

HAMILTON PARAMEDIC SERVICE
ANNUAL REPORT

2025



INTRODUCING

Chief Russell Crocker

HAMILTON PARAMEDIC SERVICE



In September 2025, the Hamilton Paramedic Service welcomed a new Chief. Chief Russell Crocker has been a Deputy Chief with the service for over a decade. He brings a positive energy and clear vision that will guide the service in ongoing development and continued progress. The service, the community and even Howler look forward to his leadership!

TABLE OF CONTENTS

Message from the Chief	4
Service Overview	5
Performance Overview	9
Mobile Integrated Health	15
Clinical Excellence	19
Continuous Improvement	23
Employee Wellness and Safety	28
HPS Master Plan (2022-2031)	32
Community Connections	35
Recognitions	39



MESSAGE FROM THE CHIEF

It is with great honor that I present my first annual report as Chief of the Hamilton Paramedic Service (HPS). Since becoming Chief in September 2025, I have focused on continuing to build strong community relationships and learning from our dedicated staff. My goal is to lead a service that truly reflects the values of our community and the commitment of our HPS professionals.

My 13 years with HPS have shown me both our successes and challenges, and 2025 was no different. We again saw a higher demand for our services than predicted in the HPS Master Plan (2022-2031). Despite this, our team successfully met response time targets and experienced only one 'Code Zero' event, meaning ambulances were almost always available. We are especially thankful to our hospital partners for their continued leadership and management of patient offload times, which keeps our ambulances ready for emergencies in our community.



2025 was a year of significant advancements for HPS. The Ministry of Health (MOH) upgraded their dispatch system to the Medical Priority Dispatch System (MPDS), which improves accuracy and resource allocation. We also introduced new equipment, such as the video laryngoscope, enabling paramedics to safely and effectively manage patient breathing when necessary. In collaboration with Hamilton Police Service and St. Joseph's Healthcare Hamilton, we opened Zachary's Legacy. This clinical hub provides a shared space for these three agencies to work together, offering effective and compassionate mental health and addiction support to our community members. Our Performance and Development Section launched an in-house driver training program, ensuring our paramedics are highly skilled in high-risk emergency driving. Additionally, we completed important updates to our busy Station 30, creating a more functional workspace for employees and by adding more indoor bays, we have reduced idling of our ambulances and the reduction of greenhouse gas emissions.

As a service deeply rooted in our community, I am proud to share that HPS staff volunteered their time for various community events through our new volunteer program and led annual charity drives.

In the coming months, I will continue to advance the goals of the HPS Master Plan. This includes preparing for the construction of a new central reporting station, enhancing our operational processes, and further developing the skills and capabilities of our entire service.

I extend my sincere gratitude to every member of the service for their impactful contributions to the community in 2025. I am also thankful for the support from the Mayor, City Manager, Council, the senior leadership team, and labour representatives during my transition. I look forward to continuing to work with and learn from all of you in my role as Chief.

Respectfully,

A stylized, handwritten signature in black ink, appearing to read 'RC' or 'Crocker'.

Russell Crocker, Chief
Hamilton Paramedic Service

SERVICE OVERVIEW

CORE SERVICES

The Hamilton Paramedic Service (HPS) is the designated sole provider of paramedic services for the City of Hamilton serving over 569,000 residents in addition to those who visit Hamilton.

Operating out of 18 paramedic response stations in urban and rural areas of the city, HPS provides out-of-hospital advanced medical care, trauma care and the transport of patients from emergency incidents to health care facilities.

In addition to emergency care, HPS provides a range of programs and services to promote the health of the community and proactively mitigate the demand on ambulance transports to hospitals. These include:

- Seniors' clinics
- Home visits / Remote patient monitoring
- Palliative support
- Long-term care wait list support
- Social Navigator Program
- Support for unhoused and encampment residents
- Mental health support
- Addiction support
- Point of care testing and wound imaging
- Mobile immunization
- Neonatal intensive care transfer
- Pediatric intensive care transfer
- Public access defibrillators
- Community and stakeholder engagement
- Advanced Care Paramedics



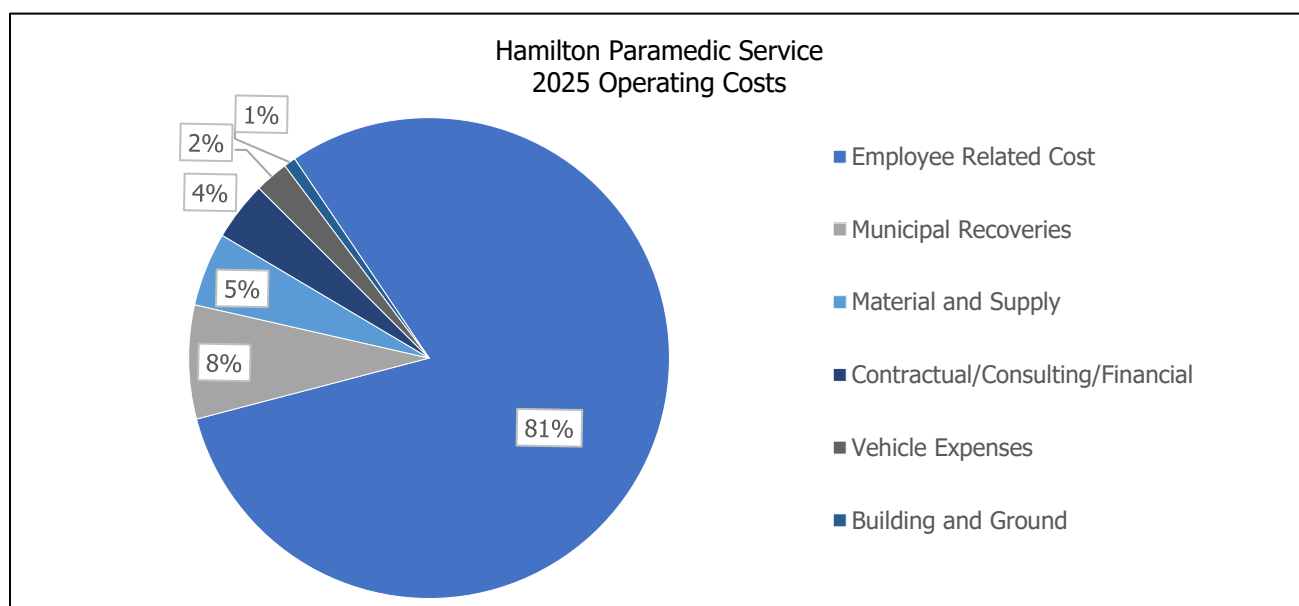
- Community Engagement Paramedic Bike Unit
- Public education
- Continuing education and training of Hamilton paramedics
- Media and awareness campaigns
- Fundraising and support for local charities



FINANCES

In 2025, HPS had a gross operating budget of \$85,035,967, however, 50% of direct land ambulance costs are funded by the Ministry of Health, therefore approximately \$47,500,000 on the tax levy. In addition, the province provides 100% of funding for dedicated offload nursing, the Neonatal/Pediatric Intensive Care Unit ambulances and Mobile Integrated Health resources.

The allocation of funds per each cost category by percentage of the overall budget is shown in the chart below.



\$85M

Gross Operating Budget

50%

Land Ambulance Funded
by Province

\$47.5M

On Tax Levy

100%

MIH Provincially Funded

ORGANIZATIONAL STRUCTURE

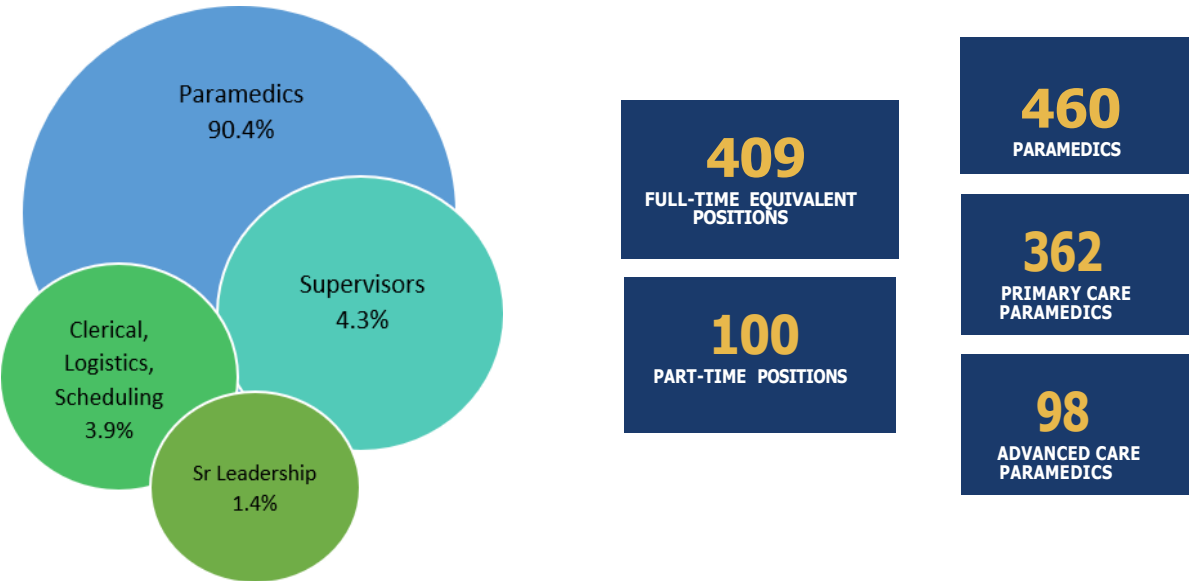
As an integral part of both the health care and public safety systems, HPS promotes the health and safety of Hamilton's residents and visitors through prevention, response, and post-call activities. HPS achieves this best by being situated within the Healthy and Safe Communities Department which enables collaboration with other divisions in the Department focused on similar outcomes for the community such as Housing Services, Long-Term Care homes and the Hamilton Fire Department.

