

Ministry of Health
Office of the Deputy Minister

777 Bay Street, 5th Floor
Toronto ON M7A 1N3
Tel.: 416 327-4300
Fax: 416 326-1570

Ministère de la Santé
Bureau du sous-ministre

777, rue Bay, 5^e étage
Toronto ON M7A 1N3
Tél. : 416 327-4300
Télec. : 416 326-1570



182-2021-162

March 30, 2021

J. Paul Dubé
Ontario Ombudsman
Bell Trinity Square
483 Bay Street, 10th Floor, South Tower
Toronto, Ontario M5G 2C9

Dear Mr. Dubé:

Thank you for the opportunity to review your office's preliminary investigation report on how the Ministry of Health's (the ministry) Emergency Health Services Division investigates and oversees patient complaints and incident reports about ambulance services. We appreciate the review your office conducted and wish to advise the ministry accepts all of your recommendations in the report and will be working towards their implementation.

I am pleased to advise the ministry is well positioned to respond to 16 recommendations, shortly after the report release and before the first six-month report back requirement. Recommendations relative to Investigation Protocols, Follow Up, Policy/Procedure, Orientation and Training are being finalised for immediate implementation. Respecting resourcing, the ministry has already undertaken the recruitment of six additional positions within the Investigations Unit and four additional positions within the Air Ambulance Oversight Unit. The ministry is committed to ensuring the investigative process is more transparent and accountable.

I want to thank you and your team for your continued support and collaboration during the Special Ombudsman Response Team Investigation. Steven Haddad, Director, Emergency Health Regulatory and Accountability Branch, will be the primary point of contact for all future requests, Steven can be reached at Steven.Haddad@ontario.ca or (437) 522-9596.

The ministry looks forward to the release of the final report, working with our partners to develop an implementation plan and commits to communicating with your office respecting our progress relative to all recommendations in the timelines delineated within Recommendation #53.

Sincerely,

A handwritten signature in blue ink, appearing to read "Helen Angus".

Helen Angus
Deputy Minister