



Hamilton

# HAMILTON PARAMEDIC SERVICE EMPLOYEE WELL-BEING SURVEY FINDINGS

February 27, 2025

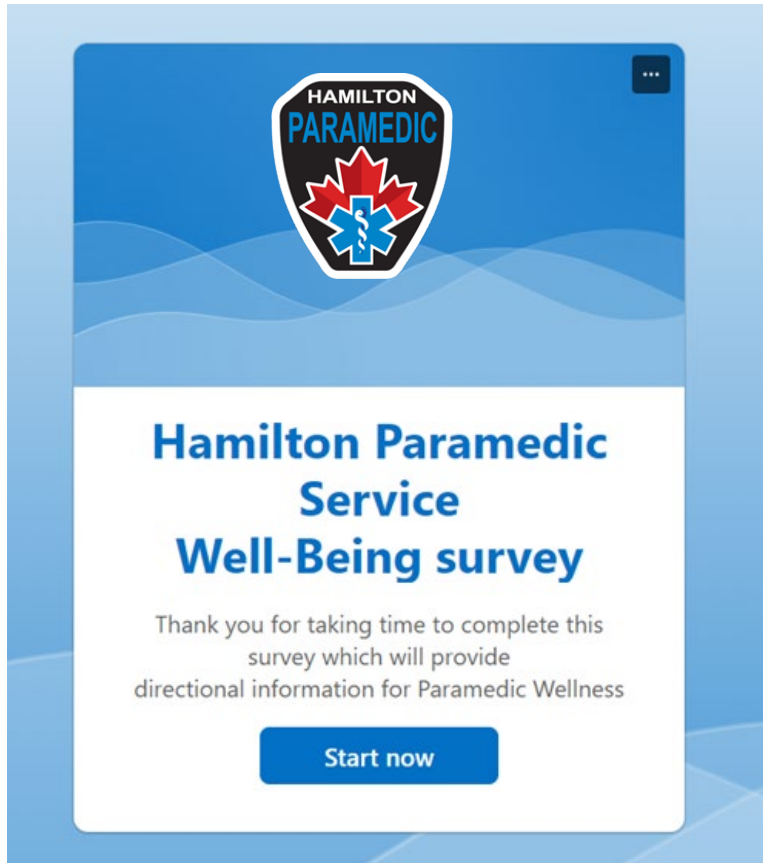
# Background and Purpose

- HPS Master Plan Objective 29(d)  
Review and enhance employee health and wellness activities through further development of mental health supports
- Employee Wellness Superintendent position established (July 2023)
- Developed an employee survey to identify the supports required to enhance employee health and well-being



HAMILTON PARAMEDIC SERVICE 2022-2031 MASTER PLAN				
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

# Methodology



- Survey tool developed and analyzed in-house
- Administered to all paramedics and Superintendents during Professional Development Days 2023 (Q4)
- 15 minutes allotted to complete the online survey on devices
- 350 survey responses (81% response rate)

# Respondents

- Just over half identified as male (55%)
- 36% identified with an equity-deserving group
- 35% had been in paramedicine less than 5 years
- 30% of respondents were between the ages of 35 to 44 years (the largest age category)



# Key Findings

The majority of respondents agreed that they:

- Maintain a good work-life balance (62%)
- Can handle the stressors of the job (79%)
- Feel supported by their work peers (64%)
- Enjoy their job (75%)

In the 30 days prior to the survey, the majority of respondents reported being in good or fair condition related to:

- Mental health (79%)
- Physical health (81%)
- Overall well-being (85%)
- Resiliency (79%)



# Key Findings

The most common impact to work-related mental health experienced by respondents in the 12 months preceding the survey:

- Fatigue/burnout in the workplace (37%)
- Anxiety both personally and, in the workplace (37%)

38% of respondents used support services available through work. Those who used services rated them as follows:

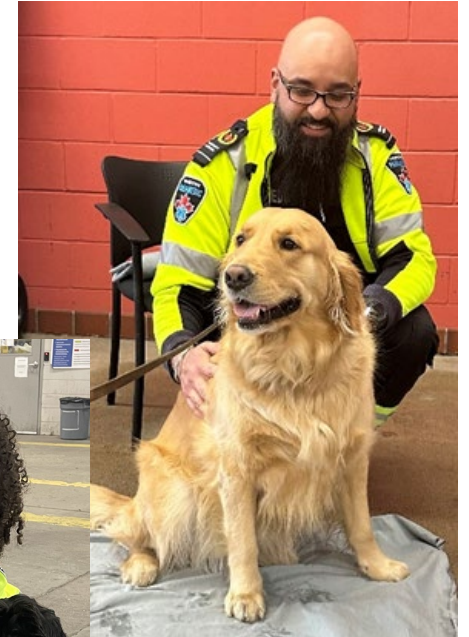
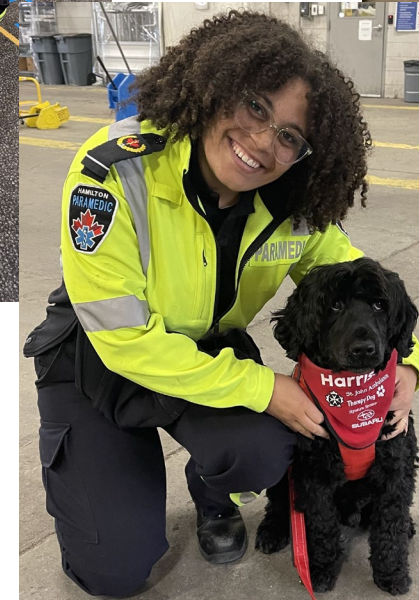
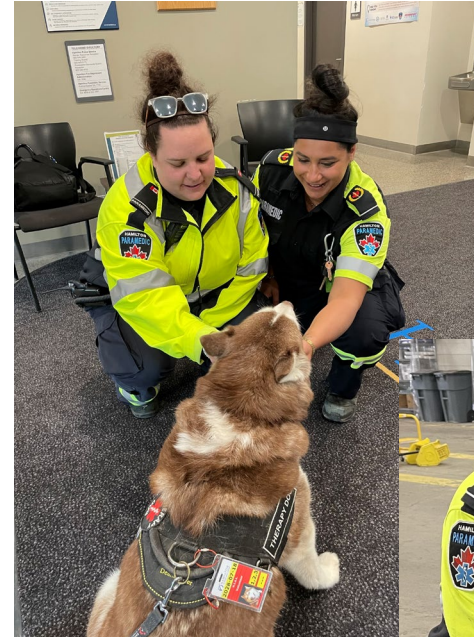
- 88% rated the HPS Peer support team as a good or excellent
- 87% rated external mental health care specialists as good or excellent
- 49% rated shift relief after difficult calls as poor
- 45% rated paramedic fitness facilities as poor
- 37% rated EFAP Homewood Health as poor



# Actions

The most preferred activities to support well-being in the workplace:

- Therapy dogs ✓
- Exercise classes
- Meditation/yoga
- Nutrition/cooking classes ✓





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THANK YOU