Reporting to the General Manager of the Healthy and Safe Communities Department, the Paramedic Chief is responsible to lead the planning and operationalization of HPS which is comprised of four sections with the following responsibilities:

Office of the Chief Organizational oversight, strategic direction, budget management and stakeholder partnerships	Operations Section Response performance, deployment, and resource utilization
Logistics and Support Services Section Equipment and supplies procurement, maintenance and asset management, scheduling, corporate PPE oversight	Performance and Development Section Regulatory compliance, quality improvement, community engagement, continuing education and training, employee wellness and safety

WORKFORCE

A total of 409 full-time equivalent and 100 part-time positions made up the HPS workforce in 2025. Just over 90% of staff are paramedics with 21% Advanced Care Paramedics. While paramedics provide direct services to the community, supervisors, logistics technicians, schedulers, clerical staff, and leadership provide a variety of supportive, educational and regulatory functions to meet Ministry of Health mandates.



KEY MESSAGES

- HPS plays a central role in providing out-of-hospital medical care to the community
- HPS delivers a range of medical services including emergency care, transportation to medical facilities, community paramedicine programs, and specialized medical response services
- In 2025, HPS had a gross operating budget of \$85,035,967 with 50% or approximately \$47,500,000 of land ambulance services funded by the province. Other programs, such as community paramedicine, are 100% funded by the province
- 409 full-time and 100 part-time staff including 460 paramedics, both Primary Care (362) and Advanced Care (98), operate out of 18 stations across the city

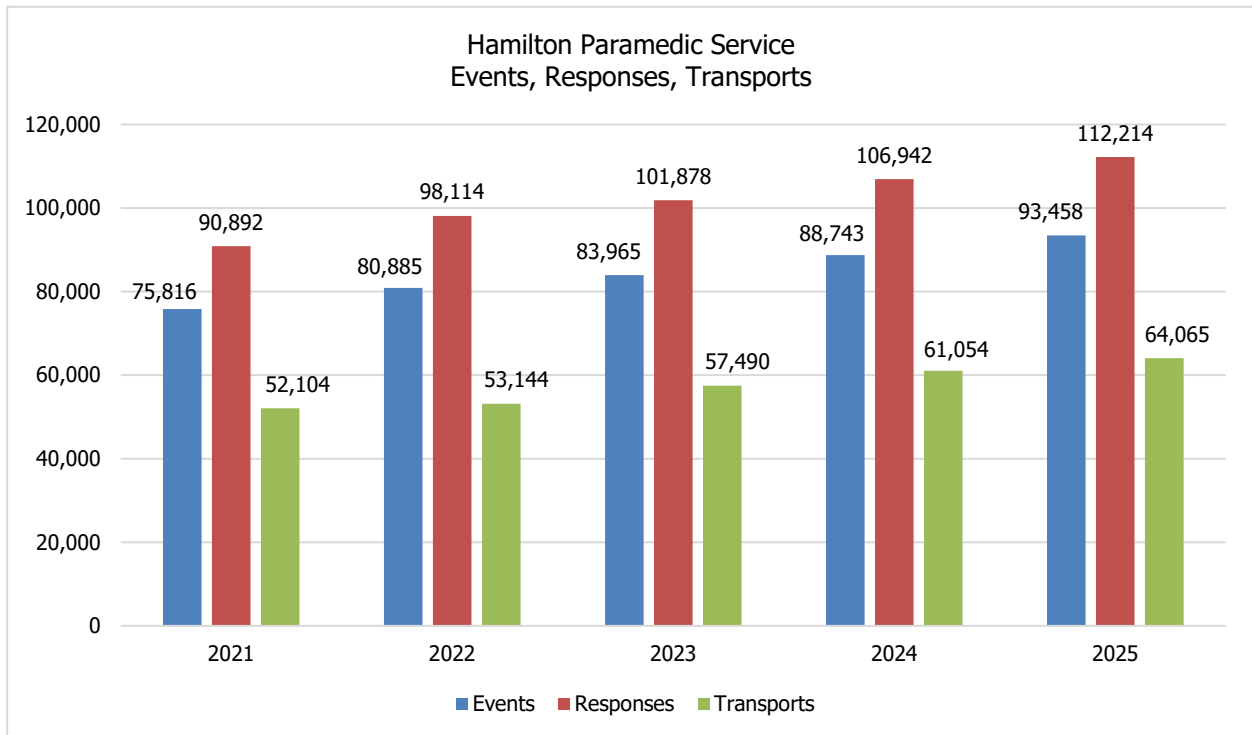


PERFORMANCE OVERVIEW

EVENTS, RESPONSES, TRANSPORTS

The following graph shows the total number of events, responses, and transports respectively, for the past five years (2021 to 2025).

HPS has experienced an increase in service demands each year. As projected in the HPS 10-year Master Plan, the number of events, responses and patients transported to hospital have all increased in 2025 from previous years. The HPS 10-year Master Plan projected an annual increased response of 3.3%. However, responses have exceeded that increase to an average trend of 4.58% since 2023.



EVENTS

An event is generated every time 911 is called for paramedic assistance through dispatch, the Central Ambulance Communications Centre (CACC).

In 2025, HPS experienced a larger number of 911 events than in previous years with 93,458 events, an average of 256 events per day and an increase of 5.6% from 2024.

RESPONSES

Responses are the number of paramedic vehicles that are sent to an event. This number is higher than the number of events as there may be more than one vehicle required to manage an emergency event. For example, in the event of a motor vehicle collision or a complex medical emergency, multiple paramedic vehicles may be dispatched.

In 2025, HPS had a total of 112,214 responses with a daily average of 304 responses, an increase of 5.2% from 2024.

TRANSPORTS

Transports refers to the number of patients transported to hospitals by an HPS ambulance. This number is typically lower than the number of events, as some patients decline transport to hospital or are found not to require hospital services as determined through an assessment conducted on scene by the paramedic.

HPS transported a total of 64,065 patients in 2025, an average of 176 patients transported every day and an increase of 4.9% from 2024.



93,458

TOTAL EVENTS
+5.6% FROM 2024

112,214

TOTAL RESPONSES
+5.2% FROM 2024

64,065

PATIENT TRANSPORTS
+4.9% FROM 2024

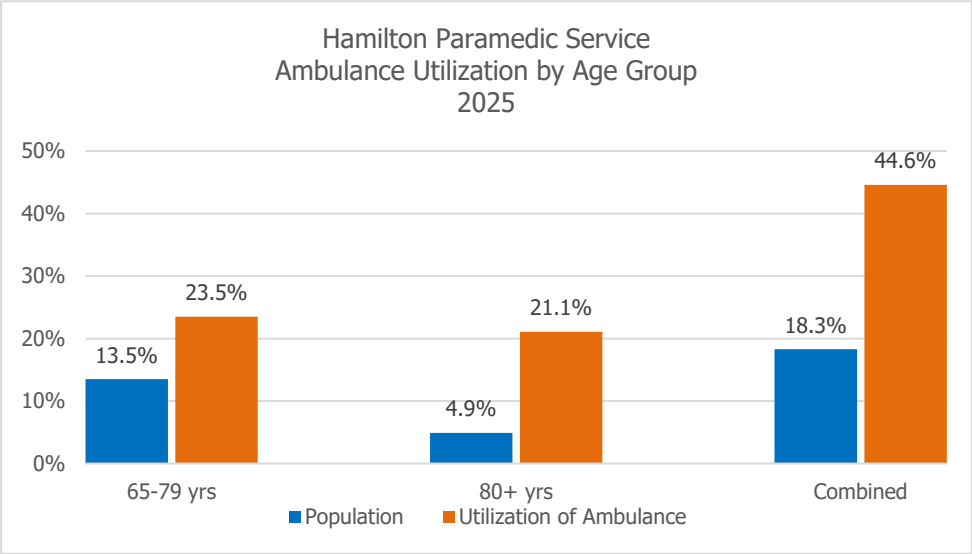
304

AVERAGE
RESPONSES / DAY

AGE-DRIVEN RESPONSES

As identified in the HPS Master Plan, individuals above the age of 65 are the most frequent users of ambulance services. People over 65 years old comprise 18% of the population of Hamilton, however, they accounted for almost 45% of HPS patients in 2025. Individuals aged 80 years and older make up a smaller percentage of Hamilton's population (4.9%) but their utilization of ambulance services in 2025 was significantly higher (21.1%).

