

SAULT STE. MARIE FIRE SERVICES



2017 ANNUAL REPORT



City of
Sault Ste. Marie



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FIRE CHIEF'S MESSAGE



The City of Sault Ste. Marie Fire Services has the duty to provide an efficient and effective emergency service to all citizens of our community. We accomplish this through exceptional customer service and commitment from all members of our organization.

Sault Ste. Marie Fire Services is divided into 5 divisions; Fire Suppression, Emergency Medical Service (EMS), Fire Prevention & Public Education, Emergency Management and Support Services. There is a total of 148 members in the organization. This report will provide an overview of the service, highlighting each division's responsibilities and accomplishments.

The Fire and EMS service is steep in tradition but the changing world around us necessitates that we evolve to meet these demands and become a progressive emergency service. Challenging the status quo will allow us as an organization to grow, and in doing so provide the best level of service to the community.

Early this year The Office of the Fire Marshal and Emergency Management (OFMEM) initiated a review of fire protection services for our fire service. This review determined that the City of Sault Ste. Marie is meeting the expectations of the OFMEM. The review contained recommendations to enhance the service being provided. These recommendations will be met by an approved Comprehensive Risk Assessment and Fire Master Plan.

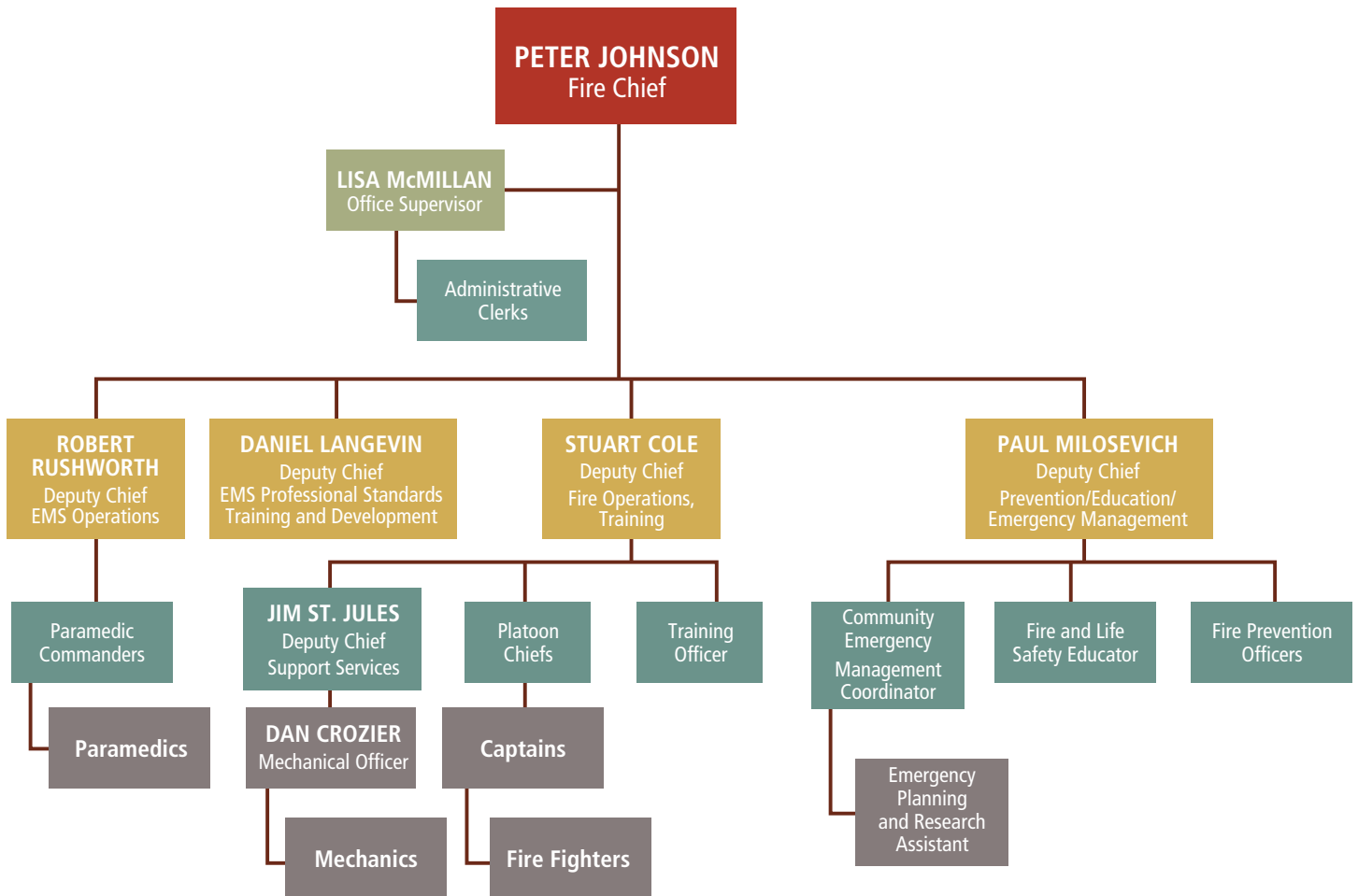
In the summer of 2017, we have put into motion the Comprehensive Risk Assessment and Fire Master Plan. The Comprehensive Risk Assessment will identify risks and their contributing factors which will assist in making informed decisions for service levels. This will allow Council and Senior Fire Management to develop strategies to mitigate the associated risks within the community. The Fire Master Plan is informed by the Comprehensive Risk Assessment. The plan will be a strategic document for Senior Fire Management to follow, creating efficiencies in service delivery for our community.

As Fire Chief, I am honoured to lead this great organization. I want to thank our Mayor and City Council for their support of my office. I also want to commend all staff of the Sault Ste. Marie Fire Service for their commitment and dedication to our organization. The employees here at Sault Ste. Marie Fire Services are our greatest asset. Thank you all for your continued support to me as your Fire Chief.

Peter Johnson, CMM III
Fire Chief



SAULT STE. MARIE FIRE SERVICES ORGANIZATIONAL CHART



FIRE OPERATIONS

The **Operations Division** is focused on the delivery of emergency fire protection, emergency medical care and related emergencies to the residents of Sault Ste. Marie. Our goal is to provide quick and efficient emergency service in a compassionate manner.



Our highly trained professional Firefighters are equipped with modern fire apparatuses that are located at four (4) stations across the municipality. In 2017, the Fire Suppression Division responded to 2,813 alarms, 9 of which were significant fires that resulted in a loss of more than \$100,000.

Sault Ste. Marie Fire Services' (SSMFS) primary response objectives coincide directly with our Mission Statement - ***"Committed to the protection of Life, Property and the Environment within our community in a responsible and caring manner"***. The quick actions of our Fire Operations crews limited the damage and property loss to these incidents. The Sault Ste. Marie Fire

Service strives to meet the NFPA Standard of responding in four (4) minutes or less 90% of the time in order to mitigate the property loss to the community.

