



IN CASE OF EMERGENCY CALL 9-1-1

**Providing 24
Hour Coverage**

7am – 8pm In Person
8pm – 7am Virtual



The Dufferin County Paramedic Service Community Paramedic Program was created in the Fall of 2014. The program is a non-emergency, community-based service with a focus on health promotion and injury prevention. Among Paramedic Services, Dufferin County is at the forefront with a number of innovative community programs.



DUFFERIN COUNTY PARAMEDIC SERVICE

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What is the Community Paramedic Program?

It's an innovative approach to the delivery of health care services by paramedics that allows them to use their training and expertise in community-based, non-emergency care roles. The scheduled wellness checks help patients stay at home with increased access to care. It is a free service to those that meet the qualifications.

Clients living with high-risk complex medical issues such as Diabetes, Chronic Obstructive Pulmonary Disease, and Congestive Heart Failure will benefit from Community Paramedic services. The goal is to help improve the quality of life and provide additional assistance to keep patients living in their home longer in a safe environment. This preventative approach to client care reduces emergency department visits, hospital admissions and crisis' requiring 9-1-1 response.

DUFFERIN COUNTY PARAMEDIC SERVICE

Community Paramedic Program



HEADWATERS HEALTH CARE CENTRE

Email: info@headwatershealth.ca

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Frequently Asked Questions

Q: Does a Community Paramedic replace current health care systems like Home & Community Care or Primary Care Physicians?

A: No. Community Paramedics are an extension of the Primary Care Provider; offering care to patients without access. They do not replace the specialized services available in a health care model or physician office.

Q: Does a Community Paramedic have the right training to provide primary care?

A: Additional training is provided to Community Paramedics which makes it possible for them to practice in-home preventative care.

Q: How quickly will a Community Paramedic make contact after receiving a referral?

A: The Community Paramedic will make initial contact within 24 hours.

Q: What are the geographical boundaries for Community Paramedics in Dufferin County?

A: The Community Paramedic will respond to requests within Dufferin County. Patients in outlying areas will be evaluated on a case-by-case basis



“Dufferin County has an amazing group of paramedics! Words can't express enough how helpful, thoughtful, skilled, knowledgeable, and real these people are. My husband and I quickly acquired an awesome friendship with them during their care. And I know that friendship has carried on since a year ago. I appreciate and thank them all so much from my heart.”

– Shelley, husband is in the Community Paramedic Program

What services do Community Paramedics Provide?

- ✓ Scheduled wellness checks
- ✓ Safe home assessments
- ✓ Ability to refer to community partners
- ✓ In-home blood work
- ✓ Urine tests
- ✓ In consultation with Primary Care Physician, administration of medications for various conditions
- ✓ Person centred care

Benefits of the Community Paramedic Program

- Provides seniors, their families and caregivers peace of mind while waiting for a long-term care space
- Clients can access services from their own homes, potentially even delaying the need for long-term care as well as receive the quality care and service they need and deserve
- Helps provide additional care for seniors
- Clients have access to health services 24-7, through in-home and remote methods, such as online or virtual supports
- Home visits and in-home testing procedures reduces the need to arrange transportation to appointments
- Ongoing monitoring of changing or escalating conditions to prevent or reduce emergency incidents
- Improves health for high risk, vulnerable seniors in the community
- Additional education about healthy living and managing chronic diseases
- Connections for participants and their families to home care and community supports
- Community Paramedics identify patients who have unmet needs and connect them to the appropriate resources or provide services in collaboration with teams of professionals
- Provides mental health support

OUR VALUES

KINDNESS

Deliver patient-centred quality care



ACCOUNTABILITY

Get even better



RESPECT

Empower our people



TEAMWORK

Connect through partnerships



Scan me:



To apply for the Community Paramedic Program visit:
www.headwatershealth.ca/Areas-of-Care/Paramedics/Community-Paramedic-Program