Statistics Canada projects that the over 65 age group will become a larger percentage of the population over the next 20 years. As noted in the HPS Master Plan, this is a causative factor in the increasing demand for HPS services.



Patient Problems

This table lists the top ten reasons an ambulance was dispatched for medical assistance in 2025.

Top 10 Patient Problems by Dispatch Category 2025	% of Call Responses
Fall	12
Dyspnea (shortness of breath)	12
Ischemic (obstruction of blood flow)	7
Unknown	6
Unconscious	6
Abdominal/Pelvic/Perineal/Rectal Pain	5
Unwell	3
Behaviour/Psychiatric	3
Motor Vehicle Collision	3
Diabetic Emergency	2

45%
OF PATIENTS WERE AGED 65 AND OLDER

21%
OF PATIENTS WERE AGED 80 AND OLDER

Falls
ARE THE #1 REASON 911 WAS CALLED

RESPONSE TIME PERFORMANCE PER COMPLIANCE

The *Ambulance Act of Ontario* requires that every paramedic operator in Ontario is responsible to establish and publicly report on response time performance. The City of Hamilton and the Ministry of Health approved target response times based on the Canadian Triage and Acuity Scale (CTAS). CTAS is a triage system that prioritizes patient care by severity of the injury or illness. HPS is expected to achieve the target times in each CTAS category at least 75% of the time.

With ongoing and significant increases in demand for service experienced in 2025, HPS was still able to surpass the standard for achieving the target times for each CTAS category except one, as shown below.

CTAS Category	Acuity Level	Target Time	Standard % of Time Target Time to be Achieved	% of Time HPS Achieved Target Time
Vital Signs Absent	Deceased	6 minutes	75	68
1	Critical	8 minutes	75	82
2	Emergent	10 minutes	75	85
3	Urgent	15 minutes	75	91
4	Less Urgent	20 minutes	75	95
5	Non-Urgent	25 minutes	75	98

In 2025, the only category that did not meet the standard response time was Vital Signs Absent, when a patient is not breathing and has no pulse. The response time for this category of up to 6 minutes occurring 68%¹ of the time fell short of the response time standard of 75% of the time.

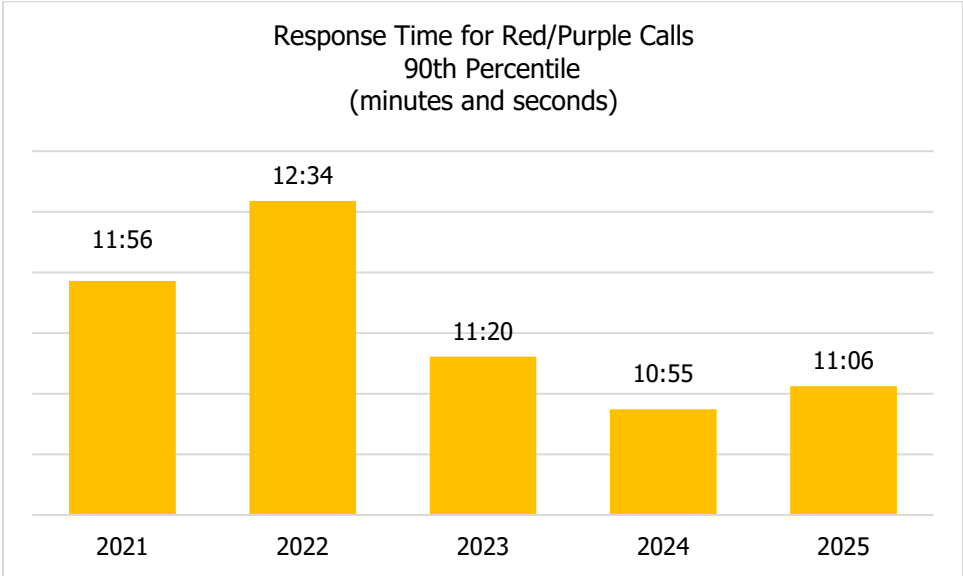
EMERGENCY RESPONSE TIME

When a call is dispatched, a priority colour code is given based on level of urgency. A red or purple call is the top priority, indicating a life-threatening emergency requiring immediate response. The target time to have an ambulance on the scene of calls dispatched as life-threatening is within 10 minutes, 90% of the time.

In 2025, response to calls dispatched as a life-threatening emergency (red/purple) was 11 minutes and 6 seconds at the 90th percentile. This represents the period from when dispatch assigns the call to paramedics until paramedics arrive on scene.

Along with an increase in call volume from 2024, the response time for 2025 has increased by 11 seconds. As per the HPS Master Plan, it is the goal is to reduce response times as every second matters in improving health outcomes of life-threatening emergencies.

¹ This metric does not include Hamilton Fire Department medical response data



OFFLOAD DELAYS

An offload delay occurs when the hospital does not Accept responsibility for the care of a patient from paramedics within 30 minutes of the ambulance arriving at the Emergency Department. The provincial government guideline stipulates that transfer of care (TOC) of patients should occur within 30 minutes 90% of the time.

Paramedics are required to remain with and care for the patient until the hospital is ready to accept the responsibility for their care.



In 2025, HPS paramedics spent a total of 23,515 hours in excess of 30 minutes in hospital Emergency Departments. This is slight increase of 5.9% (1,323 hours) from 2024, however, it is a decrease of 40% from 2022. Hamilton's hospitals continue to maintain reduced TOC times since 2022 and have become provincial leaders in this area.

As per the Master Plan, it is the goal of HPS to maintain low offload delay times to ensure paramedics spend less time waiting at hospitals and more time in the community responding to medical emergencies.

23,515
HOURS OF OFFLOAD DELAYS
+5.9% FROM 2024

40%
REDUCTION IN OFFLOAD
DELAYS SINCE 2022

CODE ZERO EVENTS

A code zero event is when there is one or less ambulance available to respond to emergencies in the community. Long offload delays, particularly when there are 10 or more delays longer than 2 hours in one day, are the major cause of code zero events. When a code zero event occurs, lower acuity calls are queued, higher acuity calls have lengthened response times, and ambulances from neighbouring municipalities are assigned to respond to emergency calls in Hamilton.

In 2025, there was just 1 code zero event, **the lowest in 15 years**, that occurred in May and lasted less than 20 minutes. This can be attributed to additional ambulances received in 2023 and the continued reduced offload delay times at hospitals.



KEY MESSAGES

- HPS responses escalated again in 2025, surpassing the increase forecasted in the HPS Master Plan: 112,214 responses (up 5.2% from 2024), 93,458 events (up 5.6% from 2024), 64,065 patient transports (up 4.9% from 2024)
- Approximately 45% of patients seen by paramedics were aged 65 years and older, with 21% being 80 years and older
- Again in 2025, the number one reason for an ambulance response was due to a fall
- HPS surpassed the standard for achieving the target times for all Canadian Triage and Acuity Scale categories except one category, Vital Signs Absent
- Response time to calls dispatched as a life-threatening (code red or purple) emergency at the 90th percentile was 11 minutes and 6 seconds in 2025, an increase of 11 seconds from 2024
- Paramedics spent a total of 23,515 hours in excess of 30 minutes waiting to transfer the care of their patients to the hospital
- There was just one code zero event in 2025, when for less than 20 minutes, one or no ambulance was available to respond to emergencies. This is the lowest reported number of code zero events in 15 years

MOBILE INTEGRATED HEALTH

In addition to emergency response and pre-hospital care, HPS also provides comprehensive medical services directly to individuals in their homes and communities. The Mobile Integrated Health (MIH) unit consists of specially trained community and social navigator paramedics who provide preventative on-site advanced medical assessments, treatment, and coordination of care under the direction of a physician to address various health concerns. By offering proactive and preventive care through the following provincially funded programs, MIH aims to reduce hospital readmissions, improve health outcomes, support people in encampments, assist patients to age in their homes and enhance the overall well-being of residents in Hamilton.



Community Engagement

The MIH team also provides information on preventative health education to community organizations and at events. In 2025, this included partnering with over 25 organizations such as Circle of Friends, McMaster Family Health Team's MAiD team, Young Caregivers Association, Hamilton Council on Aging, Young Carer's Association, Afro-Canadian Caribbean Association, and the Mino Biimadziwin Wakya' Ta' Shatse Social among others.

