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Mission & Vision Statements

Mission Statement: Who We Are Today

The mission of the Haldimand County Emergency Services Division is to protect the lives and property of our citizens and visitors by providing prompt and professional service in the event of fire, accident, medical emergency, disaster or any other event which may threaten the public welfare.

We will serve the community through fire and accident prevention, education and the immediate response to emergencies.

Vision Statement: Our Preferred Future

We will provide high quality and caring service to those who live in, work in and visit our County - safely, efficiently and effectively.

How We Will Achieve Our Vision and Mission

- Provide a timely response for all service requests
- Provide highly trained and skilled staff
- Reduce the incidence of injury, loss of life and property damage by providing public education programs, accident and injury prevention and fire prevention service
- Conform to legislation, regulations, standards and policies thereby mitigating liabilities/losses to the County’s assets
- Be responsive to local economics so that our service model reflects the needs of the community we serve
- Maintain the highest standard of integrity in the conduct of providing public service
- Treat all persons with respect, compassion and dignity

CORE VALUES

1) Integrity
2) Accountability
3) Innovation
4) Service Excellence
Core Organizational Values

Integrity

- Demonstrate respect, honesty, loyalty and honour in our dealings with others
- Lead through example
- Exercise due diligence

Accountability

- All personnel, management and otherwise, provide a level of accountability to each other, to the organization and to the community
- Demonstrate responsibility

Innovation

- Be progressive, pro-active, modern, open and creative
- Be open and receptive to all input and feedback
- Encourage participation at all levels
- Be flexible and open-minded to new initiatives which may improve our effectiveness

Service Excellence

- Commit to on-going personal and professional development to expand our skills and knowledge
- Demonstrate commitment to achieving our shared goals, values and vision
- Strive for excellence
2016 Achievements & Accomplishments

1. Completed the replacement of the fire dispatch system which significantly improved fire department communications capability.

2. Conducted 24 hours of paramedic training including revised triage assessment (CTAS) standards, the administration of Naloxone, training on new pediatric immobilization equipment, training on new intravenous catheters, cardiac arrest management and skills stations on high acuity, low occurrence skills.

3. Conducted a large scale, multi-agency emergency exercise that successfully tested emergency response capabilities in the field and emergency management capabilities by activating the emergency operations centre.

4. Developed several community partnerships which led to a more robust fire safety public education program including visits to all elementary schools, farm fire safety presentations and increased media utilization to deliver fire safety messages.

5. Trained 10 staff to provide administrative support to the emergency operations centre.

6. Successfully had 3 emergency reception centres reviewed by an external agency to ensure they are suitable for use during a large-scale emergency.

7. Replaced 3 heavy rescue trucks and purchased a mobile trailer-mounted generator for use during major emergencies.

8. Met Fire Prevention Bureau targets for conducting fire safety inspections and fire safety plan approvals. Completed fire safety inspections and fire evacuation drills at all care occupancies.

9. Improved ambulance response times despite an increase in call volume.

10. Achieved compliance with Emergency Management Ontario’s municipal requirements.
It is an honor and a privilege to be part of the Haldimand County Emergency Services Division and to provide this report to Council, residents and staff. 2016 was a busy year for EMS and with our highly dedicated and professional staff we were able to achieve many accomplishments throughout the year. A huge accomplishment was decreasing our over-all response time, while facing an increase in call volume. This shows the high level of commitment Haldimand County Paramedics provide to the public.

The Emergency Medical Service is constantly evolving with increased responsibilities and skills being added yearly to our paramedics skill set. Paramedic staff within Haldimand County have proven that we continue to adapt to change, work hard and continuously train to meet the needs of our community.

The Emergency Medical Services section of the annual report will provide an insight into the time, effort and dedication provided to the community by Haldimand County Paramedics. This section includes call volumes, response times, public relations and professional development to name a few.

It is always a pleasure to share our accomplishments with the community we so eagerly strive to protect. Our commitment is to provide a prompt, professional and compassionate service to those who live in and visit Haldimand County.

In my new role as Manager of Emergency Services/Fire Chief, I can confidently state that Haldimand County will continue to strive to set new goals and achieve excellence in the area of Fire and Paramedic Services.

Sincerely

Jason Gallagher
PARAMEDIC SERVICES

ADMINISTRATION

- Capital and Operating Budget Preparations and Management
  - Purchasing
  - Council Reporting
  - Statistic & Data Preparation and Reporting
  - Health & Safety
- Compliance with Standards and Regulations
  - Recruitment & Personnel Management
  - Response Time Reporting
Haldimand County EMS responses are classified into three categories:

Emergency responses

Emergency responses include Code 4 calls, which are dispatched as potentially life-threatening emergencies such as chest pain, difficulty breathing, strokes, seizures, vehicle accidents, diabetic emergencies and major trauma and Code 3 calls which are dispatched as urgent, but not life-threatening emergencies such as abdominal pain, fractures and minor trauma.

In 2016 the total number of emergency responses increased from 4,909 to 5,456.

In 2016 the number of Code 4 (life-threatening) calls increased from 3,280 to 3,683.

In 2016 the number of Code 3 (urgent) calls increased from 1,629 to 1,773.
Non-emergency responses

Non-emergency responses include Code 2 calls, which are scheduled transfers between facilities, and Code 1 calls, which are non-scheduled transfers between facilities, calls to return patients from the hospital and other non-emergency calls.

In 2016 the total number of non-emergency responses decreased from 399 to 346.

