



# Peel's Community Responder Program



Leveraging technology to save lives  
With Realtime Feedback



# Presenter Disclosure Information

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## FINANCIAL DISCLOSURE:

- No Financial Disclosures



# Peel Region – A Unique Place



Our Population



Urban, Rural



33 Residential Towers (500+ft)



Our Service



# Peel Region – A Unique Program



## **Community Responders Level 1 -**

These responders are for public locations only and join as a “public responder” after taking a First Aid Course. They must upload their valid certificate to be activated. They will have a limited scope and ability. The most barrier free way to join the program and minimal accountability.

## **Community Responders Level 2 -**

These responders have entered the program through the traditional onboarding avenue, and our Equipped with a response kit provided by PRPS. They are vetted and will be sent to any call that meets the threshold for alerting in both Public or private locations.

## **Community Responders Level 3 -**

These responders have entered the program through the traditional onboarding avenue and participated in and passed a 5 day emergency first responder course facilitated by PRPS. They have additional knowledge and contents in their response kits.

## **Community Co-Responders –**

These are responders that belong to an external organization. Such as mall security, university campus response teams, or HydroOne. Where the organization has their own response kits, and does not respond outside of there boundaries. Typically, the application is on a corporate device and not with a specific individual.



# Equipping Community Responders

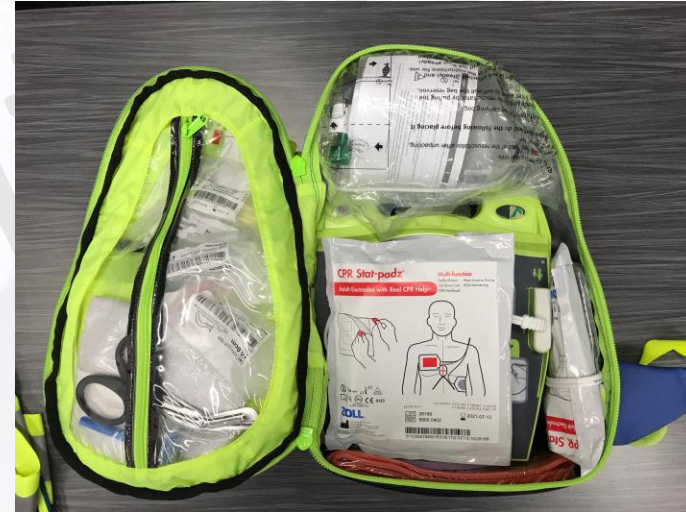
## Community Responder Kit Contents

### Standard Kit Contents

- ZOLL AED 3
- Adult BVM w/filter
- Epi-Pen (Adult)
- Naloxone IN (2)
- Tourniquet
- Pulse Oximeter
- Towel/Razor
- N95 Mask/Gloves
- Abdominal Pad
- Large Pressure Dressing
- Small Pressure Dressing
- 6" Roller Gauze
- 4" Roller Gauze
- 4"x4" Gauze Pads
- Foil Blanket
- Triangular Bandage
- BZK Wipes
- Strip Band-Aids
- Emesis Bags
- Safety Vest
- Sharpie
- Splint Foldable

### EFR Kit Enhancements

- Blood Pressure Cuff
- Stethoscope
- Penlight
- Glucose
- Hemostatic Dressing
- SAM Chest Seal
- Cervical Collar (Adult)
- Nasal Airways
- Oral Airways
- Steri-Strips
- Tweezers
- Knuckle Band-Aides
- Splinter Outs
- Saline/Water
- Non-Stick Gauze
- Eye-Pad Gauze





# Responder – Dispatch Criteria

## Community Responder Notification Criteria

### Call Types

- Vital Signs Absent
- Choking
- Overdose
- Unconscious
- Allergic Reaction
- Seizure
- Trauma – Critical Bleed