Additionally in 2025, MIH partnered for a second year, with the Amazon Fulfillment Center in Hamilton. Through this partnership MIH was able to distribute supplies to 25 service providers including the Ronald MacDonald House, Mission Services, Interval House, Native Women's Centre, Margaret's Place Hospice, the Living Rock Youth Resources, and other organizations that support the most vulnerable in the community.

Zachary's Legacy

In 2025, MIH partnered with St. Joseph's Healthcare Hamilton and Hamilton Police Service to establish an outreach centre dedicated to assisting people experiencing mental health crises.



The centre houses community and social navigator paramedics, mental-health workers and specially trained police officers who collaborate to deliver a coordinated response to provide vital mental health support.

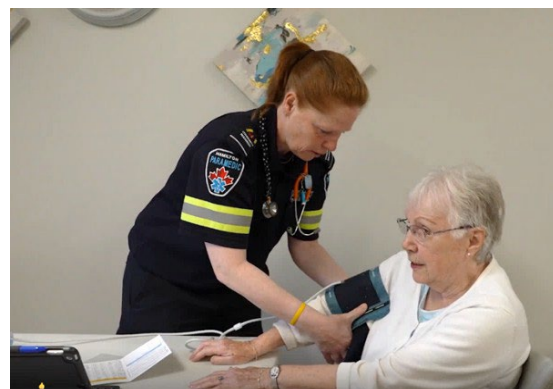
Zachary was a 2-year-old boy who was tragically killed by a neighbour suffering from an untreated mental illness. This collaboration, the first of its kind in Canada, aims to prevent similar tragedies.



COMMUNITY PARAMEDIC PROGRAMS

@Home

The @Home program provides in-home supports to vulnerable clients such as frequent callers of 911, palliative patients, clients on the long-term care waitlist and the underserved population. A community paramedic visits the client where they live, conducts an in-depth assessment including point of care urine and blood testing and wound imaging. The community paramedic can promptly connect the client to resources related to a variety of issues such as congestive heart failure, diabetes, falls, mental health and addiction and palliative care.

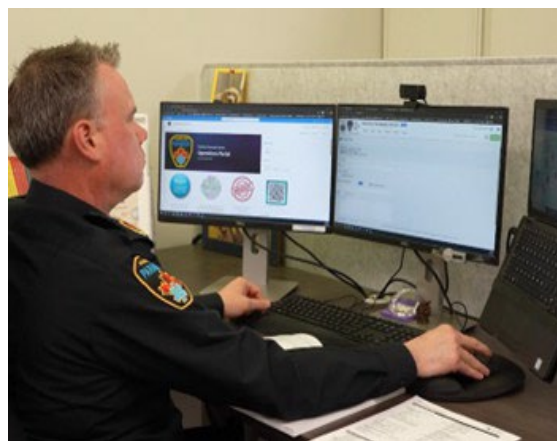


The @Home program had 440 new clients enrolled in 2025. Community paramedics made 2,534 in-person visits to clients and 8,506 telephone check-ins to ensure clients' medical needs were addressed in a timely manner. As a result, community paramedics contacted physicians 269 times, activated 911 36 times, made 7 referrals to the emergency department and performed 209 designated controlled medical acts.

Remote Patient Monitoring

As part of the @Home program, community paramedics leverage technology to monitor clients' diabetes, heart and breathing conditions in their home. The patient-generated health data is transmitted wirelessly to a database and monitored by a community paramedic. Through this program, a client's condition is proactively managed before it requires an emergency 911 response and hospitalization.

In 2025, community paramedics received 2,852 patient reading alerts from up to 215 clients and conducted 2,189 check-ins either in-person, on the phone or by activating an emergency response.



@Clinic

The @Clinic program was developed to improve the health and quality of life for older adults living in subsidized housing. The aim is to help individuals stay healthy at home while also reducing avoidable calls to 911. Community paramedics hold sessions in residents' buildings to assess and address their needs with a focus on chronic disease prevention, management, and health promotion. The benefits of the program include improved health and quality of life, reduced social isolation, and being connected to primary care and community resources.

Throughout 2025, MIH conducted clinics in 16 buildings including CityHousing Hamilton locations and residential care facilities. Community paramedics staffed recurring clinics in these buildings, conducted 686 assessments and administered 288 immunizations to residents.



Alzheimer's Society Collaboration

In July 2025, MIH and the Alzheimer's Society launched a pilot project that placed an Intensive Intervention Case Manager from Alzheimer's Society at Zachary's Legacy. This position is as an extension of the Alzheimer's Society 'Dream Team' which is aimed at enhancing dementia care in the emergency department.

The Case Manager connects patients and caregivers with services such as respite care, community services as well as behaviour and intervention plans to help keep patients in their homes. The addition of this role redirects patients to suitable supports and reduces 911 calls and hospital admissions while also providing paramedics with additional knowledge when dealing with patients with dementia or Alzheimer's disease.



SOCIAL NAVIGATOR PARAMEDIC PROGRAM

The Social Navigator Program (SNP) brings together community paramedics and police officers to support community members who frequently interact with emergency services due to challenges related to mental health, addiction and homelessness. In collaboration with the Rapid Intervention and Support Team (RIST) of the Crisis Response Branch of Hamilton Police Service, SNP provides medical care including wound care, harm reduction, transportation to healthcare facilities and referrals to community services.

In 2025, 612 individuals were served by the SNP and RIST program. There were 3,933 interactions with individuals in need resulting in 218 referrals to service providers and just 91 calls to 911. SNP and RIST also supported these individuals through the delivery of supplies and services such as food, clothing, water, and assistance with appointments and paperwork.

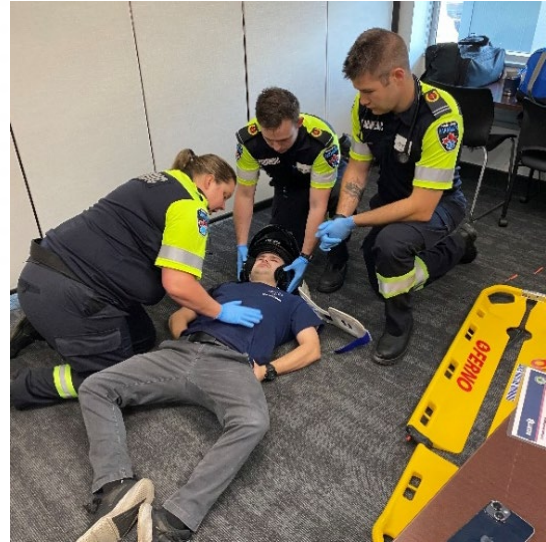


KEY MESSAGES

- All programs delivered by MIH are 100% funded by the provincial government
- MIH continued to be engaged with the community in 2025 participating in events, sharing information and distributing supplies for clients to service provider organizations
- To better support the most vulnerable in the community, MIH engaged in partnerships with the Alzheimer's Society and established a first-of-its-kind hub of mental health supports with St. Joseph's Healthcare Hamilton and Hamilton Police Service
- The @Home program had 440 clients, 2,534 in-person visits from community paramedics and 8,506 telephone check-ins with 911 activated just 36 times
- Remote Patient Monitoring received 2,852 patient alerts from up to 215 clients resulting in community paramedics following up 2,189 times
- Through the @Clinic program, 686 assessments and 288 immunizations were administered to residents of CityHousing Hamilton buildings and residential care facilities
- The SNP program served 612 individuals through 3,933 interactions resulting in 91 911 calls and assisted clients with such transportation to healthcare facilities, harm reduction, wound care, medical appointments, and referrals to other services

CLINICAL EXCELLENCE

Clinical excellence is the expert knowledge, skills and practices of a clinician that results in the delivery of informed and compassionate patient care. At HPS, clinical excellence is achieved through a commitment to continued growth and development. HPS has a skilled and experienced team of instructors who collaborate with the regional base hospital to enhance the performance and further develop Hamilton paramedics. The Performance and Development section of HPS delivers continuing education to all HPS paramedics that include clinical procedures, medical equipment and review of existing procedures and standards thereby expanding and refreshing paramedics' capabilities. In 2025, paramedics received a total of over 29,000 hours of training and education to ensure excellent clinical care is provided to clients and patients.



2025 New Recruits

In 2025, HPS recruited and trained 59 new paramedics. Thirty-one of these new recruits were fast-tracked as they had already been working as paramedics before they came to HPS. Orientation training is condensed for the fast-track group, enabling them to get on the road and serve the community in an expedited timeframe. The remaining 28 new recruits recently completed a paramedic college program and therefore receive a more comprehensive orientation than the experienced paramedics.

In addition to having completed an 18 to 24-month paramedic college program and physical evaluation, HPS provides all new recruits with extensive training consisting of in classroom training, simulation scenarios, hands-on learning, driver training and time on the road. In 2025, recruits received over 13,400 hours of orientation training after which they are assigned to a team of two Hamilton paramedics and act in full capacity as a certified paramedic while they become accustomed to their new career.



