- The new system is also designed to better match resources to patients with non-urgent conditions.
- The clinical response model is based on existing, successful systems in other areas of the world, and studies have shown it improves the safety and quality of care provided to patients.
 - This model has also been adopted internationally in Scotland, Australia and Wales.
- BCEHS is getting to the most life-threatening and urgent calls faster in many communities, with the help of firefighters, who are part of the first responder program.
- Even as call volumes have increased by 10, 000 calls since 2017, response times to the most urgent calls (purple and red) have remained constant.
- The greatest impact of the clinical response model (CRM) is in high-call volume (metro and urban) communities.
 - The median response time for the most urgent calls in urban areas is under 9 minutes

ISSUES:

- We know there are challenges in some rural communities.
- The Ministry of Health is working with BCEHS, Fire Chiefs Association of BC and Local Municipal Government Association (LGMA), to address community concerns at a local level, and putting in place innovative solutions (such as partnerships with local fire departments).

More Paramedics For Improved Patient Care (2017/18-2019/20)

- 115 paramedic positions were added (107 full time) and 14 new ambulances for the province to support direct patient care , improve services and response times, and modernize dispatch operations.
- After detailed demand and deployment analysis was completed:
 - 18 paramedics and 3 ambulances were deployed in Vancouver
 - 30 paramedics and 3 ambulances were deployed in the Nanaimo area; including Ladysmith, Parksville, and Qualicum Beach
 - 10 paramedics and 2 ambulances were deployed in the Fraser Caribou area; including Williams Lake and 100 Mile House
 - 8 paramedics and 2 ambulances in the Peace River area; including Dawson Creek and Ft. St. John
 - 6 paramedics and 1 ambulance in the Kootenays; including Castlegar and Trail
 - 21 paramedics and 2 ambulances in the Kamloops area; including Chase
 - 22 paramedics and 1 ambulance in the Kelowna area; including West Kelowna and Lake Country
 - Additionally, 20 dispatchers, 4 nurses, 20 paramedic specialists, and 3 paramedic practice leads were added to support modernizing how we dispatch our ambulances across the province

Community Paramedicine:

- In 2019, the community paramedicine program was implemented which included 80 full time equivalent positions in 99 rural communities across BC. Community paramedicine is intended to help reduce 9-1-1 calls, stabilize paramedic staffing in rural and remote areas, and bridge gaps identified with local health care teams.
- Rural Acute Care Community Paramedics were implemented, with a wider scope of practice, in Campbell River, Salt Spring, Cranbrook, and Prince Rupert
- In 2019, BCEHS implemented an electronic patient record, which streamlines and automates the documentation and transfer of patients between paramedics and hospital emergency room teams

Collective Agreement – BCEHS/APADBA (2019-2022)

- A three year term, from April 1, 2019 – March 31, 2022, was agreed upon and includes a general wage increase of 2% per year and a new deployment model that is intended to improve 24 hour emergency response coverage in rural and remote communities.
- The Collective agreement included commitments to:
 - Implement the Scheduled on Call model
 - Convert Fox shifts to regular full time positions
- The intent of these changes are to:
 - Increase 24/7 paramedic coverage to improve service delivery and patient care
 - Improve recruitment and retention of paramedics
 - Improve health and safety of paramedics
- The day-to-day implementation of these initiatives is being closely monitored and is being overseen by emergency physicians with BCEHS.

- In 2020/2021 there were (283) (214 new full time and 69 regular part time) positions added
- Over 1000 on-call staff are now receiving health and wellness benefits as well as earned vacation time
- A nightshift premium was implemented for all paramedics and dispatchers to help with staffing hard to fill evening and weekend shifts