In 2017, we had zero fire related deaths. There were 11 firefighters and 9 civilians with injuries reported. Moving forward to 2018, our goal will be to continue our efforts towards "zero" deaths and fewer injuries.

Achieving this goal of zero fire related deaths and fewer injuries will be directly related to our commitment to the ***"In-Service Smoke Alarm Fire Safety Program"***. This annual program is conducted by firefighters as part of the SSMFS Public Education Program in conjunction with our Fire Prevention Division. Over the spring and summer months our Fire Operations crews conduct regularly scheduled visits to various residential areas of the community. Fire Operations personnel provide the public with resources and information on carbon monoxide and home fire safety. In addition, smoke and carbon monoxide alarm checks are conducted to ensure that residents are compliant with Ontario Fire Code regulations and requirements.



In 2017, a number of Fire Services personnel attended courses at the Ontario Fire College (OFC) located in Gravenhurst, Ontario. SSMFS was able to conduct several OFC classes in Sault Ste. Marie. This permits a large number of students to complete courses in a cost effective manner. Fire Operations crews are required to maintain their competencies under the direction of the Deputy Fire Chief who sets the parameters for the annual training schedule.



Ontario Fire College

Courses and Training attended and completed:

NFPA 1001 Firefighter II (1 member)

NFPA 1021 Fire Officer I (4 members)

NFPA 1021 Fire Officer II (15 members)

NFPA 1021 Fire Officer III (2 members)

NFPA 1041 Fire Service Instructor I (4 members)

CBRNE Annual Training for Provincial Level 2 Decontamination Teams (6 members).

Over the course of 2017, Fire Operations personnel recorded a total of 23,425 training hours, or an annual average of 272 training hours per individual. The hours are accumulated by crews in formal format, group training, and individual training.

The following are just some of the areas that Fire Operations personnel trained on:



ICE/WATER ICE RESCUE
OFFICER TRAINING
VEHICLE EXTRICATION
OPERATING GUIDELINE AND
NOTICE REVIEW
FIRE DYNAMICS AND
MODERN FIRE BEHAVIOUR
OCCUPATIONAL
HEALTH AND SAFETY
FIREFIGHTER RESCUE
PUMPER OPERATION
CPR TRAINING
DRIVER TRAINING



Target Solution computer-based training was successfully implemented allowing for more consistent training and better documentation of the training.

Looking ahead to 2018, the Fire Operations Division will take part in new initiatives. Fire Captains will begin a series of four (4) courses that upon completion they will be Certified Fire Prevention Level I. Late in 2017, SSMFS began the recruitment process to fill the long vacant Training Officer position. With the new Training Officer in place we anticipate further consistency of training, implementation of a comprehensive training curriculum, Firefighter Recruit Curriculum, Officer Deployment Program, and other initiatives.

I want to thank all members of the Sault Ste. Marie Fire Services for their commitment and dedication to protecting the lives, property, and environment of the citizens of Sault Ste. Marie.

Stuart Cole

Stuart Cole

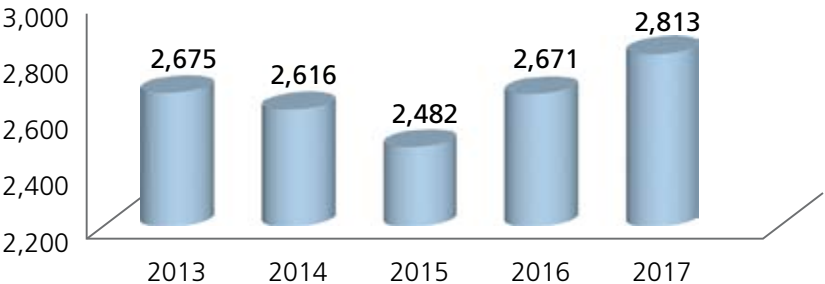
Deputy Chief - Operations



The Sault Ste. Marie Fire Services Operations Division is a proud partner within our community that strives to provide exceptional service through prevention, education, protection and wellness.