Patient Support Language Roster

Recognizing the increasingly diverse community served by Hamilton paramedics, the MIH section of HPS developed and administered a survey to paramedics to identify the languages spoken in the HPS workforce.

As a result, a roster of languages spoken in the service was established. This roster has been utilized not only to assist paramedics when interacting with their patients, it has also been used to identify paramedics who might be interested in participating and presenting at culturally specific community events.



Being able to communicate in the same language as a client or patient helps to improve health outcomes by ensuring accurate information is conveyed. It also enhances rapport between paramedics and their patients or clients and families and caregivers which further contributes to more positive outcomes. The MIH @Home program had at least 25 ESL clients in 2025. The roster was utilized to ensure the community paramedic could speak directly to the client in their language which helped to avoid unclear information translated by family members or caretakers. Clients and paramedics alike have described the positive impact of being able to communicate in the same language.

MIH also utilizes the language roster to translate public-facing documents in various languages.

Skills Advancement

HPS understands the significance of advancing clinical skills to contribute to service excellence and employee satisfaction. Each year, HPS offers opportunities for paramedics to expand their scope of practice.

HPS offers financial support through the City of Hamilton for PCPs interested in broadening their skills by enrolling in an Advanced Care Paramedic Program (ACP) at an Ontario Community College. The Master Plan aims to increase the number of ACPs so that at least 90% of complex calls requiring an ACP have an ACP response. In 2025, an additional 4 PCPs were successful in receiving tuition reimbursement for ACP certification, bringing the total to 53 since 2020.

Every year the Performance and Development section offers Autonomous Intravenous (AIV) training to primary care paramedics (PCP). Forty-one paramedics completed this training in 2025 certifying them to perform some of the same controlled medical acts as administered by Advanced Care Paramedics. Since HPS began the program in 2021, a total of 325 primary care paramedics have received advanced training on AIV-PCP. This moves the service closer to Master Plan objective of having all paramedics AIV-PCP certified.



Video Laryngoscope

In 2025, HPS introduced a new technology to assist paramedics while intubating a patient allowing them to breathe. A video laryngoscope is more easily inserted as the paramedic can better visualize the patient's airway on the video screen.

All Hamilton paramedics have been trained in the effective use of the video laryngoscope and in 2025 every Hamilton ambulance was equipped with this medical device.

Paramedics have found more success in first intubation attempts with the video laryngoscope that is more ergonomic, portable, cable-free and safer to use as compared to traditional laryngoscopes. This results in a higher level of patient care with quicker, more reliable airway access and fewer injuries and complications.



MEDICAL OVERSIGHT



Dr. Paul Miller,
Medical Director

Dr. Paul Miller is the Medical Director of CPER (Centre for Paramedic Education and Research) which is hosted by Hamilton Health Sciences and is the Regional Base Hospital Program in Hamilton and the surrounding area.

Dr. Miller provides medical oversight for paramedics in Hamilton as well as paramedics in Niagara, Waterloo Region, Brant, Haldimand-Norfolk, Guelph-Wellington, Dufferin, and Six Nations.

As Medical Director, Dr. Paul Miller and his team support paramedics by providing them with medical authority, clinical backup, and clear rules to practice safely and confidently.

Dr. Miller oversees the medical directives that guide paramedics' patient care, authorizes them to perform advanced medical interventions, and provides expert guidance for complex clinical situations.

Through education, quality reviews, and physician consultation, Dr. Miller supports paramedics in making sound decisions, provides regulatory and professional guidance, and helps ensure patients receive safe, evidence-based care in Hamilton and across the region.



KEY MESSAGES

HPS continually strives for excellence in clinical practice through a variety of ways. In 2025 some of these included:

- HPS educators delivered over 29,000 hours of training to paramedics in 2025
- HPS onboarded 59 paramedics in 2025 to keep pace with the rising demand for service
- A language roster was created to enable community paramedics to call on their colleagues who speak languages other than English for assistance in effectively communicating with clients
- Paramedics continued to enhance their skills with an additional 4 PCPs obtaining a bursary to complete ACP certification and 41 PCPs received AIV-PCP certification training in 2025
- New equipment introduced in 2025 featured a video laryngoscope to assist paramedics in more successful intubation of patients
- Dr. Paul Miller, medical director of the Centre for Paramedic Education and Research, provides medical oversight to Hamilton paramedics



CONTINUOUS IMPROVEMENT

HPS is constantly improving processes, programs and services through innovation and best practices to reduce risk and ensure optimal delivery of quality care to the community. Some of the continuous improvement initiatives undertaken in 2025 are highlighted in this section.

Quality Assurance

HPS has a robust quality assurance program that, among other activities, reviews and responds to feedback from residents and stakeholders. Follow-up with paramedics is an integral part of the program to ensure the continuous improvement of service delivery.

In 2025, the quality assurance reviews conducted consisted of:

- Compliments (77)
- Collisions (87)
- Concerns (49)



In comparison to 2024, the number of compliments and concerns both increased by about 9% while collisions increased by 50% in 2025. As the service grows and responses continue to increase the number of collisions rise. The majority of collisions were minor with damages under \$1,000. HPS addressed this challenge in 2025 with launching an in-house driver education program, described below.

Most of the customer concerns were related to professional conduct. Such matters are thoroughly reviewed utilizing a standardized approach. Follow up with paramedics occurs using industry best practices commonly used in the healthcare and aviation sectors.

A wide range of compliments were received in 2025 from people who used HPS services or from their caretakers or loved ones. Paramedics were praised for their empathy, compassion, kindness, knowledge, professionalism, calming ability and willingness to go above and beyond their duties for to care for their patients. The following are just a couple of examples of the recognition Hamilton paramedics received in 2025 from the community they serve:

"I'd like to extend my warmest heartfelt thanks to the paramedics who came to my uncle's VSA call today and got him to the hospital alive, ultimately giving him a second chance at life. I extend the same thanks to the crew that remained on scene to tend to a family friend."

"At the worst time of my life, the passing of my mother, the paramedics went beyond their duties and showed a profound level of compassion and support. They genuinely tried to bring me perspective and comfort. I saw kindness and humanity in their eyes and felt tenderness in their words. Thank you!!"

Paramedic Driver Enhancement Program

In collaboration with the Canada Safety Council, the Performance and Development section of HPS developed a paramedic driver enhancement program (PDEP), aimed at improving driver proficiency and road safety.

Hamilton paramedics travelled over 2,110,000 km in 2025 through urban and rural areas at all times of the day and night and during inclement weather. Being able to operate an emergency response vehicle safely and effectively under any conditions reduces the risks associated with emergency response. It improves safety for patients, other road users and paramedics. It also contributes to a high level of care for patients who are safely transported to the healthcare facility in a timely manner.

In the spring of 2025, HPS offered the first-of-its-kind, in-house driver safety program tailored specifically for Hamilton paramedics. The program includes classroom education, supervised, in-vehicle training, followed by a graduated driving matrix that ensures paramedics are evaluated and authorized to transport patients independently.

Having a service-developed driver program targets and remediates the weaknesses identified for existing staff and provides defensive driving training for new paramedic recruits. This training is in addition to the "F" class driver's license required by the Ministry of Transportation and the *Ambulance Act* as it specifically addresses operating an ambulance safely during an emergency response.

This program focuses not just on driving skills, but on risk reduction, patient safety, and compliance with emergency-vehicle regulations. It equips paramedics with the techniques, skills, and judgment needed to safely drive an ambulance during both emergency and non-emergency situations.

In October 2025, the County of Simcoe Paramedic Service also introduced the PDEP developed by HPS and Canada Safety Council to elevate their paramedic driver proficiency and enhance road safety.



Collaborative Just Culture Program Qualification

The HPS Master Plan identifies the goal of building a high reliability organization based on a culture of trust and fairness, where employees feel safe and are encouraged to report mishaps. Acknowledging errors and near misses is essential to identifying system and behavioural flaws so they can be mitigated to avoid future risks. This is the same approach taken by large healthcare organizations and the aviation industry.

The Reliability Office of HPS has been working to implement a Collaborative Just Culture Program (CJCP) through training, policies, processes, tools and developing in-house expertise to create a workplace where everyone is encouraged, supported and rewarded for identifying and addressing potential risks and errors are handled in a just manner.

In September 2025, HPS participated in a third-party audit of its CJCP. The audit ensures that HPS has achieved the CJCP Standards as set out by SG Collaborative Solutions LLC, one of the leading companies in guiding high-risk organizations toward high reliability.

After a two-day comprehensive audit consisting of review of data, documents and records, as well as individual and group interviews, HPS successfully achieved CJCP Qualification, the first high-risk organization in Canada to receive this qualification.

