

**Region of Waterloo**

**Public Health and Paramedic Services**

**Paramedic Services**

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**To:** Community and Health Services Committee

**Meeting Date:** May 5, 2026

**Report Title:** 2025 Community Paramedicine Program Report

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**1. Recommendation**

For information.

**2. Purpose / Issue:**

The purpose of this report is to provide an overview of Community Paramedicine Program activities in 2025 and to outline planned initiatives for 2026/27.

**3. Strategic Plan:**

The activities of the Community Paramedicine program align with the Equitable Services & Opportunities strategic priority for the Region of Waterloo: Through collaboration and innovative design, the program provides equitable, accessible services across Waterloo Region that support the social determinants of health, safety, and complete communities as we grow.

**4. Report Highlights:**

- In 2025, the program received 1200 referrals, with 875 coming from front-line Paramedics who identified patients living at risk/ requiring services.
- Nine full-time Community Paramedics support the program, with a goal to recruit additional staff this year. This enhancement is key to program expansion and a 24/7 delivery model.
- During the last six months of 2025, Community Paramedics provided services to over 400 clients and completed 7500 interventions.
- Community Paramedics expanded scope of care includes point-of-care testing, allowing lab work and urinalysis to be completed without the need for patients to leave home.
- Comprehensive medical directives allow Community Paramedics to provide in-home treatment for chronic disease symptoms. This provides an opportunity to

mitigate unnecessary 911 utilization and hospital visits.

- This year, an expanded clinic model will support eligible clients living in additional Regional Housing locations.
- 2026 will see a rotational clinic model located at 97 Victoria Street Kitchener. In partnership with Waterloo Region Health Network (WRHN) and The Working Centre, Community Paramedics will provide supports during evening and weekend hours within the social medicine hub.

## 5. Background:

With a focus on keeping individuals safe and supported at home, the program serves people with complex chronic health conditions and those without access to primary care. A goal of this delivery model is a reduction in unnecessary 911 calls and hospital transports. The program also strengthens front-line paramedic operations by identifying clients who need additional services at their first point of contact with the health system, most often through 911.

**The Community Paramedic Program is referral-based, supported by local hospitals; family physicians/health care teams; community agencies; and specialty providers. Services provided include:**

- Non-emergency home visits
- Health education and disease management
- Remote patient monitoring
- In-home safety assessments
- System navigation and connection to appropriate service providers
- Medication reconciliation
- Support to patients wishing for a palliative approach to care
- Access to programs to support healthy living
- In-home point-of-care testing (POCT) including urinalysis and lab values/blood draws.

## 6. Communication and Engagement with Area Municipalities and the Public

**Area Municipalities:** Over the past year, continued collaboration with local health system partners, including Ontario Health Teams (OHTs), primary care providers, local hospitals, regional housing, and community care services has provided seamless care coordination, timely referrals, and integrated care planning for vulnerable individuals. In 2026, Community Paramedicine will partner with Waterloo Region Health Network (WRHN) and The Working Centre to support weekend and evening clinic care at 97 Victoria Street. This aligns with the clinic expansion noted in the ABP and support equitable services and opportunities.

**Public:** Community Paramedic Programs continue to work collaboratively, focusing on priorities of framework development; education; and accessible and equitable care. In 2025, the program was successful in an application to Healthcare Excellence Canada and received \$30 000 in funding to extend social prescribing to clients and provide education to staff. Through this initiative, an early achievement resulted in a new direct referral pathway established with CMHA-WW - Here 24/7. This ensures timely access to targeted and appropriate resources.

## 7. Financial Implications:

	Current Year	Future Year(s)
<b>Budget Impact?</b>	No new impact	No new impact
<b>Capital Plan Impact?</b>	No new impact	No new impact

The Region of Waterloo's Community Paramedic Program is 100% funded by the Province of Ontario.

The 2026 approved Regional Operating Budget includes:

- \$0.4M of Community Paramedicine base funding from Ontario Health West
- \$3M of Community Paramedicine Long-Term Care (CPLTC) Funding from Ministry of Health Emergency Health Services Branch. This funding has been extended until March 31, 2027.

Sustained funding will support program expansion and key deliverables including expanded point-of-care testing, robust clinic hours region-wide, and daily support of hospital discharge planning.

In late March 2026, notice was provided to paramedic services that Community Paramedic - Long Term Care (CPLTC) funding would be transferred from the Ministry of Long-Term Care (LTC) to the Ministry of Health Emergency Health Services Branch (EHSB), effective April 1, 2026. Funding for the 2026/27 fiscal year will be maintained at previous levels, with future funding enhancements dependant on yet-to be determined metrics. In partnership with the EHSB, we will continue to advocate for the residents in the Region of Waterloo. Sustained and expanded funding will be necessary to meet the needs of our growing and aging population.

**8. Conclusion / Next Steps:**

Community Paramedics look forward to ongoing collaboration and program expansion to deliver care to those in need. Continued advocacy to support program deliverables will be a key priority to ensure sustained funding.

**9. Attachments:**

Appendix A: Community Paramedicine Update 2025 PowerPoint Presentation

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**Approved By:** John Riches, Chief, Paramedic Services

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