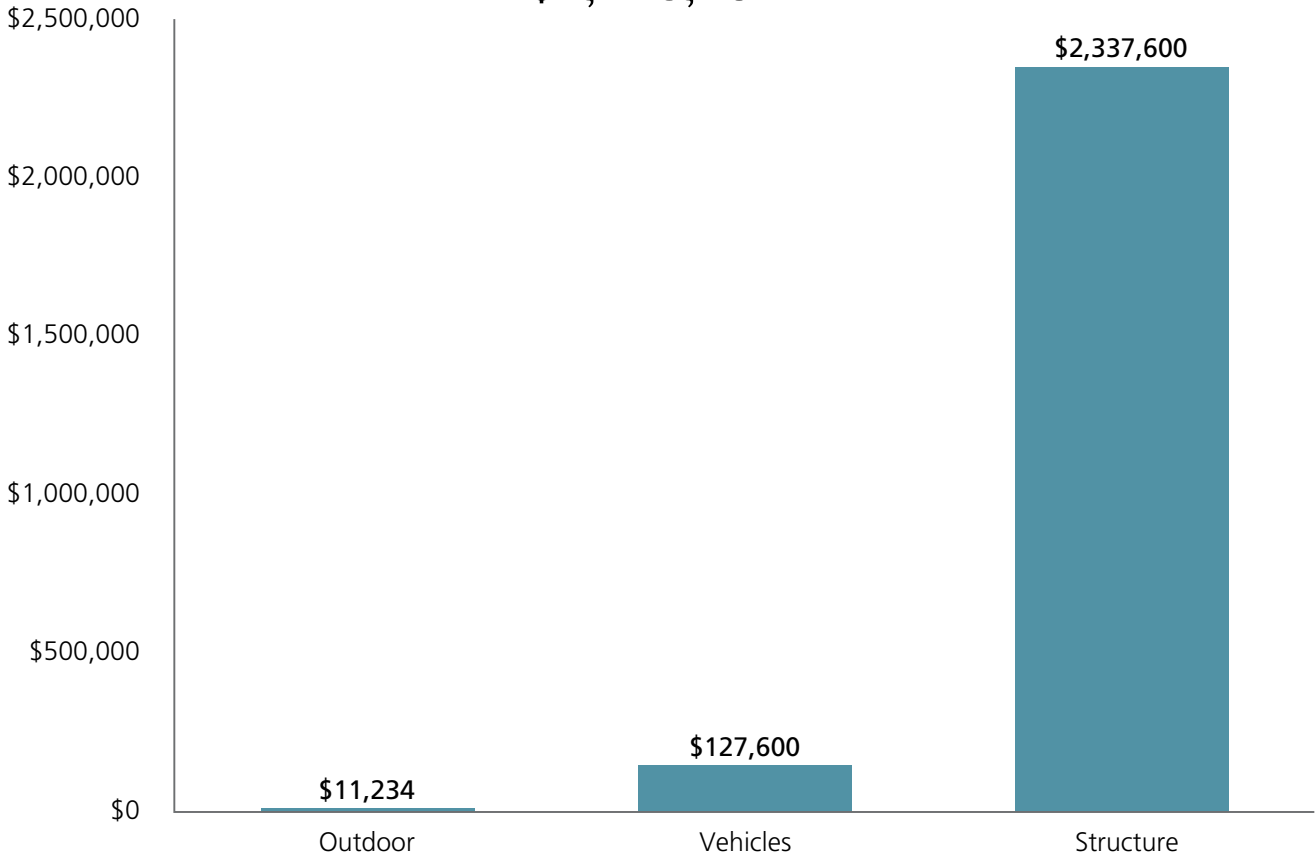
2017 FIRE STATISTICS

5 YEAR TREND - CALL VOLUME



TOTAL FIRE LOSS \$ IN 2017

\$2,476,434



■ Total Loss in \$\$ due to Fire in 2017

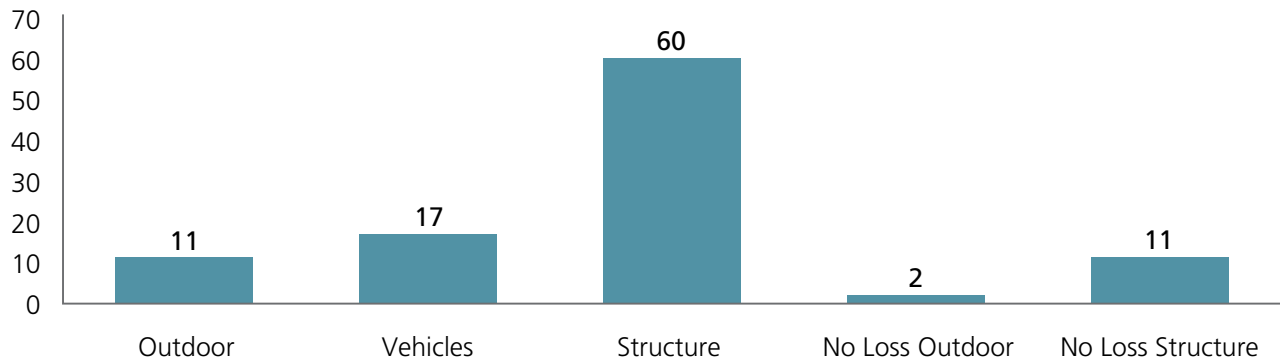


EMERGENCY CALLS IN 2017

2,813

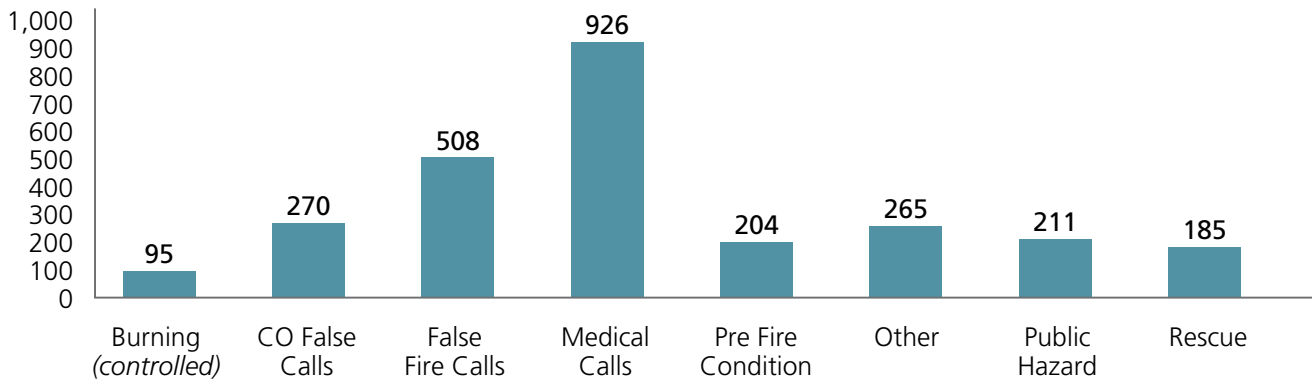
2017 FIRE RESPONSE CALL TYPES

149



2017 NON FIRE CALL TYPES

2,664



FIRE PREVENTION & EDUCATION

PREVENTION DIVISION

When advocating fire safety, the **Sault Ste. Marie Fire Service Prevention Division** follows the Provincial mandate, primarily described as the *'three lines of defense'*. These lines of defense consist of, Public Education, Fire Safety Standards / Enforcement and Emergency Response. Following this mandate is crucial to continued focus on 'Community Fire Safety' for our citizens and visitors of Sault Ste. Marie.

In 2017, SSM Fire Services underwent an in-depth review by the Ontario Fire Marshal's (OFM) office. Specifically, the Prevention Division review pertained to three general categories; Public Education Programs, Fire Code Enforcement (methods, documentation, frequency), Fire Investigation and the associated Policies / Operating Guidelines for each. With this review, the Fire Marshal acknowledged the Prevention Division has met and exceeded the legal responsibilities placed upon the municipality through the Fire Protection and Prevention Act (2) 1.(a).

Since 2004, Public Education programs and Enforcement methods have been created by assessing known historical data from the previous year(s). This is accomplished through the development of a 'Simplified Risk Assessment' (SRA). Via the SRA process, hazards are identified and risk mitigation strategies are developed, then employed within the first two lines of defense. Declining incident rates are a clear indicator that these strategies are working. Fire fatalities, injuries and property loss values have declined significantly as well as community wide fire safety awareness. In 2017, our community again realized a significant drop in incident rates when comparing to the previous three years.

With continued effort through Public Education and Enforcement, the Fire Prevention Division is confident we will continue to see a declination in fire related events making our Community a safer place to live.

Paul Milosevich

Paul Milosevich
Deputy Chief - Fire Prevention



Public Education Programs - The First Line of Defense

“Educating today for a Fire Safe Tomorrow”



Sault Ste. Marie Fire Services sincerely believes that ALL fires are preventable. Educating our community remains our best method to ensure fire events are minimized and confirm our community stays safe from fire, when they do happen. Utilizing a broad based approach, our education methods are provided in numerous formats to multiple demographics and groups throughout the year. In 2017, methods involving radio, electronic messaging, social media and static sign boards proved effective throughout the year. Seniors programs, station tours with children, numerous lectures to agencies, special interest groups and businesses were all exploited, across all building class occupants. Hands on, “live” Fire Extinguisher training to varying audiences also provided an opportunity to discuss mitigating

risks ensuring fires do not occur. Unfortunately, fires do occur and as such the public needs to be trained on their safe, proper use.