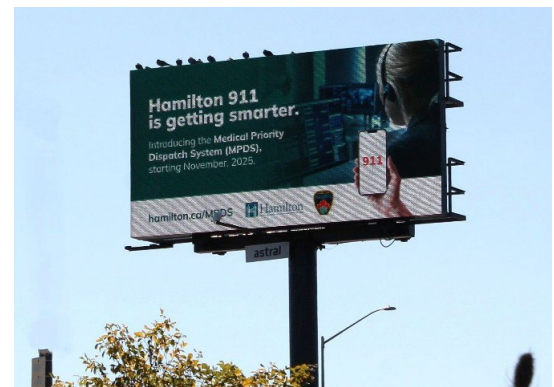
Achieving this milestone is a step toward becoming accredited as a Collaborative High Reliability Organization. HPS is committed to advancing the program so that a collaborative just culture approach becomes fully embedded in daily operations, reducing risks and enhancing safety for the service, employees and the people served.



Modernized Dispatch System

In 2025, the Ministry of Health modernized dispatch capabilities with the implementation of the Medical Priority Dispatch System (MPDS), a province-wide medical triage system. MPDS replaces subjective call-assessment methods with structured, evidence-based protocols developed by the International Academies of Emergency Dispatch. This system is approved by provincially designated physicians and is internationally recognized, currently used in ambulance communication centres worldwide.

The system ensures that every 911 call is evaluated consistently, prioritizing the most life-threatening emergencies, and dispatching the right resources at the right time. The introduction of MPDS enhances patient outcomes, accelerates response to critical events, and improves coordination across paramedic, fire, and police services.



MPDS provides significant improvements to caller experience and on-scene readiness. Emergency Medical Dispatchers now follow a standardized set of medically guided questions and can deliver real-time life-saving instructions before paramedics arrive on scene, such as improved methods of coaching CPR, Naloxone administration, assisting in pregnancy-related issues and choking interventions.

As part of a broader provincial rollout of modernized dispatch practices, the Hamilton Central Ambulance Communications Centre (CACC), which serves Hamilton as well as Norfolk, Brant, Haldimand, and Six Nations, successfully transitioned to MPDS in November as part of Ontario's multi-year modernization strategy. Early evaluations indicate improved triage accuracy, safer deployment practices, and more efficient distribution of emergency resources across the city.

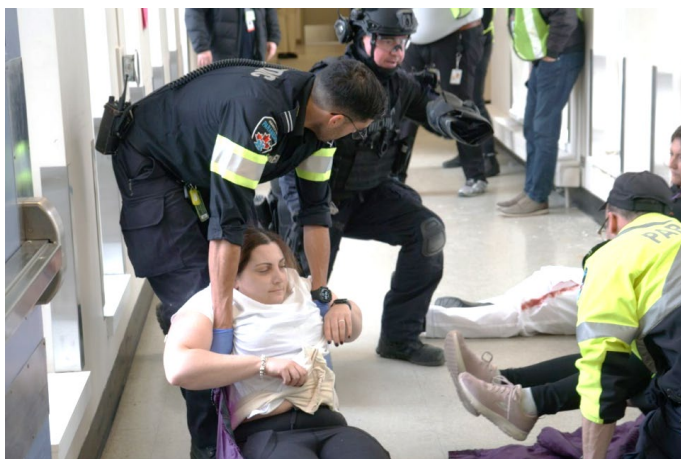
Emergency Preparedness

Emergency exercises allow paramedics, along with other responding agencies, to practice, evaluate and strengthen their ability to respond effectively to low occurrence, high consequence emergencies before they occur. Participating in these exercises ensures that paramedics are prepared in the following ways:

- Emergency medical needs are understood in various scenarios
- Accurate patient triage and efficient transportation
- Coordination with other multi-agencies such as police, fire services and hospitals
- Identify and mitigate operational gaps
- Lessons learned from debriefs

In 2025, HPS participated in three simulation and table-top emergency exercises with other partner agencies such as the City of Hamilton's Emergency Operations Centre, Hamilton International Airport, Hamilton Fire Department, Hamilton Police Service, Hamilton Health Sciences, Canada Border Services Agency, Niagara Regional Police and Niagara Paramedic Service.

Simulation exercises included a bomb threat at the airport and an active shooter at the old West Lincoln Memorial hospital with more than 100 participants. The tabletop exercise centred on a crash of a medical evacuation aircraft.



KEY MESSAGES

- In 2025, 87 collisions and 49 concerns about service were reviewed to identify areas of risk and improvement; 77 recognitions were received commending paramedics on service excellence
- HPS developed and implemented a first-of-its-kind, in-house driver safety program tailored specifically for Hamilton paramedics
- HPS successfully received certification from a third-party auditor for Collaborative Just Culture Program Qualification demonstrating commitment to a safe and fair workplace environment. HPS is the first organization of its kind in Canada to receive this qualification
- Along with the Ministry of Health operated Hamilton dispatch centre, HPS moved to the Medical Priority Dispatch System (MPDS) a more modernized and sensitive tool that will better serve the needs 911 callers
- HPS participated in large scale emergency preparedness exercises with a range of key community partners



EMPLOYEE WELLNESS AND SAFETY

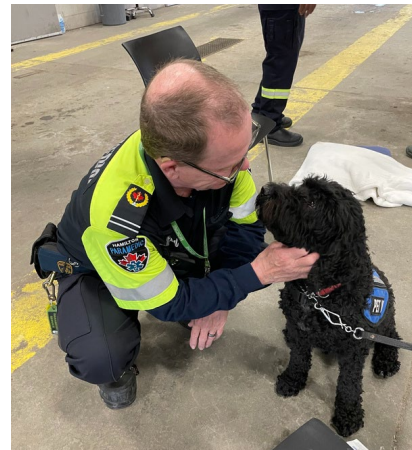
As identified in the HPS Master Plan, ensuring the physical and mental health and safety of HPS employees is of the utmost importance and essential to delivering quality service to the community. In 2025, the Employee Wellness unit of HPS was successful in securing a \$25,000 grant from the Energizing Life Community Fund of Hydro One to support the implementation of a number of activities and develop resources that promote health, safety and wellness.

Therapy Dog Visits

Research shows that therapy dogs provide emotional, psychological and physiological benefits that counteract the intense stress and trauma inherent in the work of first responders.

Interacting with therapy dogs reduces cortisol levels, stress-causing hormones, while increasing oxytocin, the hormone that decreases anxiety levels. The result is a calming neurochemical response that supports emotional regulation and stress relief.

Every year, at least twice a year, the Employee Wellness unit arranges for therapy dogs from Boots On The Ground to visit paramedic stations to interrupt the stress cycle of the daily work of paramedics and provide them with comfort and improve overall well-being.



Family Support Sessions

With every class of new recruits, HPS hosts an evening for them and their family members to meet and learn more about the service and the job. Central to these events is information on mental health supports and how family members are a critical component to the paramedic's support system.

Attendees learn about the challenges paramedics face and are provided with information on recognizing mental strain and seeking appropriate help. They also learn how to build their own resiliency to protect the mental health of the paramedic and the entire family system.

External Violence Against Paramedics Survey

In 2025, the Employee Wellness unit reported on the findings of a survey conducted to gauge the prevalence and nature of external violence against paramedics (EVAP).

Paramedics work in complex, demanding and high stress environments and often face unpredictable situations that include exposure to verbal abuse, physical assaults and threats while providing emergency medical care. Violence against paramedics poses serious risks to paramedics' physical safety and mental health.



The EVAP survey helped to identify specific risks Hamilton paramedics face in their line of duty and interventions required to reduce risk and improve workplace safety and well-being.

In total, 108 paramedics completed the survey. The following outlines the report's key findings:

- 98% of respondents reported experiencing violence while performing their duties
- The most prevalent types of violence experienced included verbal abuse/harassment (98%), intimidation/threats (90%), sexual harassment (69%), and physical assault (63%)
- Slightly more women (52%) than men (46%) reported experiencing violence
- Many respondents reported the violent incident(s) to their Supervisors (54%) but not to the police (61%)
- Respondents described a range of impacts on their work life from becoming hyper-cautious while at work to taking time off work and/or a decline in mental health
- Respondents suggested ways to prevent violence against paramedics such as having police backup on scene and updating organizational policies, protocols and supports

To address the finding that there is lack of reporting violent incidents to the police, HPS delivered training to all paramedics during mandatory professional development sessions to raise an understanding of the process of filing police reports.

Boots On The Ground Initiative

In April 2025, MIH participated in the "Miss You Most" exhibit led by St. Joseph's Healthcare and Boots On The Ground, a charitable organization providing peer support for first responders. This suicide prevention exhibit aims to reduce stigma, increase awareness and breakdown barriers to accessing mental health support.

2025 marked the 10th anniversary of the project and was commemorated by members of Hamilton's three first responder services and Boots On The Ground volunteers coming together at Dundurn Castle to demonstrate the support that is available from Hamilton's Emergency Services for those impacted by suicide.



Mental Health Reintegration Initiative

In late 2025, HPS continued to strengthen its commitment to support staff well-being through the Employee Wellness unit by developing and implementing an enhanced return-to-work process for paramedics returning from a mental health leave of absence.

