



## Paramedic Services Section 21 Committee Meeting Minutes

@ 675 Cochrane Drive, Toronto

Date: March 25 & 26, 2026

Time: 1:00pm – 4:30pm & 9:00am – 12:00pm

### Attendance:

#### (Members)

Ian Nash (co-chair)  
Colin Heise (co-chair)  
Marc Goudie  
Dave Doran  
Harri Hamalainen  
Mike Nunn  
Shane Muir  
Stephen Adlington

CUPE  
Ontario Association of Paramedic Chiefs  
Ontario Association of Paramedic Chiefs  
OPSEU  
Ontario Association of Paramedic Chiefs  
Unifor  
Ontario Association of Paramedic Chiefs  
SEIU

#### (Observers)

Nancy Bradshaw  
Natasha D'Angelo  
Don Pierce  
Patricia Clausen  
Carrie Hassberger

Strategy Advisor, Prevention Division, MLITSD  
Workers Health and Safety Centre (WHSC)  
Senior Field Manager, Ministry of Health  
Senior Director Health, Safety & Wellbeing (PSHSA)  
Senior Manager, Ministry of Health

#### (Facilitator)

Julie Jeurond

Provincial Specialist, MLITSD

#### (Guest)

Dr. Joel Moody

Chief Prevention Officer, MLITSD

### 1.0 Welcome and Introductions

The Paramedic Section 21 meeting was held at 675 Cochrane Drive, Toronto. The meeting is co-chaired by I. Nash and Colin Heise.

### 2.0 November 2025 Minutes and Action Items

The minutes from the November 2025 meeting were prepared and distributed to the members for comment then provided to the co-chairs for approval. The minutes were finalized, approved and provided to PSHSA and WHSC for posting to their websites.

### 3.0 Guest, Dr. Joel Moody, Chief Prevention Officer, MLITSD

Dr. Joel Moody attended the meeting today to connect with the committee and find out how the Ministry can facilitate and move things along and find out what we can improve on.

He spoke about his role to coordinate a more unified, cohesive system, including advice from the Section 21 committees, and consider how lessons learned in one sector can inform others to strengthen health and safety across Ontario.

Some of the opportunities discussed include:

- The opportunity the new Occupational Health and Safety Strategy (2026-2031) provides to help reduce injuries, illnesses and fatalities over the next 5 years, considering:

- the opportunity to ensure employers and workers are working together to improve health and safety in their workplaces.
- the levers around policy enforcement to help facilitate change, for example: reductions in critical injury rates, illnesses, and lost time injuries.
- the actions from this sector – and all sectors – that the OHS system can use to hold each other accountable, measure and monitor over time.

Topics discussed include:

- Unresolved radio communications issue – concerns with lack of communication from the MO regarding correspondence sent in.
- Traffic safety – use of blocking vehicles not always consistent. Other provinces may have more prescribed ‘slow down’ requirements.
- Cancer presumption legislation.
- Tiered response: Paramedics may be the first to respond to a dangerous scene and may not have immediate back-up from police when there is potential or actual violence (guns) – importance of using the same language to communicate the seriousness of the situation. Communication should be plain language.
- CSA D500:20 — *Ergonomic Design for Ambulances and Related Equipment*
- Funding model (from municipalities and MOH) – discussed the funding disparity between large urban services and rural services.
- High costs of mental stress injuries (e.g. PTSI)
  - staff may be off work for up to 2-3 years
  - WSIB costs can be up to \$4 million/year
  - WSIB costs related to carrying legacy individuals
  - Return-to-work – difficult transition if staff are not supported adequately while they’re off work – WSIB has a team of clinical psychologists, which has been helpful.
- Needs:
  - Excessive working hours are affecting staff across the system, including paramedic service dispatch centres (burnout)
  - Additional supports to keep staff resilient and help prevent mental stress injuries
  - Need section added to WSIB form for mental stress injuries
- What’s in place/coming soon (PSHSA)
  - PTSI plans, framework, resources and training
  - Anti-stigma strategy being developed with the Office of the Solicitor General
  - Website refresh
- The possibility of developing Regulations for Paramedics
- Part II Certification Training should be geared towards sector.
- Being afforded more time for Paramedic S. 21 meetings would be helpful in the development of Guidance Note.

In closing, Dr. Moody acknowledged the committee’s work in advancing the health and safety of paramedics across Ontario and noted his commitment to ongoing engagement with the committee.

#### **4.0 Ministry of Health Update**

An update was provided by Don Pierce, Senior Field Manager

- Emergency Health Services Division

- MPDS – over the half-way mark. Completed includes Toronto, Niagara, Mississauga, Thunder Bay and Kenora, Ottawa, Renfrew, Georgian, Oshawa, Lindsay, Hamilton and Cambridge - 12/22 Communication Centres. Sault Ste. Marie, Sudbury, London and Windsor next to go live this year.
- Race to ACE (Accredited Centre of Excellence done by the International Academy of Emergency Dispatch (IAED)) accreditation, hoping all CACCs will be ACE accredited by end of 2026. For accreditation, centres must function at high level of standard with less than 3% error rates. Ottawa, Toronto and Niagara are accredited. All centres in CE will be ACE accredited in 2026.
- NG911 – Telephony, roll out continues. Target of March 2027.
- New Transfer Card being trialed now in Thunder Bay, Ottawa and Renfrew, changed to support MPDS based on lessons learned. 60-day trial now with provincial rollout to follow.
- Building a catalogue that will be available regarding secondary triage programs.
- Discussions:
  - EV fires – assume it's an electric car. If it's known, medics will be told.
  - Try to control your environment when it comes to smoking or dogs.
  - ACO Working Group
  - Squawks leading to ear injury/Kingston with high static sounds.
  - FIFA – staffing up to assist, 4 CACCs involved in the June/July event

## 5.0 Presentation – Occupational Exposure Registry

Mary Grace Borges, Manager Synthesis Unit, Prevention Division introduced the new MLITSD Occupational Exposure Registry. A website where workers can record and submit/track their exposures to hazardous substances across their careers.