With the hiring of a full time dedicated Public Education Officer in the fall of 2016, prospects to educate the public increased substantially. With this position opportunities to enhance existing programs also multiplied. Program augmentation and participation in community special events such as; RotaryFest Street Party, Festival of Trees, Ride for Autism, PUC Health and Wellness days, Algoma University “Artie Science Fair” to name a few, were new additional opportunities exploited promoting fire safety awareness. Our partnership with the Soo Greyhound organization increased with an additional game night. A collective audience, comprised of 4,000 Greyhound fans are besieged with fire safety information before, during and leave the game with pamphlet information. Formal education with building ownership groups also occurred in 2017. Owners of multi-unit Residential occupancies were gathered and explained their responsibilities under the Ontario Fire Code. The turnout at these educational sessions was positive and resulted in additional group sessions throughout 2017.

Identified within our SRA, Seniors are an “at risk” demographic that is steadily increasing in numbers within our community. As a result, looking forward to 2018, Seniors Fire Safety will become a priority with a new program called “Project ASAP” (Assisting Seniors Awareness Program). This program will include relevant community partners who routinely deal with “In-Home” seniors.

2017 School Programs

Primary School Program:

Fire Services recognizes our most effective public education initiative is the annual elementary school program. Educating children from JK through to Grade 4 allows the Prevention Division to teach young impressionable children the basics of remaining safe from fire. Over the past several years we have also taken the opportunity to make contact with the Grade 8 class and discuss their role as young adults in fire safety. In 2017, the Fire Prevention Division presented the “Tools Not Toys” program to our local kindergarten through grade 3 elementary school children. The objective of the program is to help children recognize household items that are not safe to play with or use. Place cards displaying safe and unsafe household items are used during the lecture. Children are asked to distinguish between the items and separate them into their respective grouping. Matches



and lighters, irons, stoves, space heaters are a few of the items that are reviewed. Each child is challenged to discuss these items with their family and to identify which are safe or not. A recurring theme in all our school programs is ensuring homes have working smoke alarms. We challenge the students to test their smoke alarm with their family when they go home. The Prevention Division is confident that a large percentage of these students did indeed test their alarms with their family.

Along with the primary grades Fire Services takes the opportunity to educate Grade 8 classes through a program titled "No Time to Spare" Targeting this age group with information is our last formal opportunity to educate prior to secondary school. The program is presented in a very factual and adult manner. The theme of the lecture is to ensure students understand that fire progression occurs a lot faster than most realize. Fire Services also discusses potential consequences, both personally and legally for acts such as lighting dumpsters, aerosol containers and various other dangerous fire related acts. We ensure the students understand that playing with fire is not "cool" and has serious ramifications.

Over the months of January to May, the Prevention Division managed to educate 3,687 Elementary and also managed to reach out to 109 preschool children.

Over many years, these types of programs have begun to create a fire safe generation. Continuing these programs well into the future will surely decrease fire related injuries, fatalities and property loss, in our community.

Secondary School Programs:

Although fires are generally a result of human behaviours, our current risk assessment continues to identify cooking as a major cause. When comparing historical data involving property loss, injuries and fatal fires, food preparation has been identified as the major cause of fire incidents. As a result, and in parallel with the primary grade program, the Secondary school level is specifically educated in this regard.

In 2017, participating high school 'foods and nutrition' classes, along with various life skills and career planning classes, were educated on the dangers associated with preparing food.

The '*Kitchen Fires or Not*' program itself consists of discussing the root causes and mitigation strategies with young adults who are being introduced to cooking and the kitchen area. Tips regarding unattended cooking, distractions, kitchen clutter and how alcohol is often times a contributing factor, are all discussed. Local kitchen fire incidents are discussed via real investigation photos and related narrative. The factors that contributed to the events and opposing views of how the event could have been avoided are discussed. The video "No Time to Spare" is utilized as a teaching medium to also reinforce the importance of smoke alarms and home escape planning when kitchen fires can't be avoided.

Over the course of 15 years, this program has realized positive results as our cooking related incidents have dropped significantly.

In addition to this program a NEW program titled "Fire and The Law" was introduced in 2017. This program was developed and aimed at Grade 11 & 12 Law students intended to educate this group on the laws related to Fire Services and the Ontario Fire Code. The primary focus of this program is to ensure the students understand the role of the Fire Prevention Officer in his/her community. Program content outlines the structure of the Ontario Fire Code including the FPPA, ticketable offenses, real life scenarios, as well as duties and obligations of a Fire Prevention Officer. Students gain a full understanding of one the many important facets of the Fire Service specifically, the legal / enforcement division of our Service.



In-Service Smoke Alarm Program

Over the last ten year period we are pleased to state that smoke alarm compliance rates have maintained over the 90th percentile. This can be attributed to overall Fire Service public education efforts and community attitude concerning the importance of working smoke alarms. With the recent Ontario Fire Code amendment concerning carbon monoxide alarms and mandated replacement of smoke alarms within 10 years of manufacture date, the In-Service program has been augmented to reflect these changes. Moving forward data will be gather and compiled, concerning both amendments.

In 2017, fire service crews again campaigned door to door. Crews engaged homeowners with pamphlet information related to Smoke Alarms, Carbon Monoxide detectors and home escape planning. Approximately 2,300 homes were visited, 2,200 inspected with a resulting 2,070 homes having working smoke alarms present. With a 93% compliance rate, the community has again demonstrated they understand the importance of ensuring smoke alarms are present and indeed working. "Working smoke alarms save lives", will continue to be a priority and underlying theme in this and all public education programs.

THE 2017 THEME FOR FIRE PREVENTION WEEK OCTOBER 8 - 14 "PLAN TWO WAYS OUT - EVERY SECOND COUNTS"



Over the week of October 8th through to the 14th, Fire Services partnered with local merchants; Home Depot, Lowes, Canadian Tire and Soo Mill. These local businesses provided space within their stores to promote this very important fire safety message. Fire Prevention Staff engaged shoppers on the importance of home escape planning in conjunction with working Smoke and C.O. alarms.

In parallel with this endeavor, we also partnered with Aurora's Pizza & Spaghetti House and ran a "Social Media" contest. In this effort, approximately 1,500 takeout pizza boxes were covered with a decal of a blank Home Escape Plan. These families were challenged to take a photo of their completed plan and post the photo on Facebook or Instagram with the hashtag; #Dough2WaysOut. Winners were drawn

at the end of Fire Prevention week with fire related prizes given away. (Smoke, C.O. Alarms, and Portable Extinguishers)

Inspection and Enforcement - The Second line of Defense

With the 2017 OFMEM review, our Second Line of Defense; Inspection and Enforcement, underwent rigorous scrutiny from the Province. Inspection and Investigation practices, documentation, operating guidelines and frequency were all analyzed by the Fire Marshal's Office review team. As a result, the OFM was satisfied with their findings and comments from the review team were very positive.