Paramedics are routinely exposed to traumatic events, leading to elevated risks of post-traumatic stress disorder (PTSD), depression, anxiety, and burnout, conditions that require thoughtful, individualized recovery pathways.

Recognizing the unique psychological demands of paramedic work and the importance of a structured, clinically informed return to operational duties, HPS introduced a voluntary, supportive pathway for paramedics to return to work in a safe, gradual, and sustainable manner.

This initiative mirrors the framework of physical injury Return-to-Work (RTW) programs but is uniquely tailored to address the psychological and emotional complexities of trauma recovery. It emphasizes:

- Individualized care, recognizing that recovery is not linear and must be adapted to each paramedic's needs
- Early intervention, which has been shown to significantly improve outcomes and reduce long-term disability
- Collaboration with mental health professionals, ensuring that reintegration is clinically informed and trauma sensitive

Feedback from the first few paramedics who have completed the process indicated that the initiative helped them with a seamless transition back to their duties and promotes longevity within the workforce.

Peer Support Team

The Peer Support Team (PST) is made up of specially trained paramedics and a mental health advisor who are available 24/7 to respond to their colleague's needs once a mental health issue has been identified. The Peer Support Team offers paramedics the confidential support of a trained peer with the ability to connect them to an appropriate health care institution or practitioner. The Team also shares resources that are available in the community to support mental health such as seminars and workshops as well Hamilton-specific resources such as the HPS newsletter Pulse Check, and a mental health road map developed by the PST.



Mental Health Support Grant

The Mental Health Supports for Public Safety Personnel (MHS4PSP), sponsored by the Ontario Government and administered by Warrior Health, is a program aimed at ensuring first responders receive targeted mental health supports that address the challenges they face.

In 2025, the Employee Wellness unit was awarded a \$25,000 grant from MHS4PSP for psychoeducation sessions that provide paramedics with the knowledge and tools to improve mental health outcomes. The grant also allows for training of the Peer Support Team and offers paramedics access to Applied Suicide Intervention Skills Training (ASIST) courses. The flexibility of the grant means that services are selected from a range of mental health supports to best meet the needs of Hamilton paramedics.

KEY MESSAGES

- Employee mental health and wellness activities were enhanced by a total of \$50,000 in grants in 2025
- Therapy dog visits to stations promoted paramedics' well-being
- Sessions for families of new paramedics provided information on being resilient and being a source of support for their paramedic family member
- A study on external violence against paramedics (EVAP) found that 98% of Hamilton paramedics who responded to the survey experienced violence while performing their duties
- MIH partnered with Boots On The Ground to raise awareness of suicide prevention for first responders
- A reintegration program was established to ensure Hamilton paramedics on mental health leave can return safely to their operational duties
- The HPS Peer Support Team provides a 24/7 service to respond to the mental health needs of their paramedic colleagues



HAMILTON PARAMEDIC SERVICE MASTER PLAN (2022-2031)

The HPS Master Plan sets the course for more integrated services delivered by paramedics equipped with progressive technology and expanded skills to ensure the best outcomes for all people who depend on HPS for their health and well-being.

The HPS Master Plan identifies five priorities with 29 distinct objectives and corresponding actions.

HPS MASTER PLAN PRIORITIES

Operational Integration

Enhancing coordination within the healthcare system to provide seamless patient care and reduce service duplication

Infrastructure Progression

Ensuring adequate facilities and advanced technology are in place to support effective operations

Service Delivery Optimization

Improving efficiency of current services to meet community needs effectively and cost-efficiently

Positive Work Culture Elevation

Fostering a safe and engaging workplace to improve employee morale and retention

Healthy and Safe Communities Protection

Promoting health and safety through proactive community engagement and support

HAMILTON PARAMEDIC SERVICE MASTER PLAN 2022 2031				
Operational Integration	Infrastructure Progression	Service Delivery Optimization	Positive Work Culture Elevation	Healthy & Safe Communities Protection and Promotion
Modernized Dispatch	Adequate Response Resources	Enhanced Deployment	Just and Safe Culture	Expanded, Centralized and Sustained MIH
Centralized Logistics	Enhanced Logistics	Reduced Offload Delays	People-Focused Culture	Broadened Scope of Practice
Integrated Patient Records	Sufficient Facilities	Increased Cultural Competency		Specialized Services
	Advanced IT	Increased Virtual Care		Contingency Response Preparedness
				Reduced Carbon Footprint



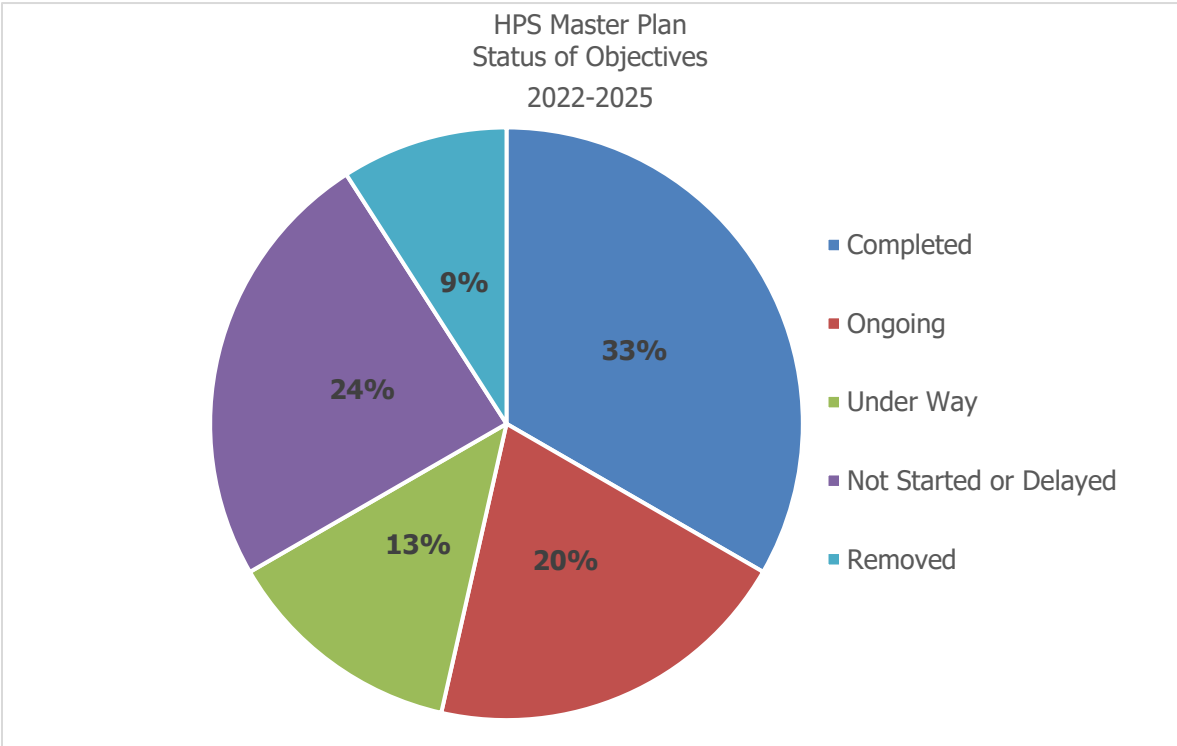
2025 MASTER PLAN PROGRESS

The Master Plan objectives that were completed or advanced in 2025 are as follows:

Objectives	
4	Continue to increase the number of ACPs toward a level that enables 90% of calls requiring ACP intervention to have an ACP response
5	Redeployed Emergency Response Vehicles and Rapid Response Vehicles to improve response time performance in underserved areas: Carlisle, Freelon and Winona
7	Continued to sustain a reduced level of offload delay in collaboration with health care system partners
8	Increased the capacity of Mobile Integrated Health (MIH) to address growing demands for community and at-home support through 2 additional social navigator paramedics and the creation of Zachary's Legacy
10	Established a central clinical hub with providers of mental health services dedicated to assisting people experiencing mental health crises (Zachary's Legacy)
11a	Support for Primary Care Paramedics in becoming certified in Primary Care Paramedic Autonomous Intravenous (PCP AIV)
17	Participated in disruptive and disastrous event preparedness exercises with community and emergency response partners including annual EOC exercise at the Hamilton International Airport, the West Lincoln Memorial Hospital exercise and table top exercise
21	Hybrid Emergency Response Vehicles (3) added to the fleet and solar panels installed on all ambulances advancing the objectives of the clean and green plan for reducing the carbon footprint of HPS
26	Advanced the service toward Collaborative High Reliability Organization accreditation
27	Erected a facility beside the HPS Victoria Street Station to address the short and medium-term needs of housing a growing fleet of ambulances
29b	Continued to build relationships with diverse communities to expand HPS recruitment activities and promote cultural competency among paramedics through attending cultural events such as Newcomer Day, Afro-Canadian Caribbean Association, and the Mino Biimadziwin Wakya' Ta' Shatse Social and career fair at the Muslim Association of Hamilton
29d	Enhanced employee wellness activities through obtaining grant funding, working to reduce violence against paramedics, therapy dog visits, family nights, peer support resources, Reintegration Program, psychoeducation and suicide prevention training
29e	Implementation of the City of Hamilton's Our People Survey action plan to strengthen workplace culture

29f	Strengthening EDI within the HPS workforce with newly appointed female Deputy Chief and Commander who both participate on the Ontario Association for Paramedic Chief's Women in Paramedicine Leadership Committee
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A graphic depiction of the status of the Master Plan objectives appears below.



