

May 7, 2020

**To:** Huron County healthcare providers

**From:** Southwestern Non-hospital Pandemic Planning Table

**Subject:** Huron County Paramedic Community Care Team pilot

In response to the COVID-19 pandemic, Ontario Health has requested teams across the province prepare for a surge in the health care system in order to bridge the gaps where the existing health human resources could not handle potential overflow or surge. Consequently, work was initiated by the Southwest Non-hospital Pandemic Planning table in anticipation of the need for urgent palliative care.

To support the work of the South West LHIN Huron Perth Palliative Care Outreach Team (PCOT) an eight member Huron County Paramedic Community Care Team is providing crisis and symptom management for patients in their home on a pilot basis until August 31, 2020, when resources are in demand.

Paramedics on the team have completed the Pallium Elite LEAP-Paramedic training as well as undergone extensive Personal Protective Equipment reviews.

The community-based Huron Perth PCOT team will continue its work in partnership with primary care to coordinate and provide end of life care to individuals in their homes.

The paramedic team has a supply of medications available to administer with direction from Huron Perth Palliative Care Outreach Team physicians to help resolve symptoms and prevent a visit to the emergency department. Care can also be provided to those with conditions that may be exacerbated such as Chronic Obstructive Pulmonary Disease or Congestive Heart Failure.

The team is also working with Huron Perth Public Health to provide COVID-19 swab testing for staff and residents of long-term care homes and congregate living settings.

#### **How to contact the Huron County Paramedic Community Care Team**

**\*Available 24 hours a day, seven days a week (24/7)**

- Care providers can call **519-441-0288** to access the team.
- If unable to contact the number above call 226-222-0305 to reach Bill Lewis.
- Providers can also email the team at [communitycareteam@huroncounty.ca](mailto:communitycareteam@huroncounty.ca).

#### **When to call the Huron County Paramedic Community Care Team**

- If a patient does not have a symptom response kit at home and requires associated care
- To help prevent a visit to the emergency department
- The patient experiences a Palliative Performance Scale score decline, would benefit from medications and does not have a symptom response kit at home
- If a nurse cannot arrive within a reasonable timeframe to a patient with an urgent need

**Project leads/contacts**

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