



March 22, 2022

The Honourable Christine Elliott  
Minister of Health  
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Dear Minister Elliott,

**RE:** Ambulance offload delays at Guelph General Hospital

We are writing to request your Ministry's help in resolving the issue of ambulance offload delays at Guelph General Hospital. We were very pleased to learn that the Ministry is expanding the Dedicated Offload Nurse program and accepting new applicants. The Guelph-Wellington Paramedic Service has submitted an application, which we hope will be successful.

Prior to August 2021, offload delays were rare at Guelph General, but since that time they have increased significantly, both in number and in length of time. By late October 2021, we experienced offload delays almost daily, sometimes for greater than 4 hours. This has led to longer response times as well as periods of time when no ambulances were available in the City of Guelph and in surrounding communities serviced by the Guelph-Wellington Paramedic Service. Mitigation strategies put in place by the hospital and the paramedic service have helped, but they have not resolved the issue.

Thank you for expanding the Dedicated Offload Nurse program so that the Guelph-Wellington Paramedic Service and Guelph General Hospital are eligible. This funding would help address offload delays so that our communities can be assured an ambulance will be there, if and when they need it. We also appreciate your consideration of this growing issue in Guelph, Wellington County, and across Ontario. We encourage the Province to work with our communities and paramedic service providers to jointly tackle this issue.

Sincerely,

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cc: Mike Schreiner, MPP Guelph; Stephen Dewar, Chief, Guelph-Wellington Paramedic Service