15
OBJECTIVES COMPLETED

9
OBJECTIVES ONGOING

6
OBJECTIVES BEGUN

11
NOT STARTED OR
DELAYED

KEY MESSAGES

- The HPS Master Plan (2022-2031) has 5 priorities with 29 objectives and 16 sub-objectives
- A number of the HPS Master Plan objectives were completed or advanced in 2025.
- By the end of 2025 15 objectives were completed, 9 are ongoing, 6 have begun, 11 have not started or are delayed and 4 objectives were removed

COMMUNITY CONNECTIONS

Hamilton paramedics play an important role in the community not just by providing emergency response and medical care to people where and when it is required, but also by providing information and support to promote health and well-being in the community. In addition, Hamilton paramedics volunteer their time to support community events and charity drives.

Supporting Our Northern Neighbours

In May 2025, Hamilton paramedics collaborated with other city agencies and community partners to provide support to emergency evacuees from a First Nation community in Northern Ontario. Due to severe flooding residents were relocated to other municipalities.

Evacuees were met by paramedics at the Hamilton International Airport where they were assessed, given immediate medical support where required and transported to the most appropriate facility.



Outreach Activities

HPS paramedics provided important information and resources to a variety of community organizations and events in 2025 including:

- Delivering the CPR Heartsaver Course to staff and clients of the Hamilton Indian Regional Centre (HIRC) in partnership with the Hamilton Fire Department and Hamilton Police Service
- Presenting information about calling 911 to newcomers at the Circle of Friends
- Distributing knowledge about community paramedic services at Newcomer Day, Waterdown Legion's Red Friday, Police in the Park, Emergency Preparedness event, Overdose Awareness Day, Spotlight on Addictions, Native Women's Centre and the Jamaica Foundation's Healthy Aging at Home
- Sharing information about the field of paramedicine at the Muslim Association of Hamilton's Career Day, Paramentor's Paramedic Career Fair and Niagara College's PCP Lab

Information sessions, presentations and information booths keep paramedics connected to the community while educating the public on HPS's services, injury prevention and career opportunities.

Honour Guard

The Honour Guard is a unit of HPS that represents the service during significant events performing ceremonial duties in parades, badging ceremonies, memorial services and tributes.

In 2025, with support from Hydro One's Energizing Life Community Fund, the Honour Guard expanded to 16 volunteer paramedics including a specially trained Drill Instructor. The Honour Guard participated in 11 events in 2025 such as the Hamilton Warplane Heritage Museum Remembrance Day ceremony, the Garrison Parade, HPS badging ceremonies and Hamilton Tiger Cat home games to present the colours honouring veterans and serving military members.



Photo credit:
Brandon Taylor



Community Events

In addition to carrying out a range of outreach activities, Hamilton paramedics also volunteered their time to support a wide variety of community events in 2025. Over 100 paramedics attended 48 community events that included visiting schools, daycare, youth programs and participating in parades, fairs, camps, hikes, community clean-up, cultural and holiday celebrations.



CHARITY DRIVES

HPS also leads initiatives for which paramedics volunteer their time to help raise donations for community members in need.

Food Drive

Hamilton paramedics partner with the Burlington Auxiliary O.P.P. to hold an annual food drive on location at Fortinos' grocery stores.

In 2025, this two-day event resulted in the collection of 5,860 pounds of food and \$23,020 in monetary donations all of which were donated to the Neighbour to Neighbour Centre to provide essential food to Hamilton families during the holidays.



Toy Drive

For over two decades, HPS has been helping CityKidz ensure that children in Hamilton who experience the challenges of poverty receive a personalized and meaningful gift for Christmas.

In 2025, through donations from the Amazon Fulfillment Centre in Hamilton and local businesses, HPS paramedics and the Burlington Auxiliary O.P.P. raised \$9,360 in monetary donations and collected more than 2,900 toys filling two ambulances. Donations were taken to CityKidz to distribute to children and youth in the community to help make their season a bit brighter.



Santa for Seniors

This initiative was developed by Hamilton paramedics during the pandemic in 2020 to help seniors living in long-term care feel less isolated during the holidays when visitors were restricted. However, HPS recognizes that some residents may not have visitors during any given holiday season and as such has made this an annual event that both seniors and paramedics look forward to.

Each year, different residences are selected to receive personalized gifts for seniors, donated and delivered by Hamilton paramedics. Once again in 2025, Hamilton's Central Ambulance Communication Centre (CACC) partnered with Hamilton paramedics to collect and deliver 120 gifts to residents at Bayview Place and Victoria Gardens Long Term Care.



KEY MESSAGES

Paramedics participated in a wide range of activities in 2025 to support the community and promote safety through public education:

- Hamilton paramedics responded to health needs of displaced individuals from neighbouring communities experiencing large-scale emergencies
- Paramedics' outreach activities consisted of public education about HPS services, CPR training, and paramedicine provided to diverse audiences
- HPS's Honour Guard expanded to 16 members and participated in 11 events totaling 202 volunteer hours
- Over 100 paramedics volunteered to participate in 48 community events to build connections and share knowledge about HPS
- Annual paramedic-led charity drives resulted in: 5,860 pounds of food and \$23,020 for the Neighbour to Neighbour Centre; \$9,360 and over 2,900 toys for CityKidz; 120 gifts to residents of Bayview Place and Victoria Gardens Long Term Care



RECOGNITIONS

HPS employees consistently deliver outstanding performance. In 2025, many HPS employees were formally recognized for extraordinary achievements in serving the community and their peers.

GOVERNOR GENERAL OF CANADA EMERGENCY MEDICAL SERVICES EXEMPLARY SERVICE MEDAL

The Emergency Medical Services Exemplary Service Medal awarded by the Governor General of Canada recognizes professionals with a minimum of 20 years' service who provide pre-hospital emergency medical services to the public in an exemplary manner, characterized by good conduct, industry and efficiency.

In 2025, the medal went to Superintendent Kevin Morgan, recognizing 20 years of dedicated service in paramedicine. Kevin has consistently demonstrated excellence in care and leadership, with at least ten years spent in active field duty serving the community with professionalism and compassion. His commitment to public safety and mentorship exemplifies the values of this prestigious national honour.



ONTARIO ASSOCIATION OF PARAMEDIC CHIEFS' HUMANITARIAN AWARD

The Ontario Association of Paramedic Chiefs (OAPC) awards acts of selfless service and compassion that alleviate human suffering.

In 2025, HPS's Superintendent Craig McCleary and Deputy Chief Santo Pasqua received the award for leading the CityKidz Toy Drive, described in the previous section of this report.

The annual toy drive has become a beloved tradition of generosity that inspires the entire community. For over two decades, Craig and Santo have engaged community partners to raise a total of 42 ambulances full of toys and approximately \$100,000 in monetary donations.



Their dedicated efforts have brought joy to thousands of children and brightened countless holidays. Craig and Santo have set a powerful example of what community service can achieve through generosity, leadership, and compassion.

The distinction of being awarded the OAPC Humanitarian Award is a testament to their generosity, leadership, compassion, and enduring commitment to serving the Hamilton community.

HAMILTON POLICE SERVICE PARTNERSHIP AWARD

Hamilton Police Service's Partnership Award is awarded to those who have assisted the police in making their community a safer place to live.

In 2025, this award was bestowed upon Hamilton paramedics, Kirstin Kellner and Sean Kim. While on duty these paramedics responded to a call involving a driver who was passed out behind the wheel. They noted ammunition in the car and relayed this to the officers arriving on scene. This important detail helped officers make a safe arrest and defused a potentially dangerous situation.



HPS H.E.A.R.T. AWARD

The HPS H.E.A.R.T. was developed by staff to recognize their colleagues who go above and beyond in performing their duties when serving the residents of Hamilton. This peer-nominated award represents excellent service that exemplifies Heart, Empathy, Accountability, Responsibility, Teamwork and Trustworthiness (H.E.A.R.T.).

The following are the 2025 award recipients.



2025 H.E.A.R.T. AWARD RECIPIENTS



John Budarick



Joshua Sauve



Christopher Janz



Richard Holmes



Tyler Wall



Alex Knowles



Megan Renshaw



Kaylee Frandsen



Janessa Pudwell



Hamilton Paramedic Service

2025 ANNUAL REPORT