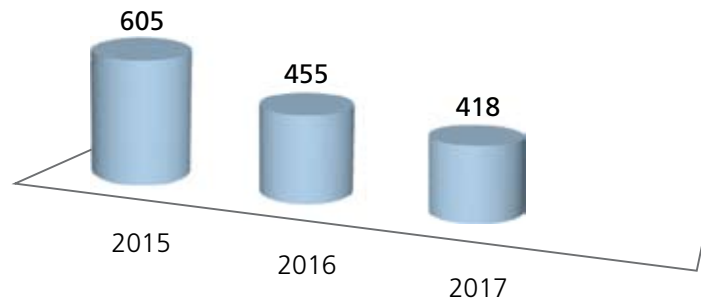
Through 2017, the recent amendments to the Ontario Fire Code (OFC), placed significant challenges on staff time. Amendments related 'Class B' occupancies: Hospitals, Retirement residences, and Care and Treatment facilities being the focus. Continued effort within these facilities and their ownership groups will remain a focus moving forward into 2018. With Fire Safety Plan development / implementation at the forefront, inspector's critiqued scenarios which replicated minimum staffing levels and approved mandatory fire drills under these circumstances. The Fire Prevention division has added these occupancies to our inspection frequency schedule.

Under the Fire Protection and Prevention Act, the Fire Prevention Division is mandated to follow up on all complaint and request inspections. In doing so, officers routinely discover fire code infractions and issue orders as a result. As life safety cannot always be achieved through public education, enforcement methods are often times necessary to achieve compliance. The 2015 OFC amendments resulted in over 40 additional ticketable offences to be used when necessary. Set fines for smoke alarm violations and other typical contraventions were utilized in 2017 as a means for compliance.

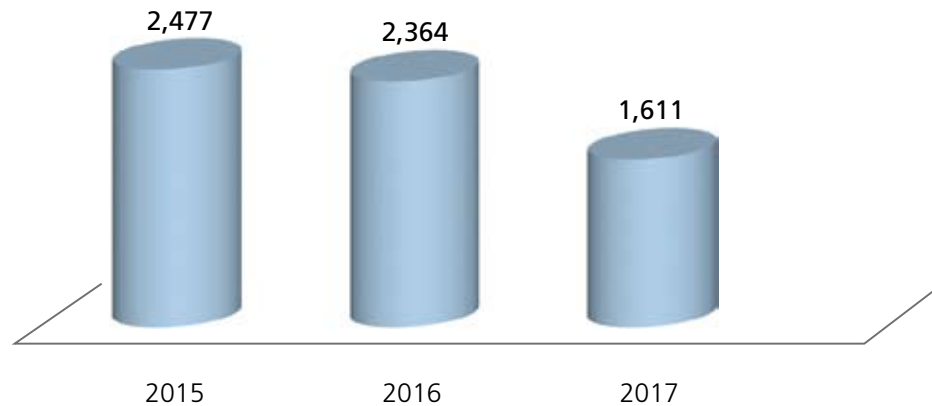
Open Air Burning

As all open air burning requires approval through the OFC, from Fire Services, Fire Prevention officers dedicate considerable hours during the summer months to this process. With a site visit, officers also ensure smoke, and C.O. alarms are present and working within the residence. In 2017, FPO's performed 454 Burn Permit Inspections and tested 362 smoke alarms during the process. This procedure is mutually beneficial to our efforts concerning working smoke alarms, within the residential sector and further ensures home owners burn safely without disturbing neighbours.

2017 NEW BURN PERMITS

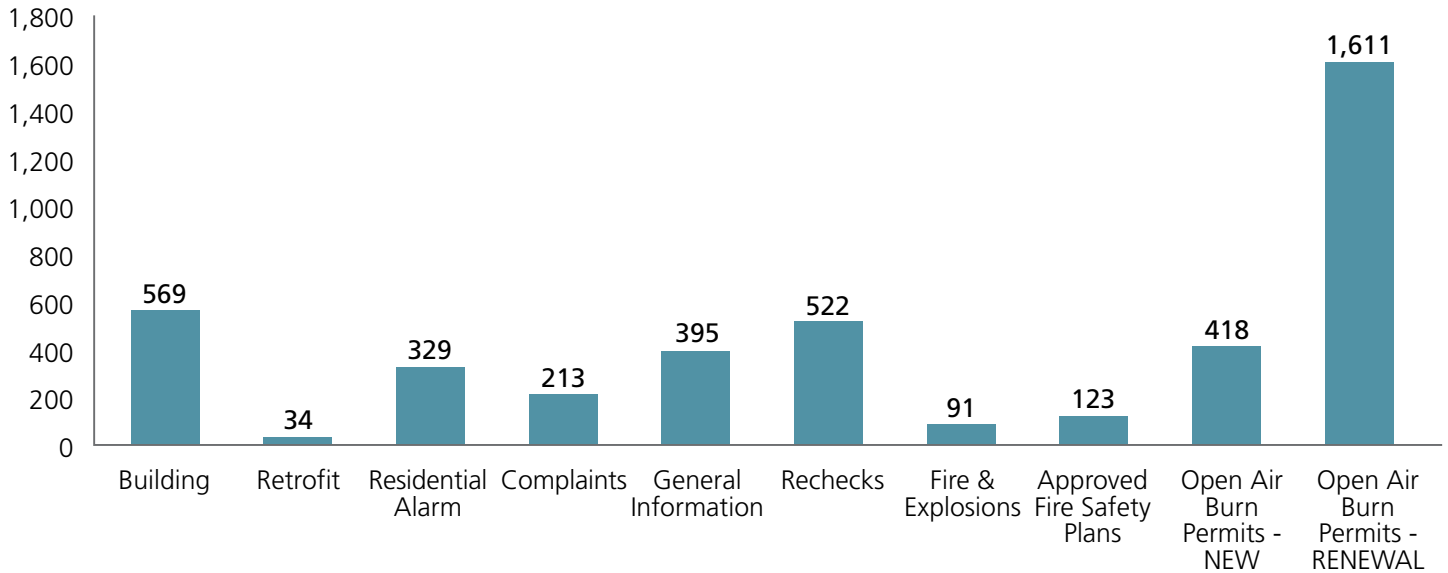


2017 BURN PERMITS RENEWALS



2017 FIRE PREVENTION & EDUCATION STATISTICS

FIRE PREVENTION & EDUCATION STATISTICS



Looking Forward

The priorities for 2018 will remain the same. When performing routine inspections, risk based enforcement efforts across all building stock, will remain the norm. Special focus and attention will continue on 'Vulnerable Occupancies' as the most recent mandate, but not at the expense of the remaining building classifications.

With the addition of a full time 'Public Educator' in the fall of 2016, the Prevention Division will continue to pursue directions not previously possible. Similar to enforcement efforts, program development, implementation and evaluation will be risk based. Focus on mandated changes of the OFC will remain an underlying theme in all publication efforts moving forward.

Our annual simplified risk assessment clearly shows the path education efforts need to take. New, exciting programs are currently being developed and partnerships are being formed. Social media will be utilized to its fullest, engaging younger demographic in a more current medium.