In 2016 the number of Code 1 calls decreased from 371 to 314.

In 2016 the number of Code 2 (scheduled) calls increased from 28 to 32.
Standbys

Standbys are Code 8 calls where an ambulance is moved from one station or location to another station or location for the purpose of providing coverage. The majority of Code 8 calls are standbys within Haldimand County to ensure adequate coverage, while other Code 8 calls require Haldimand County vehicles to be moved to standby for neighbouring municipalities to provide coverage.

In 2016 the total number of standby responses increased from 3666 to 3818.
Total Call Volume

The below chart shows a 5 year comparison of total ambulance call volume:
Response Time Statistics

Haldimand County response times are monitored throughout the year as a benchmark of service delivery. The most generally accepted ambulance response time measurement is the use of the 90th percentile response time to Code 4 (life-threatening) calls. The 90th percentile measures the response time that the ambulance was able to achieve when responding to 90% of life-threatening emergencies.

In 2016 the 90th percentile response time was 16:36. This means that Haldimand County EMS was able to respond to 90% of Code 4 (life-threatening) calls in 16 minutes and 36 seconds or less. Conversely this means that 10% of life-threatening calls waited longer than 16 minutes and 36 seconds for an ambulance to arrive.

The chart below details the 90th percentile response times (to Code 4 calls) for the previous 5 years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>16:36</td>
</tr>
<tr>
<td>2013</td>
<td>16:50</td>
</tr>
<tr>
<td>2014</td>
<td>16:34</td>
</tr>
<tr>
<td>2015</td>
<td>16:09</td>
</tr>
<tr>
<td>2016</td>
<td>16:36</td>
</tr>
</tbody>
</table>

Ambulance response times can also be assessed by evaluating the “average” time to respond to a Code 4 (life-threatening) call. Using the average response time would indicate how long the average caller had to wait for an ambulance to arrive from the time that the ambulance was dispatched to the 911 call.

In 2016 the Haldimand County EMS average response time to life-threatening emergency calls was 7 minutes and 47 seconds (7:47).

The chart below details the average response times (to Code 4 calls) for the previous 5 years, showing a decreasing trend which provides better service to our residents and visitors in case of emergency.

<table>
<thead>
<tr>
<th>Year</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>8:25</td>
</tr>
<tr>
<td>2013</td>
<td>8:20</td>
</tr>
<tr>
<td>2014</td>
<td>8:10</td>
</tr>
<tr>
<td>2015</td>
<td>8:02</td>
</tr>
<tr>
<td>2016</td>
<td>7:47</td>
</tr>
</tbody>
</table>
PARAMEDIC SERVICES

PROFESSIONAL DEVELOPMENT & TRAINING AND QUALITY ASSURANCE

- Paramedic Training & Certification
  - Ambulance Call Reviews
  - Compliance Audits
  - Paramedic Chart Audits
  - Performance Appraisals
    - Patient Surveys
    - Investigations
Paramedic Training & Certification

Haldimand County’s Training & Quality Assurance programs are overseen by Deputy Chief Lianne Park.

On-going continuing medical education and professional development is extremely important for paramedics to maintain their existing skills, as well as keep pace with the constantly evolving world of medicine.

Paramedics attended 24 hours of practical training in 2016, in addition to numerous self-directed education initiatives.

In January, Haldimand County paramedics attended an 8 hour classroom session with the Centre for Paramedic Education & Research, to complete their annual recertification of advanced patient care skills and receive information training on geriatric emergencies.

In April, Haldimand County paramedics attended an 8 hour classroom session which focused on the following topics:

- New pediatric immobilization equipment
- Paramedic community referral forms
- Prehospital CTAS guide
- Documentation trends
- Equipment practical refresher
- Medical scenarios
In October, Haldimand County paramedics attended an 8 hour classroom session which focused on the following topics:

- Wellness committee presentation
- Introduction of the new IV catheter & skills stations
- Equipment & skills review
- CPR recertification

In addition to the above, Haldimand County paramedics continue to educate themselves through on-line courses and information within our e-medic program. In 2016 we were able to work with the Therapeutic Paws of Canada to bring in their team at training to allow interaction with the paramedics at breaks. This is part of our continued efforts for wellness within our EMS Service.
In 2016 the Wellness Committee also partnered with Hauser Pharmacy in Dunnville to develop Wellness baskets for the paramedics to utilize while at base. This basket contained items that would assist the paramedics in “de-stressing” after calls. Hauser’s generously donated all of the items in the basket for the paramedic’s use. This initiative has been appreciated and is in use to help our paramedics.
Haldimand County maintains a robust Quality Assurance Program to ensure that all patient care is delivered in accordance with standards, legislation, and policies. Quality Assurance is also important to ensure that the service delivered to the public is of high quality. Paramedics are responsible for documenting all information pertaining to their patient and procedures and events of the call to which they attend. In 2016 Haldimand County EMS continues utilizing an Electronic Patient Care Report System (EPCR). Through this system we are able to extract multiple layers of information to assist in measuring performance, vehicle utilization and community needs. Through this technology we are able to monitor call types, frequencies, paramedic skills, call volume and community needs. With this information we are able to provide important feedback to the paramedic as well as develop future initiatives and training. We are also continuing to measure performance through the following Quality Assurance Program components:

- Call reviews (a thorough review of all call details including reaction time, response route, response speed, use of warning systems, response time, scene time & destination determination)
- Compliance audits (a random audit of a paramedic to ensure that they are meeting all necessary operational requirements, policy compliance and have completed all required training)
- Performance evaluations (a Deputy Chief attends a call with a paramedic crew to observe performance first-hand)
- Patient surveys (randomly selected patients are asked to rate our service)
- Performance appraisals (annual written performance appraisals for all paramedics)
- Ambulance call evaluations (an audit of ambulance call reports to provide feedback on patient care & documentation to ensure provincial standards are met)
PARAMEDIC SERVICES

FLEET, FACILITIES & EQUIPMENT

- Purchasing and Maintaining Ambulances & Emergency Response Vehicles
  - Equipment Purchases, Maintenance and Repairs
    - Maintaining EMS Stations
**Fleet**

Haldimand County’s fleet is overseen by Chief Jason Gallagher.