OER Outreach Deck -  
Feb2026 Release - Pa

## 6.0 Public Services Health and Safety Association (PSHSA) Update

An update was provided by Patricia Clausen, Senior Director Health, Safety & Wellbeing



PSHSA Update  
Report\_S21 Paramedi

## 7.0 Workers Health and Safety Centre (WHSC) Update

An update was provided by Natasha D'Angelo, Manager, Special Projects

- WHSC has written their own First Aid program, now an approved provider of First Aid training by WSIB launching in the fall.
- Working with Toronto Paramedics, Tactical division doing Working at Heights training.
- Record of Training system has launched called ROT card. Will incorporate all training a worker has taken as a digital wallet.
- Annual Instructor training taking place regionally.
- May is mental health campaign – virtual and in-person training taking place.

- Day of Mourning – April 28<sup>th</sup>. Team is focusing on need to prevent worker mental injuries and promote psychosocial health.

## 8.0 MLITSD Update

- An update on sector activity was provided by Julie Jeurond, Provincial Specialist.
- Discussed Multi-Site Joint Health and Safety Committees.



MLITSD Activity in  
the Paramedic Sector

## 9.0 Roundtable and New Business

### S. Adlington

- Issue with pagers, being dispatched over the phone.
- Garage parking issue (angled parking) has been resolved.

### I. Nash

- Numbers are up regarding violence issues/gun calls.
- Staffing issues continue, challenges will be faced with summer vacation – 75 paramedics needed.
- Having issues with Crestline trucks and door seals, exhaust fumes coming back into cab.
- Adverse weather is an ongoing concern.
- Amount of time paramedics are spending on the road.
- Tiered response taking too long – issues with protection on the highways.
- Issues in the North include logging roads, violence, harassment, response times and equipment.
- Communication – need more portable radios.

### D. Doran

- Wolf Island ferry is down resulting in fire fighters transporting patients – patient safety a concern. Raised issue with MOH – issue was resolved for medics but not for patients.
- Hooks for incubators in trucks – issue should be addressed in the Vehicle Standard.
- OPSEU hosting a conference in November. ACOs also hosting their own conference.
- Trying to implement the results of the Copenhagen survey.
- New health and safety check sheet on tablet. Easier to do base inspections.
- Door seals at the rear of the ambulance an issue.
- Completed BOS (before operational stress) training – well received.
- Implemented an EV battery policy and completed training.
- ACOs brought up concerns about vehicles striking building. Advocating for bollards, installation has been approved.
- Hamilton – no lift policy in retirement homes creating concerns for paramedics who have the task downloaded to them.

### M. Nunn

- Violence is a concern.
- Emergency first response teams is moving ahead.
- New F350 truck to transport patients properly secured.

### H. Hamalainen

- Recruiting casual paramedics – 30 applications received.

### C. Heise

- MPDS coming in 2026.
- Launched a new tactical unit.
- Actively recruiting.
- Western research partnership – analyzing the data.

### S. Muir

- Violence is on the rise – police response in urban areas was an issue. Had to rebuild relationship after issues of systemic racism came to light. Getting a better response now.
- Implementing a tactical team.
- Staffing – 40 individuals went through the interview process.
- Challenges staffing remote locations.
- Expanding 24-hour coverage.
- Learn and Stay program going well, have not lost any medics. Hoping to expand the program.

## Day 2

### 10.0 Guidance Notes

#### Up next for revision:

- EMS Worker Exposure to Hazardous Drugs (2015) – assigned to Dave and Marc
- Traffic Safety and Worker Visibility (2017) – assigned to Ian and Harri

#### Work on GN's in development/review:

- GN #6 Motor Vehicle Advanced Technology Hazards (**revision**) - assigned to Dave, Harri, Colin
- GN #2 EMS Vehicle Occupant Safety (**revision**) – assigned to Shane, Stephen and Mike
- Lithium-Ion Battery Incident (**new**) – Dave to edit to reflect new template
- Specialty Teams (**new**) – Colin and Ian

#### Proposed GN Topics:

- Tactical Response – Marc, Dave and Shane to start development
- Rapid Response
- Single Responder } Ian and Harri to start development
- Driving Standards – Stephen and Mike to start development

#### GN sent to legal for initial staff level review

- GN #3 Improving Air Quality in Paramedic Services Buildings (formerly titled: Reducing Diesel Exhaust in EMS Stations, **revision**)
- GN #9 Workplace Violence and Harassment (**revision**)
- GN #XX Cold Stress (**new**)

#### GN in approvals

- Heat Stress (**new**)
- Working On or Around Water and Ice (**new**)
- Limiting Exposure to Gases (**new**)

## **11.0 Action Items**

- Request to WSIB for next presentation:
  - provide stats for the CACCs
  - Could a break down by service be provided?
- Inquire with Dr. Tyli if there is an update to the Respirator Use for Emergency Responders:  
Discuss the Validation of Respirator Fit Testing for Emergency Workers During Simulated Life Support Tasks Study

## **12.0 Scheduled meetings for 2026**

1. May 27 & 28
2. September 16 & 17
3. November 18 & 19

## **13.0 Meeting Adjourned**