



# PRIMARY CARE OUTREACH PROGRAM (PCOP)

Paramedic Services & Family Services Durham  
Partnering Together



# The PCOP Team

- Frank Webster – Advanced Care Paramedic, Paramedic Services
- Laura Jones – Advanced Care Paramedic, Paramedic Services
- Kelly Brown – Social Worker/Counsellor, Family Services Durham
- Lakhan Bali – Social Worker/Counsellor, Family Services Durham
- Jessica Clark – Superintendent, Paramedic Services
- Michael Van Mill – Superintendent, Paramedic Services
- Kathie Rideout – Manager, Family Services Durham

Supported by:

- Troy Cheseboro – Chief and Director, Paramedic Services, Health Department
- Jeffery Jordison – Commander, Paramedic Services, Health Department
- Marusia Laschuk – Director, Family Services Durham, Social Services Department

# PCOP: How, When, Where?

## How?

- Regional Council approved implementation of Primary Care Outreach Pilot on June 13, 2018 for eight months, to end February 28, 2019

## When?

- On July 23 our Advanced Care Paramedic, Kevin Dimech, and Family Services Durham Social Worker, Kelly Brown, hit the road in a rapid response vehicle (not an ambulance), Mondays to Fridays, 8 am to 4 pm

## Where?

- The PCOP team provides primary care and social work services, largely to the homeless in Oshawa's priority neighbourhoods but also covering other areas in the Durham Region, as needed

Identify the immediate need - "No matter where they are, is where we start"

# What Services Does PCOP Provide?

## Paramedic Services:

- Blood glucose tests
- Medical counselling
- Engagement, assessment and medical triage
- Referrals for medical care/service navigation
- Virtual connection to Doctor and/or Nurse Practitioner
- Referrals to health care supports
- Emergency care (ie. Intravenous treatment)
- Wound care
- COVID-19 swab testing
- Flu vaccines and COVID-19 vaccines (once they become available)

## Social Work Services:

- Engagement, assessment, triage, coordinate referrals and follow up
- The most important piece of engagement is to start where they are. Identify the immediate need so no matter where they are, is where we start
- Crisis, addictions, mental health, trauma informed counselling, general counselling and assessing if there is a human trafficking concern
- Service navigation
- Walking with the individual while they engage in the supports such as addiction/misuse concerns, food insecurity, housing, and physical and/or mental health challenges

# A Day in the Life



**The  
Challenges  
and Triumphs  
of the Durham  
Homeless**

**Questions? Comments?**

**THANK YOU!!**