**Vehicle type and quantities:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulances</td>
<td>7</td>
</tr>
<tr>
<td>Emergency Support Unit</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Response Vehicle</td>
<td>3</td>
</tr>
</tbody>
</table>

**Equipment**

Haldimand County’s equipment is overseen by Chief Jason Gallagher.

In 2016 Haldimand County EMS added a pediatric immobilization system that allows for safer and more adequate treatment for pediatric patients with suspected spinal injuries.

As well, Haldimand County EMS upgraded their I.V. catheters to a bloodless system that is safer for both the paramedic and the patient.
Facilities

Haldimand County facilities are overseen by Deputy Chief Dan Williston.

Haldimand County operates out of 4 stations:

- 117 Forest Street East, Dunnville
- 11 Thorburn Street South, Cayuga
- 124 Main Street South, Hagersville
- 10 Kinross Street East, Caledonia
PARAMEDIC SERVICES

PUBLIC EDUCATION

- Public Access Defibrillation Program
  - Community Events
  - Bike Medic Program
Public Access Defibrillation Program

Survival of cardiac arrest is time-critical. The introduction of defibrillation into the general public setting for the treatment of sudden out-of-hospital cardiac arrest has led to improved patient survival. Recent advancements in defibrillation technology, specifically lightweight and compact Automated External Defibrillators (AEDs), enable defibrillation to be more widely available in the Haldimand County community. Haldimand County Emergency Services oversees 68 AEDs placed throughout the County in community centers, administration facilities, arenas, libraries, museums, public pools and schools. Haldimand County Emergency Services is responsible for the maintenance, inventory and inspection of these devices. Haldimand County Emergency Services also works with private organizations to encourage and assist with the placement of AEDs in their facilities to increase the complement of these life saving devices. Haldimand County’s PAD program is well respected throughout the province and is one of the leaders in providing public safety to its residents and visitors alike.

Public Education

Haldimand County paramedics were very busy in the community in 2016, participating in the following community initiatives:

Paramedic Services Week Barbeque

On Saturday May 28th Haldimand County paramedics hosted a Paramedic Services Week barbeque at Foodland in Hagersville. The event was a big success, with paramedics taking the opportunity to engage the public and provide information on safety and Paramedic Services.
Bike Medic Program

Other Events were as follows:
- May 24th – Open House at the Caledonia base.
- May 25th – Preschool visit at Mary Poppins Daycare.
- May 26th – Open House at the Dunnville base.

The Bike Medic program saw another successful year, being able to provide a quick response to patients at county events and providing initial emergency care until an ambulance arrives. The Bike Medics attended many events throughout the county including:

June – Dunnville Mudcat Festival
July – Caledonia Canada Day
July – Cayuga Fest
July – Hagersville Rocks
September – Hagersville Summers End Festival
September – Haldimand Motors
October – Caledonia Fair

School Visits

Throughout the year Haldimand County paramedics visited numerous schools doing presentations and distributing colouring books to students. These visits allow for an excellent opportunity to familiarize children with paramedics and discuss safety and injury prevention.
On behalf of all the men and women of the Haldimand County Emergency Services Division, it is with great pride and honour that I have the pleasure of providing the fire services section of this annual report to Council, residents and staff. Throughout 2016, the fire services has achieved many accomplishments. One of the huge accomplishments has been the completion and implementation of a new radio communications system. This system has substantially improved radio communication coverage throughout the county, improved communication between crews and dispatch centre, thus providing a higher level of safety for the firefighters during emergency incidents and operations.

The fire service as a whole, continues to constantly evolve with the ever increasing challenges and responsibilities to provide a greater level of service to the citizens and visitors of Haldimand County. The firefighters of Haldimand, through their dedication, commitment and ongoing training continue to meet these challenges.

The Fire Services section of the annual report will provide an overview and insight into the time, effort and dedication provided to the community by Haldimand County Firefighters and staff. This section includes call and response statistics, fire prevention and public education, and professional development to name a few.

Again, It is our pleasure to share and provide the accomplishments with the community we so eagerly strive to protect. Our continued commitment is to provide a prompt, professional and compassionate service to those who live in and visit Haldimand County.

Sincerely
Rodger Hill
FIRE SERVICES

ADMINISTRATION

- Capital & Operating Budget Preparation and Management
  - Purchasing
  - Council Reporting
- Statistic & Data Preparation and Reporting
  - Health & Safety
- Compliance with Standards and Regulations
- Recruitment and Personnel Management
2016 Fire Department Response Statistics

The Haldimand County Fire Department responded to a total of 982 calls in 2016. This was an increase of 40 calls from 2015. Out of the 982 calls, 31 were in New Credit area, 5 in Six Nations area, 5 in the Norfolk area, 3 in the Wainfleet area and 2 in West Lincoln.