### Patient Criteria

- >8 y/o
- Not Suicide/Psychiatric Related
- Last Seen <1hr ago
- Not Long-Term Care Homes
- Not Nursing Homes
- Not Industrial Incidents
- Not Motor Vehicle Collisions





# Unique Approach to Dispatching

IP	Zone	Problem	City/Mun	PU ...	Elapsed	Response Plan	State	Sort
YELLOW...	PSE	17801G Falls	MISSISS...	3403 ...	03:08:06	BTU-2(X)	At or After D...	1
PURPLE	PNE	09E01 Arrest/Death	BRAMP...	10 Cr...	02:52:26	CU-4(ACP*)P...	At or After D...	1
GREEN	PSE	30A02 Traumatic Injuries	MISSISS...	5980 ...	02:14:40	BTU-2(X)	At or After D...	2
RED	PSE	10D02 Chest Pain/Disccomfort	MISSISS...	56 C...	01:51:15	CU-20(FD)	At or After D...	1
RED	PNW	25D03V Ps...	BRAMP...	344...	04:45:06	CU-20(FD)	At or After D...	4
GREEN	PSW	05A01 Bac...						
RED	PNW	06D01 Bre...						
RED	PNE	25D03V Ps...						
ORAN...	PNW	26C01 Sick...						
RED	PNE	21D05M H...						
RED	HPCS	06D02E Br...						
RED	PSW	31D03 Und...						
RED	PSE	06D01 Bre...						
RED	PNE	17D04G Fa...						
ORAN...	PSE	19C06 Hes...						

Pickup Address		Hazard		Caution Note	
Zone	PSE			[Address: 7205 GOREWAY DR [Westwood MALL]] [Medium] [[To Fire]:AED Location] **AED** Peel Public Health (Westwood Mall) 7205 Goreway Dr, Mississauga AED located in the Healthy Sexuality Clinic [Address: 7205 GOREWAY DR [Westwood MALL]] [Medium] [[To Fire]:AED Location] **AED**	
Premise	Westwood MALL - IFO CIBC				
Address	7205 Goreway Dr, MISSISSAUGA C, ON				

Times										
Unit	Res Type	UP	NTF	NRP	ENR	ERP	STG	ARR	ARP	PTC
3076	ATU	RED	16:41:08		16:43:26			16:50:37		16:50:44