EMERGENCY MEDICAL SERVICES



The role of a paramedic is a very dynamic one with no two shifts or even calls being the same. To stay current, paramedics require training and review of their Standards and medical directives they utilize on a regular basis. Some extensive educational reviews require specific class time while others may not. The non-classroom educational sessions are performed on shift between medical responses and may consist of reviewing education material and equipment, reviewing revisions in paramedic practices and performing practical sessions to maintain



their skill level. All paramedics are certified by the Province's Ministry of Health and receive authorization to practice their skills by their Ontario Base Hospital program. Through a Base Hospital physician's license, paramedics can deliver advanced patient care in the prehospital setting that may have only been available in a hospital setting in the past.

With the introduction of Ministry of Health's new "living document" format for paramedic Standards, 2017 saw many changes in paramedic practice. The Basic Life Support Patient Care Standards (BLS PCS) was updated to encompass medical advances. This was a welcomed change for the paramedics as the previous version of the Standards were 10 years old. The Advanced Life Support Patient Care Standards (ALS PCS) was also updated to include more skills paramedics may perform. As a result of the Ministry's new format for paramedic Standards, additions to paramedic skills can be made in a more timely fashion.

Operations

The operation of the ambulance service requires an Operator's Certificate in Ontario issued by the Ministry of Health and Long Term Care. To maintain our certification the service must meet many legislated standards covering everything from quality of patient care and creating medical records to the quantity and quality of medical supplies in the ambulances. As patient care standard change so does the vehicle standard requirements of type and quantity of patient care supplies and medications. On a daily basis, paramedics are the first critical link in ensuring Standards are met or exceeded. With the operational support and oversight of the Commanders and Deputy Chiefs, the service has performed well by all reportable standards. The occasional unannounced inspections by the Ministry of Health both checks and confirms continued compliance between the three year cycle of full review and re-certification of our license.

Professional Standards, Training and Development

Working with Sault Area Hospital (SAH), EMS has introduced a strategy that allows qualified patients to be transported to SAH Withdrawal Management Services instead of the Emergency Department. This change in destination ensures the patient receives the right care at the right time.

Evidence shows that first responders are at least twice as likely compared to the general population to suffer from PTSD, due to the risk of frequent exposure to traumatic stressors. In 2017 the City rolled out their Peer Support program for all of our first responders; paramedics, fire, police and also included ambulance communications officers. Under the education and guidance of a professional psychologist, the program delivers early psychological intervention, proactive mental health outreach and advocates for mental health.

With the increase in opioid overdoses, changes have been made to Ministry directives to help support the paramedics when treating this potentially deadly occurrence with naloxone (Narcan). Other enhancements to paramedic skills include Emergency Childbirth, arterial tourniquets and hemostatic dressings (helps stop major bleeding) and tracheostomy suctioning. Various changes to existing Standards were introduced throughout 2017.

Fleet



The vehicles within the Emergency Medical Services (EMS) division are evolving to a new local design a move from the traditional orange and blue. If you travel throughout Ontario this use of a local design now outweighs the standard style. There are many aspects such as labels, letter sizes, reflectivity and lighting packages that still must meet the legislated standards. As new ambulances are purchased to replace retired units the new decals will become the standard for Sault Ste. Marie.

Manufacturers of ambulances to be used in Ontario have an extremely specific list of requirements in the design of the interior and exterior on their product. Important safety features such as emergency lights, siren volume, crash testing of restraints for the protection of paramedics and patients are some obvious ones. Many other features such as speed of interior heating and cooling, using surfaces that can be disinfected and cleaned easily, equipment restraints are focused on keeping patients and paramedics safe while in transit.

The fleet of ten ambulances and three support vehicles are maintained by the Sault Ste. Marie Fire Services - Support Services Division, the mechanical technicians have been factory trained in the unique aspects of the certified ambulance conversions. The strict certification specifications for a vehicle to operate in Ontario means the division has to ensure any additions or changes to the vehicle retains that compliance with legislation. The fleet vehicles are serviced on a set schedule to ensure fleet readiness and avoid failure from predictable issues. The fleet replacement schedule plans on an ambulance lasting approximately 7 years and through the replacement rotation keeps half the fleet four years old or newer.



Paramedic Students

As part of any Ontario paramedic college program, enrolled students are required to complete a practical placement with an ambulance service. Sault Ste Marie paramedics continue to educate and mentor these students on a regular basis throughout the year. This preceptorship allows the student to utilize their academic knowledge and apply it practically to patients in the field. It is under this preceptorship style program that a student completes their college program and if successful is then able to challenge the provincial examination process. We also have other medical students participate in "ride outs" to help them gain an insight of pre-hospital care.

Public Events



Sault Ste Marie Paramedics traditionally hold a food and donation drive prior to the Christmas season each year. During their 2017 campaign, paramedics and volunteers collected over 1,700 pounds of food and over \$3,600 which was delivered to the local soup kitchen. Paramedics attended several community events such as Family Day at the Bushplane Museum, the Science Festival, Kidz Safety Summer Festival, Emergency Preparedness display and other public appearances. Paramedics also attend schools to educate students on their profession and participate when the public visits our bases.

Special day

We were fortunate enough in the fall of 2017 to have a cardiac arrest survivor meet the paramedics that helped save his life. This is a very rewarding time for our paramedics as they don't often know the outcome of the patients that they treat and transport to the hospital.

Robert Rushworth

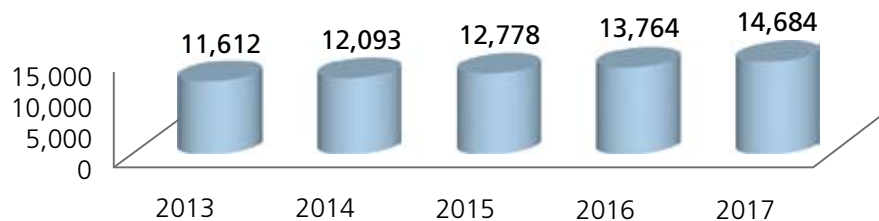
Robert Rushworth
Deputy Chief - EMS Operations