The graph below outlines the total call volume over the last 6 years:
The chart below depicts the distribution of all emergency responses that the Haldimand County Fire Department responded to in 2016 by type of call:
Station Responses

There were 1,200 total responses by Haldimand County firefighters in 2016. Several of the 982 calls required the response of more than 1 station. These additional responses include the need for multiple station responses to structure fires, tanker responses to rural fires and requests for additional manpower.

The below chart shows the distribution of response by station with the breakdown of main calls and assist calls.
Structure Fires

The Haldimand County Fire Department responded to 33 structure fires in Haldimand County in 2016. Haldimand County also provides fire service for the Mississaugas of the New Credit Indian Reserve. In 2016 there were 2 additional structure fires that occurred on the Indian Reserve.

Structure fire types comprise of all residential, commercial, industrial and institutional occupancies. They include all fire types (garage, kitchen, electrical etc.).

The chart below outlines the number of structure fires responded to over the past few years:
FIRE SERVICES

PROFESSIONAL DEVELOPMENT & TRAINING

- Recruit Firefighter Training
- Officer Development Program
- Firefighter Promotional Exams
- Firefighter Curriculum Training
- Co-ordination of Specialized Training Modules
  - Annual Fire School
Professional Development and Training

The Haldimand County Fire Department Professional Development and Training Section is coordinated by Training/Health & Safety Coordinator Mike Pittaway.

The primary focus of the Training Division is to develop and provide the highest quality training and education to the members of the Haldimand County Fire Department, from the new recruits to the District Chiefs. Compliance with provincial legislative standards and regulations, as well as divisional operating guidelines and policies, is met by providing the following training and programs:

- NFPA (National Fire Protection Association) Standards
- IFSTA (International Fire Service Training Association) Firefighter Essentials Curriculum
- Fire Suppression and Emergency Operations
- Vehicle Extrication
- Water and Ice Rescue
- Firefighter Survival and Rescue (Rapid Intervention Teams)
- Incident Command
- Pumper / Water Supply Operations
- Hazardous Materials, Confined Space, Technical Rescue Awareness
- DZ Driver Licensing / Driver Training
- Officer Development
- Recruit Training
- Annual Fire School
- First Aid / CPR / AED Certification
- Live Fire Training
The Professional Development and Training Section continues to research new equipment, methods, technology and programs that will improve departmental functions and ensure the safety of all personnel. Routine tasks for the Training Section include:

- Development of new training programs
- Revision of existing training curriculum and programs
- Maintenance of instructor skills
- Acquisition of new training materials
- Participation in promotional testing
- Trial and evaluation of new equipment
- Develop a PTSD Awareness program for supervisors and workers
- Audit and maintain training records
- Develop training bulletins on an ongoing basis

The Training Section consists of 11 training officers, one from each station, and is supplemented by a number of Ontario Fire College certified instructors.

2016 saw an overwhelming number of firefighters participate in training.

These courses included:

- Recruit Training Program - 26 new recruit firefighters trained
- Pumper Operations - 12 firefighters trained/certified
- Auto Extrication - 15 firefighters trained/certified
- Air Brake Endorsement Course – 20 firefighters trained/certified
- Ice Rescue Technician Course – 15 firefighters trained to the technician level
- Advanced Patient Care – 11 firefighters trained
- Advanced Officer Course – 13 firefighters trained
Annual Fire School

The 2016 Haldimand County Fire School was hosted by Fire Station #2 (Hagersville). This was the 15th Annual Fire School requiring participants to train, over a full weekend, in Pumper Operations, Auto Extrication, New Recruit Courses, Incident Command Courses and Patient Care. A large amount of time and effort goes into the preparation of this event. Having the dedicated firefighters that we do contributes to the success of these Schools. Firefighters from across Haldimand County were instructors, participants, organizers and various other helpers. Keeping skills fine tuned is essential for providing the highest quality service to the residents and visitors of Haldimand County.

We will provide high quality and caring services to those who live in, work in and visit our County - safely, efficiently and effectively.
FIRE SERVICES

FIRE PREVENTION

- Enforcement of the Ontario Fire Code and the Fire Protection and Prevention Act
  - Public Fire Safety Education
    - Fire Safety Inspections
    - Fire Investigations
  - Fire Safety Plan Reviews
  - Plans Review and Approval
    - Investigation and Resolution of Inquires and Complaints
      - Inspection of Specializes Occupancies
    - Inspection related to Licensing and Premises for Liquor Licenses
The Haldimand County Fire Prevention Bureau is comprised of full-time Fire Prevention Officers Alan Gee and Alan Krajcir and a number of dedicated public educators.

The ever expanding role of the Fire Prevention Bureau includes fire prevention, public education and fire investigation services. These initiatives are accomplished by enforcement of various codes, compliance issues, enforcing municipal by-laws and approval of various plans.

On a daily basis, the fire prevention bureau is also responsible for conducting fire investigations, the review of fire safety plans, site plans, public education and the investigation of complaints. Many request for consultation and those needing liquor licenses.

Our fire prevention officers have a commitment to educate owners of their responsibilities under the Ontario Fire Code. Every effort is made to help owners gain compliance. There are times, however, when owner refuse to comply. In these instances, fire prevention staff pursue the matters in Provincial Offences Court.