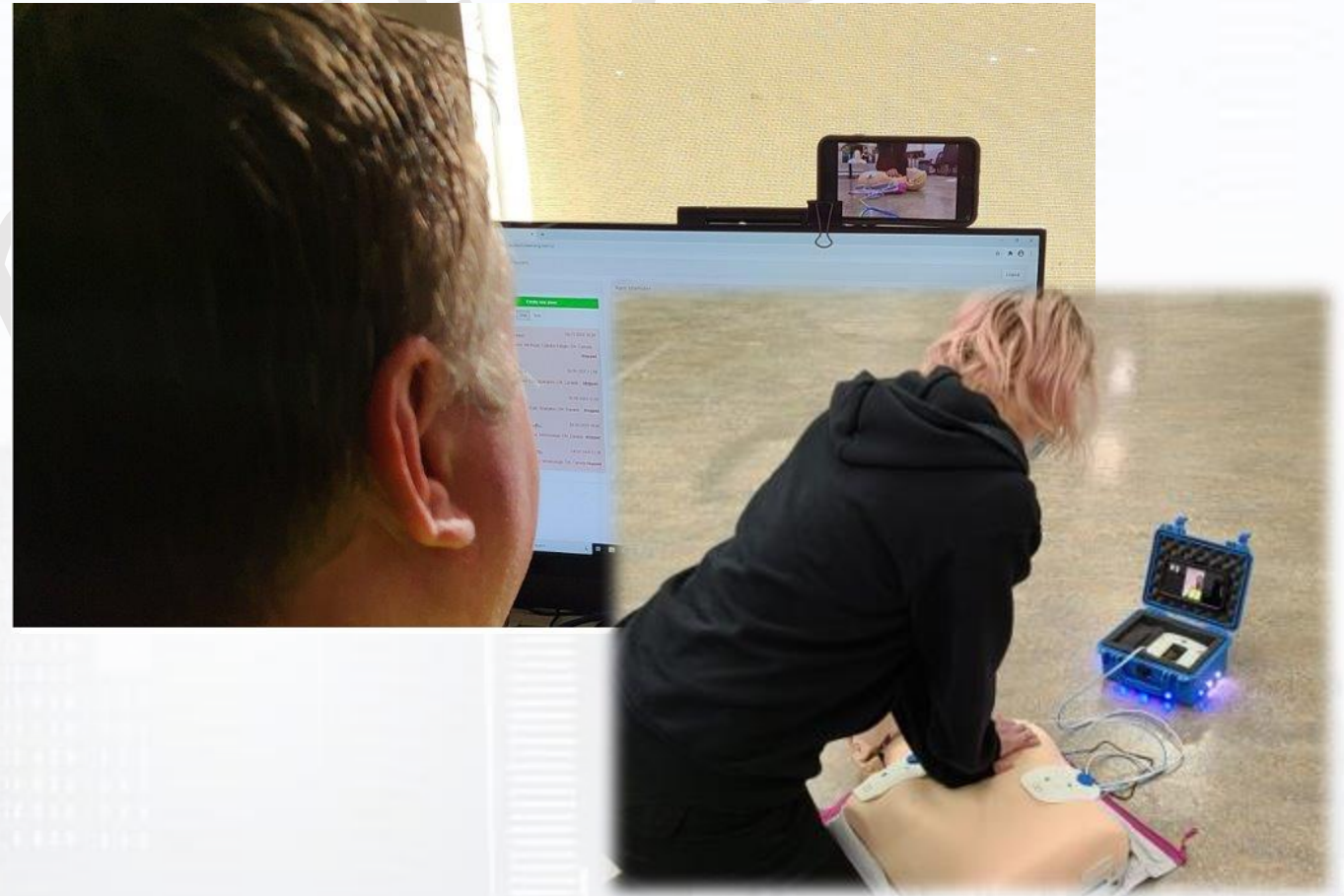
  

Comments		Time Stamps	
Date Time	Comment		
	Response Text: PURPLE		
28/11/2023 16:40:06	[ProQA: Key Questions] > Unable to compl Breathing Dx.		
28/11/2023 16:40:16	60 YOM UNC UNK IF BREATHING NORMALLY PD IS ON SCN		28/11/2023 16:3
		ADO ACC Duty Officer Notified	
		ER Emerg/Hospital Notified	
		FSUP Fleet Supervisor Notified	
		FD Notified/Tiered Fire	
		HP Hospital Patch	
		OCC ORNGE Notified	



- PRPS Monitors active calls
- Sends Alert via Mobile App
- Alerts the 3 Closest CR's
- CR Alerted Accepts or Rejects
- Accepts - Provides Call Details
- Video/Phone Consult available

# It started with "AED Drones"







# The First Thousand



Reasons for Rejecting the Alert (69/ 73 Rejected alerts)	
At Work	16
Nervous anxious	5
Not prepared/Not kit	1
Other	13
Personal Reasons	10
Public Transit	1
School	1
Too Far away	12
Inappropriately dressed	2
Child Care Issues	3
Shower	5

Call Types	
Unconscious	572
Cardiac Arrest	284
Overdose	72
Allergic Reaction/Anaphylaxis	72
Seizure	53
Choking	19
Stop-The-Bleed	14
Unknown	12

CR Alert Information	
1098	Total Alerts Created
660	Residential Location
428	Public/Commercial Location
7	Elementary/High School
3	Health Facility

CR Alert Uptake	
656	Timed-Out at 3min – No responder Found
351	Responders Found
91	Created* – Cancelled prior to Responder Found