2017 EMERGENCY MEDICAL SERVICES

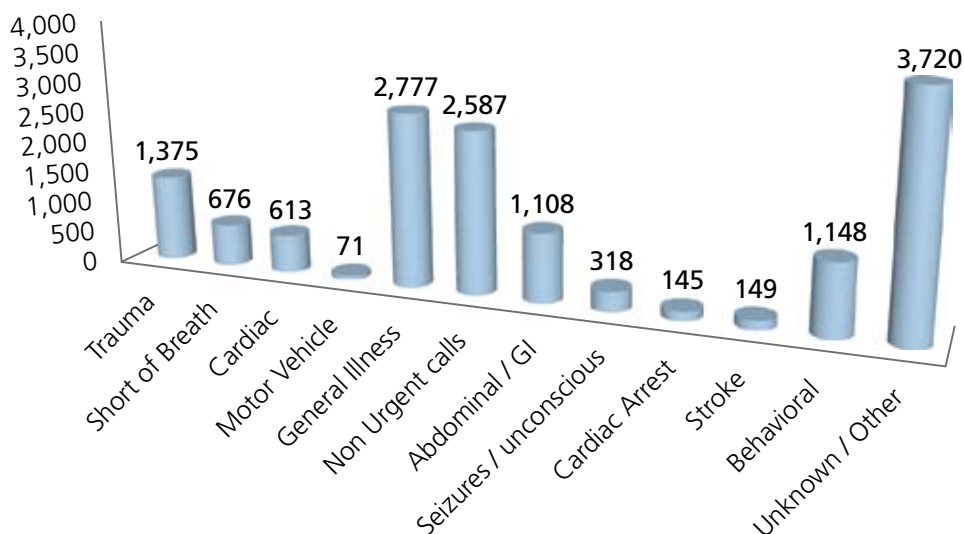
2017 EMS RESPONSE CALLS

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 8	2017 TOTAL
DISPATCHED RESPONSE TYPE	Deferrable call potential for up to 24 hours	Scheduled patient transfer	Prompt response, may be delayed for up to 10 minutes or in the event of a Priority 4 call	Urgent, immediate response required; lights and siren used	Stand by as requested at Police or Fire scene	↓
Total	1,610	651	3,636	8,751	36	14,684
Percentage	11%	4%	24.8%	60%	0.2%	100%

2017 EMS CALL VOLUME TRENDS



2017 EMS CALL TYPES



EMERGENCY MANAGEMENT

Emergency Management has the responsibility of the coordination, development and implementation of prevention, mitigation, preparedness, response and recovery strategies to maximize the safety and resiliency of our residents. The City's Emergency Management Program is constantly adapting to reflect the changing landscape of risk and provide the best service to our citizens; the following highlights some of the year's activities.



"There's no harm in hoping for the best, as long as you're prepared for the worst." - Stephen King

At the beginning of the year the division undertook a broad review of our public education program to determine whether Saultites were receiving City distributed emergency preparedness information and if so, were they taking preparedness action. We were very heartened to get the feedback that over 95% of people agree that getting prepared would reduce their risk and over 80% people agreed they were capable of preparing. The major findings were that efforts need to be increased in providing residents preparedness information and making preparedness a more commonly accepted activity. As well, residents identified financial constraints as one of the major barriers they perceive to getting prepared.

Armed with all this great feedback from our residents we created and launched a new budget friendly strategy ***"20 Weeks to Emergency Preparedness"*** with our new campaign in hand we delivered targeted presentations throughout the summer passing on the information that getting prepared does not have to be costly nor does it have to be completed in one day. Pamphlets as well as website updates and social media posts focused on easy ways to put together a 3-day supply of emergency items for any size or type of family.



ARES Exercise

We embraced many opportunities this year to educate our residents through participation in Police Week, two semesters of Disaster Dining, Gore Street Neighbourhood Party, Kidz Summer Festival, Rotary Festival, Senior's Conference, Wellness Days and many others. Emergency Preparedness Week continues to grow adding more partners for our Annual Showcase, we also used our online contest as an avenue to highlight and promote many of our partners and their emergency capabilities. One partner the Amateur Radio Emergency Service (ARES) had great success with their own training and exercises, the group customarily conducts 3-4 tests and exercises a year, two of these contests one provincial and one worldwide the group placed first in. This volunteer group plays a big role in emergency communications and we greatly appreciate their commitment and dedication.

Emergency Preparedness Week 2017



Disaster Dining



Throughout this past year the Division has worked diligently to adopt the international best practice of Incident Management System. This is consistent with recommendations from the Elliot Lake Commission of Inquiry as well as the 2017 Annual Report of the Auditor General. In addition to revamping the existing plans a cadre of new plans have been added to the Emergency Management portfolio which address extreme weather, animals, drinking water and flooding.

Thank you to the many partners and the individuals of Sault Ste. Marie as we work together in building a safer community.

Lauren Perry

Lauren Perry
Emergency Management Coordinator

SUPPORT SERVICES

Communication

As part of the re-alignment plan for Fire Services, the current cadets have continued to function incoming calls and dispatching units as required. From time to time, they may rotate to the floor for training, sick or vacation relief.

New enhanced T911 technology was installed in the dispatch area to enable dispatchers to be able to text with registered users that have speaking and hearing vulnerabilities. The dispatchers will be trained on the new interface that works with the Xpert Fire software in early 2018.



Crisys Xpert Fire Dispatch System

The CriSys Xpert Fire computer-aided dispatch and records management system is being used by all divisions within the department. Ongoing software upgrades are rolled out by the Crisys developers. Periodically, the software versions evolve, and as system administrators, are required to advise users of the new changes and assist with training or problems that may arise. The dispatch hardware was scheduled to be replaced in 2017 as per the 3 year maintenance agreement, however due to concerns regarding available funding; we were required to postpone this until early 2018.

The “Crisys Lifeboat” laptop was acquired in 2017 as a backup to the live system that enables dispatching of emergency incidents to be performed from a remote site (police station communications room, RESC OEC) in the event that may cause the evacuation of our communications room. All data is later cross loaded to live system.

Fire Halls



Maintenance of the four fire stations is part of the Support Services Division’s responsibility. 2017 saw major renovations to the fire stations including the repairing of fencing along property between Sault College parking lot and the RESC. The propane tank for the supply of fuel to our back-up generator was refurbished as well as gas lines to the building that feed the generator and gas dryer. All station’s ongoing operating deficiencies are managed through our division and contracted out if the problem is beyond the scope of our Technician’s abilities or timelines.

Annual spring cleaning of all stations is completed by on-duty shifts assigned specific areas of responsibility. This could include re-painting of walls and ceilings if needed. Floors are stripped and re-waxed after all other cleaning is completed.

As part of the Health & Safety plan to protect our workers, a turnout gear specific washer/extractor and drying cabinet were purchased in 2017 and installed in the first part of 2018. This equipment will eliminate possible cross contamination of regular washer and dryers used at all halls for daily cleaning requirements.

Vehicles and Equipment



Support Services staff are responsible for all repairs to Fire Services vehicles and all Fire Suppression tools and equipment. Servicing and maintenance are also contracted out to the District of Social Services Administration Board (DSSAB) for the Emergency Medical Services (EMS) fleet of ambulances and support vehicles. Regular maintenance, as well as annual M.T.O. Mechanical Safety Inspections are required on all units over 3/4 ton, were completed in 2017. In an effort to extend service life of our vehicles, and reduce costs, in-house rust proofing was applied to all pumpers, aerials, rescue units, ambulances and support units including the Fire Prevention vehicles.

Part of our divisional role is to work with third party agents to do the annual pump flow testing of all trucks with fire pumps. This ensures that the pumps are flowing water according to ULC specifications. Aerial and ground ladder non-destructive testing is performed for all units that are equipped with ladders. Scott Breathing Packs require flow testing done annually to ensure that these self-contained breathing apparatus meet prescribed standards for personal safety on the fire ground.

A plan to replace all these units in 2018 should be completed to lower cost of ongoing repairs.