In an effort to ensure that a standard of fire and life safety is maintained throughout Haldimand County, the Fire prevention bureau conducted inspections of numerous types of building occupancies to make certain that building owners comply with the requirements of the Ontario
Fire Code. Routine Fire Code inspections of apartments, schools, day cares, group homes, public halls and vulnerable occupancies were also completed. The fire prevention bureau is also responsible for the inspection and approval of pyrotechnical displays and open burning permits. In addition to these major undertaking, the fire prevention bureau provided training and support for fire suppression for any issues discovered during their responses, regarding fire protection systems or other fire prevention

Investigations

In 2015 the Fire Prevention Bureau refined their fire investigation processes. Our Fire Prevention Officers/Inspectors will be trained to NFPA 1033 Fire Investigation. The Fire Investigator will have the knowledge and skill required to examine a fire scene, make an educated determination regarding origin, cause and circumstances of fires, when fires are not deemed to be incendiary and / or not meet the reporting criteria as set in OFMEM Directive 2011-1.

As of 2016 Fire Prevention Officer Alan Krajcir has met the criteria as a Fire Investigator as set out by the Ontario Fire College. In 2016, 22 fire investigation reports were completed that include full reports on origin & cause to fire incidents and documented.

Better investigation findings can lead to public education components that can be incorporated into educational programs to prevent further incidents from occurring. Establishing preventative measures can greatly reduce future loss incidents and result in a well educated public.

Continuing Education

Due to constantly changing trends in construction, industry, equipment and materials, the Fire prevention officers continue to stay current with upgrading and enhancing their knowledge in a variety of subject areas. Currently they have credentials with respect to Fire Inspector I & II. One Fire prevention officer has also completed the requirements for Fire Investigator through the Office of the Fire Marshal and Emergency Management. Our part time Public Educators have completed their Fire & Life Safety I educators program.
Public Education

The Fire Protection and Prevention Act, 1997 (FPPA) requires all municipalities in Ontario to establish a program which must include public education with respect to fire safety. Public fire and life safety education aims to increase awareness about fire prevention and safety to reduce the loss of life and property within the municipality.

The public educators, fire prevention officers and firefighters of the Haldimand County Fire Department bring life-saving messages to the community through many public fire safety education programs and activities.

These programs and activities target fire risks identified through a community risk assessment that considers previous fire losses, building stock, and the demographic profile of the municipality. The Haldimand County Fire Department also partners with a variety of community groups and organizations to provide leadership in public fire safety education within the community. Some of our new partners include the Insurance Brokers of Haldimand, Haldimand Press and Sachem Newspaper.

During 2016, the Haldimand County Fire Department initiated the following public education activities:

**Smoke Alarm/Carbon Monoxide Program:**

Our in-service smoke and carbon monoxide alarm program continued throughout 2016. All 11 Fire Stations are involved with this educational program. Each station throughout the month of June goes out in the community and visits at least 60 homes in their designated areas.

In 2016, the Haldimand County Fire Department visited approximately 486 homes within Haldimand County to discuss the importance of installing and maintaining working smoke and carbon monoxide alarms, and fire prevention. Thirty two Smoke Alarms and 28 carbon monoxide alarms along with 31 batteries were installed to ensure smoke and carbon monoxide alarms were working.

**School Program:**

Fire safety education programs delivered at schools are one of the most effective ways to create future fire safe generations. The Sparky Program is a fire safety initiative that focuses on grades 1 & 2 classes. It is the intent of the program with the support of school principals throughout Haldimand County will reduce the student’s chances of experiencing a fire or injury and will also ensure the family has the early warning if a fire should occur by checking and addressing smoke alarm issues, and to establish a home escape plan.
Each child will have an opportunity to take Sparky home, complete the fire and home safety checklist with their family and record the experience onto Bristol board through pictures, drawings and writing. These sessions are a 3 part curriculum program with the 1\textsuperscript{st} visit introducing Sparky and the program to the teachers and students. The 2\textsuperscript{nd} visit is an update to see how the program is working and provides interaction with a fire fighter. Students get a close up of the equipment a fire fighter will wear. The 3\textsuperscript{rd} and final visit, the public educators take the time to go through the students’ pictures, drawings and writing and allowing the student to express themselves by describing what they have learned. The children are also provided with a tour of a Pumper truck.

All students are rewarded with a gift bag that includes Sparky colouring books. Sparky crayons, erasers, pencils and a Sparky activity book all relating fire safety.

In 2016, 27 classes participated. Education was to 565 students and 41 teachers through 81 presentations.

**Fire Station Tours (Schools, Daycares, Community Groups):**

The Haldimand County Fire Department provides fire station tours to school children, families and a number of diverse community groups, providing the fire department with an invaluable opportunity to educate the citizens of Haldimand County. During these tours children are taught the sound of a smoke/CO alarm and what to do if they hear it, home escape planning, to ‘stop, drop and roll’ if their clothes catch on fire. The importance of not playing with matches and lighters and what number to call in an emergency. During all station tours, participants are taught important fire safety information and they get a closer look at the fire trucks, the equipment and how they are used.

**After the Fire in Your Neighbourhood:**

One of the most opportune times to educate the public about fire safety is in the days and weeks immediately following a fire incident in the community. That is the time when fire safety is on people’s minds and they are most receptive to fire prevention and safety messages. In 2016 the Haldimand County Fire Department Fire Prevention Bureau conducted its ‘After the Fire’ program in 4 neighbourhoods and reach out to 229 residents.