Scheduled on Call

- Schedule on Call was negotiated as part of the Collective Agreement
- BCEHS has historically relied upon on-call staffing to maintain ambulance service in small communities. This model relies on the availability of paramedics to work around other commitments, without a guarantee of regular pay.
- The new SOC staffing model, developed in collaboration with the Union, aims to provide rural and remote communities with:
 - Permanent paramedic positions, with guaranteed wages and full health benefits.
 - More consistent emergency coverage and enhanced community services.
 - Improved paramedic recruitment and retention.
- SOC is a model developed to provide regular sustainable paramedic work where 9-1-1 call volumes are low.
- All of the staffing changes throughout the province are based on an in-depth analysis of station call volume and current resources, along with those in neighbouring communities.
- The SOC model means shifts can be fully scheduled without waiting for availability of on-call paramedics (during daytime hours, at night paramedics are on call).
- SOC are regular shifts where paramedics are paid full wages in order to be at work and ready to respond to 9-1-1 calls.
- SOC shifts are, in general, 8 hours at work, and 16 hours on-call for three-day rotations.
- Overall, the SOC model will be creating 220 regular part time positions in rural and remote communities.

Fox Conversions

- As part of the Fox Conversion commitments made in the Collective Agreement, BCEHS is making important changes to how we staff ambulances that used to have a full-time regular paramedic paired with an on-call paramedic
- Going forward, these teams ^{s.13}
- s.13
- This work is in support of new requirements under the Collective Agreement and *Employment Standards Act* changes.

ISSUES

- There has been recent media attention regarding the implementation of SoC and Fox Shift Conversions, despite both initiatives being negotiated as part of the Collective Agreement.
- Some communities believe their coverage is changing in a negative way. BCEHS is committed to working with these communities to understand the concerns and ensure appropriate coverage. Changes made to implement the Collective Agreement will neither result in the loss of any services nor ambulances in any communities.

Rural, Remote, First Nations, and Indigenous COVID-19 Response Framework

- In 2020, the province invested in 55 new ambulances and 5 new air ambulances to support rural, remote, First Nation, and Indigenous communities, in response to COVID-19.
- The new air resources are positioned around the province to ensure effective air coverage across the province. The additions to the air fleet are in 3 in Prince George, 1 in Kelowna, and 1 in Nanaimo.
- There is now 660 hours of monthly paramedic coverage added to the provincial service.
- There are now 16 additional Advanced Care Paramedic (ACP) positions around the province in Whistler, Campbell River, Vernon, Trail, Cranbrook, Penticton and Ft. St. John.
- BCEHS developed and implemented a Major Incidence Rapid Response Team (MIRRT) specialized paramedics who can be deployed at any time to support local paramedics and health authorities, if requested, in communities experiencing significant surges in COVID-19.

Current Action Plan (Attached)

s.13

IN SUMMARY

- This government has increased the budget for BCEHS by 31.8% from 2017/18-2020/21.
- The budget for 2021/22 includes almost^{s.13} than last year.

Staffing and Recruitment

- The 3 year Action Plan added 115 new positions
- Under the Collective Agreement,^{s.13}
 - Fox Conversions:^{s.13}
 - Scheduled on Call:^{s.13}
- In 2020/21, 283 net new positions were added to the system. This includes:
 - 15 Advanced Care Paramedics (ACPs)
 - 6 Critical Care Paramedics (CCPs)
 - 252 Primary Care Paramedics (PCPs)
 - 10 Dispatch for COVID Surge
- ^{s.13}
 - The vast majority are Primary Care Paramedics, the largest component of our provincial service. The licencing breakdown will be confirmed upon hire.
 - ^{s.13}
- Recruitment is underway across the province to fill vacancies
- BCEHS has hired 73 paramedics already in the first quarter of 2021/22
- ^{s.13}
 - Most communities will see an increase in service levels.

BCEHS - JUNE 2021 ACTION PLAN

Scheduling and Operational Support		
Focus	Description of work	Date for Implementation

s.13

	S.15	

Recruitment and Retention	
Recruitment	100%
Retention	100%

Focus

Description of work

Date for Implementation

Employee Wellness	
-------------------	--

Focus

Description of work	

Date for Implementation

System Improvements	
---------------------	--

Focus

Description of work

Date for Implementation _____

Page 50 of 50

Withheld pursuant to/removed as

s.13