Early this past year, the command bus was removed from service, as it was not cost effective to make the required repairs during its annual mechanical inspection. A plan to replace this unit has begun.

A local First Student bus company donated a 2004 bus to SSMFS to be refurbish and become the replacement command bus. This is being done with efforts of Support Services staff and should be back in service in 2018. Other units that are scheduled for replacement are a rescue truck and a tanker which should be in the planning stages during 2018.

Training

The Support Services Division continues to be responsible for ensuring all personnel maintain "Z" endorsement licenses. Other aspects of training on pumpers and aerial operations as well as tools and equipment are done in conjunction with the Platoon Chiefs.

Support Services Mechanic Mike Brock was able to attend the Mechanical Officers Seminar, which was held this year in Gravenhurst at the Fire College. He also attended the Spartan Factory School training in Lansing, Michigan. These seminars always prove to be beneficial as new products and technology are discussed along with upgrades of maintenance procedures for various fire services equipment. There are also quarterly diagnostic training seminars held in our shop in partnership with Auto Aide and other city department mechanics ensuring that the latest technological



diagnosing is made available to help in the ongoing changes evolving within the industry.

Occupational Health & Safety

The Support Services Division is also responsible for the various testing of Fire vehicles, SCBA and cylinders, cascade systems, fire extinguishers, ground ladders and aerials that are required by NFPA guidelines and ULC regulations annually. Some of these tests include air quality of the Cascade (breathing air compressor), hydrostatic testing of all SCBA cylinders (five year expiry) and fire extinguishers as required. Other testing involves non-destructive testing of aerial and ground ladders as well pump capacity ratings on all units with a fire pump. We also arrange for annual load testing of four station back-up generators and the inspections of the two hoists in our repair shop.

As part of the transitional plan for fire services, Dan Crozier was promoted to the position of Assistant Chief - Support Services in November of 2017. Bill Wallace is now acting in role of Mechanical Officer.



In regards to what was without question the biggest event to occur in this division in decades, Deputy Chief James St. Jules has taken his much deserved retirement as of December 2017. For over 30 years, James' dedication to Fire Services and the citizens of Sault Ste. Marie ensured that the many aspects of his job were completed in the highest professional manner. His insight and experience have been of great value to all of us who had the honor of working with him. I know I speak for all when I say thanks and we miss you Jimmy.

I would also like to thank, Bill Wallace and Mike Brock along with the clerical staff that have helped to provide the services to our department throughout the past year.

Dan Crozier

Dan Crozier

Assistant Chief - Support Services



2017 HONOURS & AWARDS

2017 RETIREMENTS

**IN APPRECIATION FOR YEARS OF
DEDICATED SERVICE WITH THE
SAULT STE. MARIE FIRE SERVICES**



***Congratulations to the following
personnel on your retirement!***

JOSEPH MAY	PLATOON CHIEF	FEB. 28
JAMES BEACH	PLATOON CHIEF	MAR. 31
SCOTT SMITH	CAPTAIN	APR. 27
MICHAEL PAGNUCCO	CAPTAIN	JUNE 26
MICHAEL DIONISI	CAPTAIN	JUNE 30
SANDY GARDINER	CAPTAIN	JUNE 30
THOMAS CARMICHAEL	1st CLASS FIREFIGHTER	DEC. 31
JAMES ST. JULES	DEPUTY CHIEF	DEC. 31

2017 HONOURS & AWARDS

FEDERAL EXEMPLARY SERVICE BARS AND MEDALS

The Fire Services Exemplary Service Medal

In mid-1985, the Government of Canada accepted the proposal for the creation of a service medal for all full-time and volunteer members of Canada's Fire Service. Regulations paralleling those of other Exemplary Service Medals were drafted and a proposed design for the medal was submitted to representatives of the Fire Service. Once approved, the regulations and design were forwarded to the Sovereign with Cabinet's recommendations.

Her Majesty The Queen signed Letters Patent creating the Fire Services Exemplary Service Medal on August 29, 1985.

The design of the Medal incorporates crossed axes, a hydrant, and a stylized Maltese Cross, an internationally recognized symbol of the fire prevention community. Both are superimposed on a maple leaf, the standard background symbol of Canadian honours. The red of the ribbon represents fire; the gold, common to all Exemplary Service Medals, represents the quality of the service honoured.

SAULT STE. MARIE FIRE SERVICES CONGRATULATES THE FOLLOWING PERSONNEL

30 YEARS SERVICE [BAR]

STAN MARTYNUCK	JEFF LAJOIE
RICHARD PIHLAJA	JAMES ST. JULES
CHRIS GILLESPIE	SCOTT SMITH
MICHAEL SIMON	MICHAEL PAGNUCCO
THOMAS CARMICHAEL	MICHAEL DIONISI

20 YEARS SERVICE [MEDAL]

GEOFF ELGIE



2017 HONOURS & AWARDS

PROVINCIAL LONG SERVICE BARS AND MEDALS

Fire Services Long Service Medals

First awarded in 1971, "The Fire Services Long Service Medal" is an expression of public appreciation for the dedication and hard work of members of the Ontario Fire Services. It is officially recognized by the province and is included in the Fire Protection and Prevention Act, 1997.

The medal is worn on the left breast subordinate to Canadian or British decorations. Suspended from a red, white and green ribbon, the circular medal bears on the obverse the Maltese cross, with the coat of arms of Ontario superimposed and the inscription 'Fire Services Ontario'. The inscription 'For Long Service the Fire Protection and Prevention Act' appears on the reverse.

SAULT STE. MARIE FIRE SERVICES CONGRATULATES THE FOLLOWING PERSONNEL

35 YEARS SERVICE [BAR]

JOSEPH MAY

30 YEARS SERVICE [BAR]

STAN MARTYNUCK	JEFF LAJOIE
RICHARD PIHLAJA	JAMES ST. JULES
CHRIS GILLESPIE	SCOTT SMITH
MICHAEL SIMON	MICHAEL PAGNUCCO
THOMAS CARMICHAEL	MICHAEL DIONISI

25 YEARS SERVICE [MEDAL]

RAYMOND ZORZI
PAUL MAKKONEN



SAULT STE. MARIE FIRE SERVICES AWARDS

On December 18, 2017 Fire Chief Peter Johnson hosted a special reception in honour of employees who have dedicated 25 years service with the Corporation of the City of Sault Ste. Marie, and achieved Fire Service recognition in 2017.



THE 25 YEAR CITY OF SAULT STE. MARIE AWARD

PRESENTED BY: CAO AL HORSMAN

RAYMOND ZORZI
25 Year Club 1992-2017



PAUL MAKKONEN
25 Year Club 1992-2017



SAULT STE. MARIE RESPONSE CENTRES



Station 1
72 Tancred Street



Station 2
363 Second Line West



Station 3
100 Bennett Blvd.



Station 4 - RESC
65 Old Garden River Road



EMS-Garden River
15 Shingwauk Street



City of
Sault Ste. Marie

SSMFS