This new initiative was kicked off in 2016. As part of the program, fire prevention officers and public educators engage the residents in open dialogue on fire safety. Time is taken to reinforce the importance of not only having smoke and CO alarms but caring for and maintaining them. Also understanding the importance of home escape plans so everyone in the family knows how to get out and having an alternative escape if possible. The Fire Prevention Officers and Educators were received by the residents with nothing but praise for taking the time to do this imitative. Visiting these neighbourhoods post fire incident while it is still fresh in the area residents mind have a positive impact.
Fire Prevention Week:

“Don’t Wait Check the Date” was the theme for Fire Prevention Week in 2016. During Fire Prevention Week, members of the Haldimand County Fire Department set up displays at the 4 arenas in Haldimand County.

The displays were Caledonia, Hagersville, Cayuga and Dunnville. Information was provided on Smoke Alarm awareness along with CO information cards.

These events allowed fire department personnel to speak to a wide range of people living in our community about fire safety.

Carbon Monoxide Awareness Week

Each year the first week of November is Carbon Monoxide Awareness Week. This is an opportunity to raise awareness of the dangers of carbon monoxide, how to protect you each year the first week of November is Carbon Monoxide Awareness Week. This is an opportunity to raise awareness of the dangers of carbon monoxide, how to protect you and your loved ones by preventing the build-up of carbon monoxide, and the importance of installing and maintaining carbon monoxide alarms.

This year’s Carbon Monoxide Awareness Week included a special edition from the Haldimand Press on C.O. awareness. Also, Fire Prevention Officer Alan Krajcir was interviewed by the Grand FM local Haldimand County Radio Station providing listeners important information and Carbon Monoxide, how to prevent C.O. and how to protect yourselves by installing a C.O. alarm outside sleeping areas.

The Arson Prevention Program for Children (TAPP-C)

Fire-play and fire setting by children and teens is an extremely dangerous behaviour that can result in substantial personal and economic loss to families and communities. TAPP-C is a program for children and teens who have been involved with fire-play and fire setting behaviours such as playing with matches or lighters, burning paper or garbage, performing lighter “tricks”, intentionally setting fire to buildings. It is an evidence-based collaborative program that involves fire service and mental health professionals working together to ensure that all children involved
with fire have the best chance possible for a safe and healthy future. As part of the TAPP-C program, fire department personnel work with juvenile fire setters to improve home fire safety, teach fire safety knowledge and skills, and provide positive role models.

In 2016, the Haldimand County Fire Prevention Bureau conducted only 1 TAPP-C session.

Community Events

The Haldimand County Fire Prevention Bureau is always prepared to provide resources when a community group or organization needs assistance or requires our help. Each event offers a unique and proactive opportunity to educate more of our citizens about how to prevent fires. During the year our public educators, fire prevention officers, firefighters and ‘Sparky® the Fire Safety Dog, who is our fire safety mascot, attended many community, organization and social events, such as the Easter Egg Hunt at Henning Ball Park with Station 1. Approximately 60 children and adults in attendance. “I Love Reading” program held in Dunnville. Educators attended public schools and read fire safety books to children. Approximately 75 children. The Bureau attended the Lions Home and Garden Show. A Fire Prevention booth was set up and distributed fire prevention material. The Bullex Fire Extinguisher Trainer was on display for public to use. An estimated 350 people visited the booth. Schools Cool Program for pre-kindergarten was well received with 20 students and 3 parents in attendance. Presented a Farm Safety Presentation to the Haldimand Federation of Agriculture with 45 members in attendance. Fire Prevention also participated in the Swing into Summer fire safety program with the OFMEM and the Toronto Blue Jays. Baseball cards with Fire Safety messages were distributed to the Tyke program throughout Haldimand County.
Community Partnership

The Haldimand County Fire Prevention Bureau works closely with community organizations to broaden our outreach within the community. Examples of community partnerships in 2016 included the Insurance Brokers of Haldimand Association. Another great supporter is The Haldimand Press Newspaper. The Press allows the bureau the opportunity to reach the Haldimand County community by providing fire safety messages. Then special fire prevention week pull out addition allowed the community to understand more in detail the duties of the Fire Prevention Officers.

“The Grand” FM radio station located in Caledonia continues to provide support to the Bureau by announcing important fire safety messages particularly pertaining to Smoke Alarm/C.O. awareness which is a top priority for the Bureau. Union Gas provides financial support for fire safety initiatives and the Sachem Newspaper continue to provide weekly fire safety tips to the community.

Through tragedy comes a story of real compassion to help others. They Young family of Caledonia tragically lost their son to Carbon Monoxide poisoning. Through this tragedy the Young family has made a commitment to ensure others do not go through what they endured. Through the Nolan Young Charity Foundation a golf tournament is held every year. The monies raised to date have gone towards Carbon Monoxide Alarms. C.O. Alarms were graciously donated to the Haldimand County Fire Department. These alarms are distributed during our Smoke and C.O. alarm program to families who can not afford and for whatever reason do not have one out side their sleeping area. Through the month of June as part of our education program Haldimand County Fire Fighters go door-to-door to ensure residence in the county do have working smoke and c.o. alarms. The family is working within the community to reinforce the message of carbon monoxide safety.
Fire Prevention Activities

The Fire Prevention Bureau is also responsible for conducting fire safety inspections, enforcing the Ontario Fire Code, assisting with the prosecution of Fire Code offences, as well as reviewing development applications, site plans, fire safety plans and demolition permits to ensure they comply with fire safety regulations.

