



To: Committee of the Whole
Meeting Date: May 7, 2026
From: Lisa Gonsalves
Commissioner of Community and Health Services
Re: **York Region Paramedic Services Support to Toronto Paramedic Services
During FIFA World Cup 2026**

This memorandum provides an overview of York Region Paramedic Services' support to the City of Toronto (the "City") in the provision of land ambulance services on 10 specific dates during the FIFA World Cup 2026, taking place from June 11 to July 19, 2026. While this arrangement is operational in nature, it is important to inform Council since York Region Paramedic Services will assume a service delivery role in Toronto, beyond its usual service boundaries.

As host city for FIFA World Cup 2026, the City of Toronto is required to provide a medical plan

To adequately plan for the safety of the FIFA World Cup, the City must provide a comprehensive medical plan that covers all event venues, surrounding areas, team hotels, and other designated sites. Meeting these requirements will place significant demands on Toronto Paramedic Services, which is responsible for delivering medical coverage throughout the event period.

To support this commitment, Toronto Paramedic Services asked Greater Toronto Area paramedic services to assume responsibility for land ambulance coverage in Toronto's shared border areas and provincial dispatch to manage calls in the temporary service areas.

Toronto Paramedic Services has requested York Region Paramedic Services support during 10 FIFA World Cup event days

Toronto Paramedic Services requires support from York Region Paramedic Services on 10 dates from noon to midnight to meet service demands associated with the FIFA World Cup and is expected to reimburse York Region in accordance with the Region's Fees and Charges Bylaw 2020-04. York Region Paramedic Services is asked to provide coverage in the area between Steeles Avenue and Finch Avenue, spanning the full east-west boundaries of the City of Toronto, an approximately 80-square-kilometre zone. Durham and Peel Regions are preparing to provide similar support in their respective border areas, although York Region's boundaries span the largest area of coverage.

Toronto Paramedic Services will shift its paramedics toward the City's core and key FIFA event sites, while neighbouring services provide coverage along shared borders. This approach aligns with Ontario's normal seamless ambulance system, where adjacent paramedic services support one another to maintain consistent emergency response.

***Ambulance Act* enables cross-border service agreements**

Ambulance Act, Section 6(2), allows municipalities to enter into agreements to provide land ambulance services across municipal borders. This authority enables York Region and the City to formalize temporary service arrangements during major events such as the FIFA World Cup 2026. This would be the first time the Region supports the City of Toronto for a large-scale event under a formal service agreement.

If York Region chose not to enter into an agreement with the City, the Region would still be required under section 6(3) of the Act to provide normal cross-border emergency response and transport. However, this would likely place higher service demands on York Region Paramedic Services during the event period without any mechanism to recover additional costs for responding to what is expected to be higher than normal cross-border emergency calls.

The temporary service agreement makes York Region Paramedic Services accountable for response times in the service area

Under the usual "closest ambulance" model, crossing a municipal boundary is simply a best-effort response, and there is no requirement to meet another municipality's performance standards. However, creating a formal agreement to extend coverage into Toronto up to Finch Avenue makes York Region responsible for meeting response time targets in that temporary service area. Although Toronto Paramedic Services' standards differ slightly from York Region's, the agreement is expected to state that York Region's response-time standards will apply.

York Region assuming responsibility for Toronto's service area has operational implications

York Region can support this operationally, provided a written agreement is in place with the City to address roles and responsibilities. As York Region Paramedic Services' resources will be challenged during this time, the Service will deploy additional staffing resources with City of Toronto funding to ensure ambulance response times are met.

While lower priority calls in York Region may experience longer response times during event period, higher acuity patients are prioritized and will continue to receive the fastest emergency response under the provincial priority system. If resources become stretched, coverage will be adjusted across the system. This reflects current dispatch practices, prioritizing calls based on clinical urgency. Any impacts on response time performance will be reviewed, and an update will be provided to Council through the annual Paramedic Services Response Time Performance Plan Report.

York Region Paramedic Services can meet this request through temporary operational adjustments while maintaining optimal response across York Region

Toronto Paramedic Services needs approximately 10 to 12 ambulances to support the service area. York Region Paramedic Services can meet this need by making short-term operational adjustments and staffing up to 15 additional ambulances, as needed, for the required days. These adjustments include:

- Scheduling paramedics through pre-booked overtime
- Rescheduling preventative maintenance for fleet and equipment to maximize vehicle availability
- Temporarily reassigning clinically certified staff from other program areas
- Realigning administrative work and training to focus on the core service days

Additional planning and implementation steps are underway, including coordinating access to six Toronto Paramedic Services stations, and advising local hospitals to monitor and manage any offload impacts. As part of next steps, staff will share this Memo with key partners, including local hospitals, local fire services, and York Region Police, to support coordination and implementation. This approach enables York Region Paramedic Services to support Toronto while maintaining service levels within York Region.

The Province supports York Region Paramedic Services' plan to deliver land ambulance services in the City of Toronto

The Ministry of Health (the "Ministry") reviewed and pre-approved York Region's temporary support for land ambulance services in Toronto for dates during the FIFA World Cup 2026.

The Ministry's Georgian Central Ambulance Communications Centre (Dispatch Centre) will assume dispatch responsibilities by extending its normal operating boundary to Finch Avenue. As dispatch is a provincial responsibility, the Ministry has confirmed its agreement with this plan. During the period, Toronto's Central Ambulance Communications Centre will continue to receive the 9-1-1 calls that will then be transferred to the Georgian Dispatch Centre. There is no change to 9-1-1 service.

York Region Paramedic Services already operates in the service area and no new training is required

York Region Paramedic Services already responds to 9-1-1 calls along the northern Toronto border, generally between Steeles Avenue and Sheppard Avenue, as part of the province's seamless ambulance service model. The service area accounts for approximately 38,000 calls per year or approximately 105 calls per day, representing about 7.9% of Toronto's total emergency call volume.

The Ministry's Dispatch System fully supports operations in this area and York Region's existing infrastructure will continue to function as usual. As a result, no additional training is required, and

York Region paramedics can work safely in the service area, using the same Dispatch System they already know.

York Region is seeking full reimbursement to provide this coverage

There are no tax levy implications for York Region. The City is expected to reimburse York Region approximately \$435,000 for providing this coverage, in accordance with the Region's Fees and Charges Bylaw 2020-04. The Region would only proceed following a formal agreement with the City, including satisfactory terms for reimbursement. FIFA does not fund host-city emergency medical services; all required resources are budgeted and paid for directly by the City.

For more information on this memo, please contact Julia Roitenberg, General Manager at 1-877-464-9675 ext. 74024. Accessible formats or communication supports are available upon request.



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Chief Administrative Officer

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