# Not What We Thought, but...

Responder Uptake	
Alert with 1 Responder Accepted & Responding	160
Alert with 2 Responders Accepted & Responding	14
Alert with 3 Responders Accepted & Responding	3
Calls Canceled while CR Responding	45
Paramedics on Scene	22
Out of Scope/Not Required	21
Scene Safety	2
Responder Rejected Alert/Call	73
CR received Alert – Alert Unanswered	110



Total Reported Incidents/Interventions	
Allergic Reactions/Anaphalaxis	6
<b>Epi-pen Administration (5)</b>	
Anxiety/Mental Health	2
Cardiac Arrest	5
<b>AED Use (3)</b>	
<b>Compression Only CPR (2)</b>	
Choking	4
<b>Abdominal Thrusts (2)</b>	
MSK - Related Injuries	9
Generally Unwell	15
Severe Hemorrhage	4
<b>Knife Wound (1)</b>	
<b>Gun-Shot Wound (1)</b>	
Overdose	5
<b>Naloxone Administration (5)</b>	
Seizure or Diabetic Emergency	6
Alerted Level of Consciousness	8
Minor Wound Care	19
Reported Incidents	102



# The Propensity of Action

Unique Responders that Reported Incidents outside of Program	
Used the CR Kit for treatment	30
Other First Aid Kit/No supplies used	10
No response on kit Use	4

Where were you when you Acted?	
Workplace	14
Home (family Neighbour)	22
Reactional Activity	6
Shopping	4
Social/Religious Function	3
Came across/Witnessed an MVC	17
Onboard Aircraft/Airport	2

Did Being in this program give you confidence to respond?	
Yes - Being a part of the program allows me to feel more confident responding knowing I am part of the EMS System	26
Yes - Because I think people will be more receptive to getting help from someone in the program	14
Indifferent - Being a CR adds credibility, but would not change my confidence	12
Not really - It's not about being in the program, it's having the kit that made me more confident	1
No - It doesn't matter that I am in the program or identify as a CR	1

Having CR KIT provide confidence to respond?	
Yes - I felt more prepared	27
Sort of - Not more confident, but better equipped to help	11
No - The kit did not influence my confidence to assist	2
No Response	4

Did scenario practise help with confidence?	
Yes	36
Haven't attend Scenario Training	7
No Response	1



# What Does it Cost?



<b>Capital Costs:</b>	
Training and Onboarding Costs	\$ 33,000.00
Program Assests/Materials	\$ 13,000.00
Responder Application Cost	\$ 35,000.00
<b>Start-Up Costs</b>	<b>\$ 81,000.00</b>
<b>Response Kit Cost (per/responder)</b>	
PRPS Program - Responder Allocation	200
<b>Responder Costs</b>	<b>\$ 530,606.00</b>
<b>Annual Operational Expenditure</b>	
Mobile Application	\$ 35,000
Equipment Maintenance	\$ 26,000
<b>Operational Costs</b>	<b>\$ 61,000.00</b>
<b>Certification Costs: (Based on 200 CRs)</b>	
First Aid Programs (all programs annually)	\$ 9,600.00
Training Partner costs	\$ 200.00
Maintaining Instructor	\$ 400.00
<b>Annual Training/Certification fees</b>	<b>\$ 10,200.00</b>
<b>Labour Hours: (Monthly)</b>	
Training Sessions- Including Preparation (First On Scene & Scenario Sessions)	30 hrs
Application Issues/Resolution (Contacting Vendor/Working with Responder)	10 hrs
Maintaining Database (Contact Information/Updates/Certifications)	15 hrs
Logistics - CR Kit Assembly	5 hrs
Logistics - CR Kit Maintenance	10 hrs
Ongoing Administrative Duties	40 hrs
<b>Dedicated Time to Support Program</b>	<b>110 hrs</b>





# The First Thousand - Results

Quick View	During Alert	Outside Alert
AED Use	2	3
CPR (Hands-only)	2	2
Epi-Pen	2	5
Naloxone	3	5
Hemorrhage	2	2
Choking	0	2