[Diagram showing percentages of various activities such as Planning 26%, Fire Safety Plan Review 18%, Fire Investigation Report 11%, Public Education 9%, Consultation 10%, Work Order request 5%, Propane Review 3%, Fireworks Applications 2%, Campgrounds Burn Safety Plan Review 6%, Fire Drill 6%, Fire Report 4%, and Fire Drill 6%.]
Fire Safety Inspections

In 2016, the distribution of inspections completed by the Fire Prevention Bureau is shown below. The Fire Prevention Bureau completed inspections received as complaints, requests and for licensing requirements, as well as initiating almost half of the total inspections for areas such as vulnerable occupancies and multi residential units. These occupancies are of high concern due to their nature and amount of residents. Inspections of this type require longer times to complete.

![2016 Inspections Graph](image-url)
FIRE SERVICES

FLEET, FACILITIES & EQUIPMENT

- Purchasing, Maintaining and Repairing Apparatus
- Equipment Purchases, Maintenance and Repair
  - Maintaining Fire Stations
Fleet

Deputy Fire Chief Rodger Hill, in conjunction with Haldimand County’s Fleet division, has the overall responsibility for the care, maintenance, testing and management of all apparatus. Under the direction of the Fleet division, stations are responsible for ensuring that all vehicle and equipment checks are carried out to ensure a state of readiness in the event of an emergency call. The Fleet division also has the responsibility of annually ensuring that:

- All mandatory Ministry of Transportation inspections are completed on schedule
- Ground & aerial ladder inspections and testing are conducted on both aerial devices
- Pump and ground ladder testing is completed on all pumper & rescue/pumper trucks
- All fire suppression vehicles are serviced on schedule
- All support vehicles are serviced on schedule
- All rescue equipment, boats, trailers, etc. are serviced on schedule
- Instrumental in the design and purchasing of all new fire apparatus
- Conduct pre and post delivery inspections on all fire trucks

The fleet division currently has the responsibility of ensuring that Haldimand County Fire Department’s 46 pieces of apparatus are in a state of readiness in the event of an emergency.

Vehicle type and quantities:

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff vehicles</td>
<td>5</td>
</tr>
<tr>
<td>100’ Platform aerial trucks</td>
<td>2</td>
</tr>
<tr>
<td>Pumper/rescues</td>
<td>5</td>
</tr>
<tr>
<td>Pumpers</td>
<td>10</td>
</tr>
<tr>
<td>Tankers</td>
<td>11</td>
</tr>
<tr>
<td>Heavy rescue trucks</td>
<td>6</td>
</tr>
<tr>
<td>Light rescue/utility trucks</td>
<td>3</td>
</tr>
<tr>
<td>Rescue boats and trailers</td>
<td>4</td>
</tr>
<tr>
<td>Public education vehicle</td>
<td>1</td>
</tr>
<tr>
<td>Fire safety trailer</td>
<td>1</td>
</tr>
<tr>
<td>Brush Unit</td>
<td>1</td>
</tr>
</tbody>
</table>
Facilities

Deputy Fire Chief Rodger Hill has the overall responsibility of coordinating the care, maintenance, repairs and upkeep of all fire stations. Station officers have the responsibility to ensure that they are routinely inspected for any health and safety issues as well.

The Haldimand County Fire Department operates out of 11 fire stations:

- Station 1 – Caledonia
- Station 2 – Hagersville
- Station 3 – Jarvis
- Station 4 – Cayuga
- Station 5 – Canfield
- Station 6 – Canboro
- Station 7 – Lowbanks
- Station 9 – Dunnville
- Station 11 – South Haldimand
- Station 12 – Fisherville
- Station 13 – Selkirk
Deputy Fire Chief Rodger Hill has the responsibility of coordinating the care, maintenance, testing, replacement, repairs and management of all firefighting tools and equipment. Stations have the responsibility to ensure that all tools and equipment are inspected to ensure equipment is in a state of readiness in the event of an emergency. Routinely, various equipment is scheduled to be inspected, tested and maintained according to manufacturer recommendations or legislated requirements including:

- Function testing of breathing apparatus
- Hydrostatic testing of breathing air cylinders
- Maintenance, testing and air sampling of breathing air compressors
- Preventative maintenance on all small equipment, portable pumps, inverters, generators, chainsaws, rotary saws, ventilation saws, etc.
- Preventative maintenance on all auto extrication equipment
- Calibration of all gas detection units, Drager 2000/2500 4 gas monitors, Sensit P100 Hydrogen Cyanide monitors, as well as additional Sensit P100 carbon monoxide monitors located on medical bags
- Testing/inventory of all hose on fire apparatus
- Bunker gear / PPE inspections, repairs and replacement.
Emergency Management Program

The Haldimand County Emergency Management Program designs, coordinates and implements a wide variety of initiatives and activities to ensure compliance with Provincial Emergency Management Legislation.

Annual Emergency Management programming strengthens Haldimand County's ability to prepare for, respond to, and recover from major emergencies.

In 2016 Haldimand County met all of the Emergency Management Program requirements as outlined:

- Maintaining a Municipal Emergency Response Plan
- Ensuring that a certified Community Emergency Management Coordinator is trained and certified to coordinate emergency response efforts
- Establishing a Municipal Emergency Control Group that will have responsibility for decision-making during a large-scale emergency or disaster
- Conducting an annual review of the municipalities critical infrastructure
- Conducting an annual risk assessment of potential hazards
- Conducting annual training for Emergency Control Group members
- Conducting an annual emergency exercise
- Conducting public education relative to emergency management

2016 Emergency Management Program Highlights

- Members of the Emergency Control Group & Emergency Support Group attended a training session that prepared the group for managing an emergency and ensured comfort working with the emergency plan and the emergency operations centre
- Members of the Emergency Control Group ran a large scale exercise that successfully tested emergency response capabilities in the field and emergency management capabilities by activating the Emergency Operations Center.
- Personal emergency preparedness information was distributed as part of the Emergency Services Division public education program
Volunteer Firefighter Recognition Event:  June 22nd, 2016

“The Strength of the team is each individual member. The Strength of each member is the Team.”

20 Year Service Awards:

Jerry Fox, Ed Ruigrok, Doug Leslie, Alan Krajcir, Steve Burgess, Jeremy Schott, Andrew Cockcroft, Jason Schweyer.
25 Year Service Awards:
Jim Hussack, Jack Roseboom, Clarence Mulder, Steve Grant, Kevin Doughty

30 Year Service Awards:
Kevin Mazi

35 Year Service Awards:
Doug Fess, Gord Bartlett, Dave Moody, Dave Ricker.

Recruits/Promotions/Retirements

Recruits:
Station 1 - Caledonia
Chad Granger
Philip White

Station 3 – Jarvis
Maggie Beaurivage
Matthew Bertrand
Michael Burt
Trevor Dell
Scott Jensen
Colin Streutker
Ryan Galloway

Station 4 – Cayuga
Jacob Smith
**Station 5 – Canfield**
Ryan Raos
Shane Wickens

**Station 6 – Canboro**
David Wighton

**Station 11 – South Haldimand**
Michael Bath
John Blackburn
Raymond Nagel
Kelly Schweyer
Scott Schweyer
Michelle VanRavenswaay

**Promotions:**

Tim Graham – Captain – Station 3 Jarvis
Scott Evans – Captain – Station 4 Cayuga
Don Hancock – Captain – Station 11 South Haldimand

**Retirements / Resignations:**

*Fire Department members leaving after a minimum of 15 years of service are considered to retire. Members leaving with less than 15 years service are considered to resign.*

**Retirements**

Alan Gee – Station #9 – Dunnville
Scott Berkeley – Station #9 – Dunnville
Jeffrey Topp – Station #2 – Hagersville

**Resignations**

Mike Bowerman – Station #1 – Caledonia
Mike Fels – Station #2 – Hagersville
Trevor Kett – Station #2 – Hagersville
Jason Cole – Station #2 – Hagersville
Brian Humphrey – Station #3 – Jarvis
Charles Heaslip – Station #3 – Jarvis
Cliff Windsor – Station #5 – Canfield
Clive Livingstone – Station #5 – Canfield
Mike Harstell – Station #7 – Lowbanks
Dave Barton – Station #9 – Dunnville
Jay Clarke – Station #9 – Dunnville
Phil Porter – Station #9 – Dunnville
Kevin Jenkins – Station #13 – Selkirk

**Station 12 – Fisherville**
Mark Whitworth
Shawn Hunt
Chris Mbabochi
Scott Silverthorne

**Station 13 – Selkirk**
Travis Schweyer
David Alexander
Dustin Guitard – Vallier
Ryan Muirhead
Haldimand County EMS

New Hires
Andrew Garriock
Carmen Doernenburg
Cory Annett
Lindsay Swick
Melanie Garlow
Stacey Ritter
Trevor Dixey

EMS Medal Award Recipients

5 Years of Service
Jackie DiPaolo
Ryan Marshall

10 Years of Service
Courtney Reid
Ellen Stager
Janice Fifer
Lindy Brunarski

15 Years of Service
Don McCord
Jeremy Simington
Joe Leo
Nicole Selby
Tonia Lariviere

20 Years of Service
Scott Howard

30 Years of Service
Mark Schweyer

35 Years of Service
Ched Zivic
2017 Objectives

1. Successfully complete the Ministry of Health Ambulance Service Review process which is a comprehensive audit of each Ontario ambulance service performed every 3 years.

2. Implement new provincial paramedic standards, including revised basic and advanced life support patient care standards, documentation standards and equipment standards.

3. Improve the residential smoke and carbon monoxide inspection program to reach more people and ensure working smoke and carbon monoxide alarms in all homes.

4. Complete training on the revised provincial infectious disease designated officer program and revise local protocols to reflect changes.

5. Review and revise divisional policies & operating guidelines to ensure compliance with legislative requirements and consistency with modern research & developments.

6. Develop a formal preventative maintenance program for all stations and conduct station building condition assessments that guide future repair and replacement schedules.

7. Complete the re-branding of Haldimand County EMS to Haldimand County Paramedic Services.

8. Upgrade the fire department simplified risk assessment and use it to guide the fire safety inspection schedule to ensure the highest risk buildings are most frequently inspected.

9. Improve the firefighter training program by increasing the frequency of live fire training.

10. Conduct a successful paramedic recruitment.

11. Further develop a paramedic quality assurance program that leverages the use of the electronic patient care reporting system data.

12. Implement an improved critical incident stress management (CISM) and wellness program for all paramedics & firefighters.

13. Complete the replacement of paramedic services cardiac monitors and stretchers.

14. Replace 2 ambulances, 1 emergency support unit, 1 rescue boat and 1 pumper truck.

15. Conduct emergency childbirth training for all paramedics.