



SAULT STE. MARIE FIRE SERVICES 2018 ANNUAL REPORT

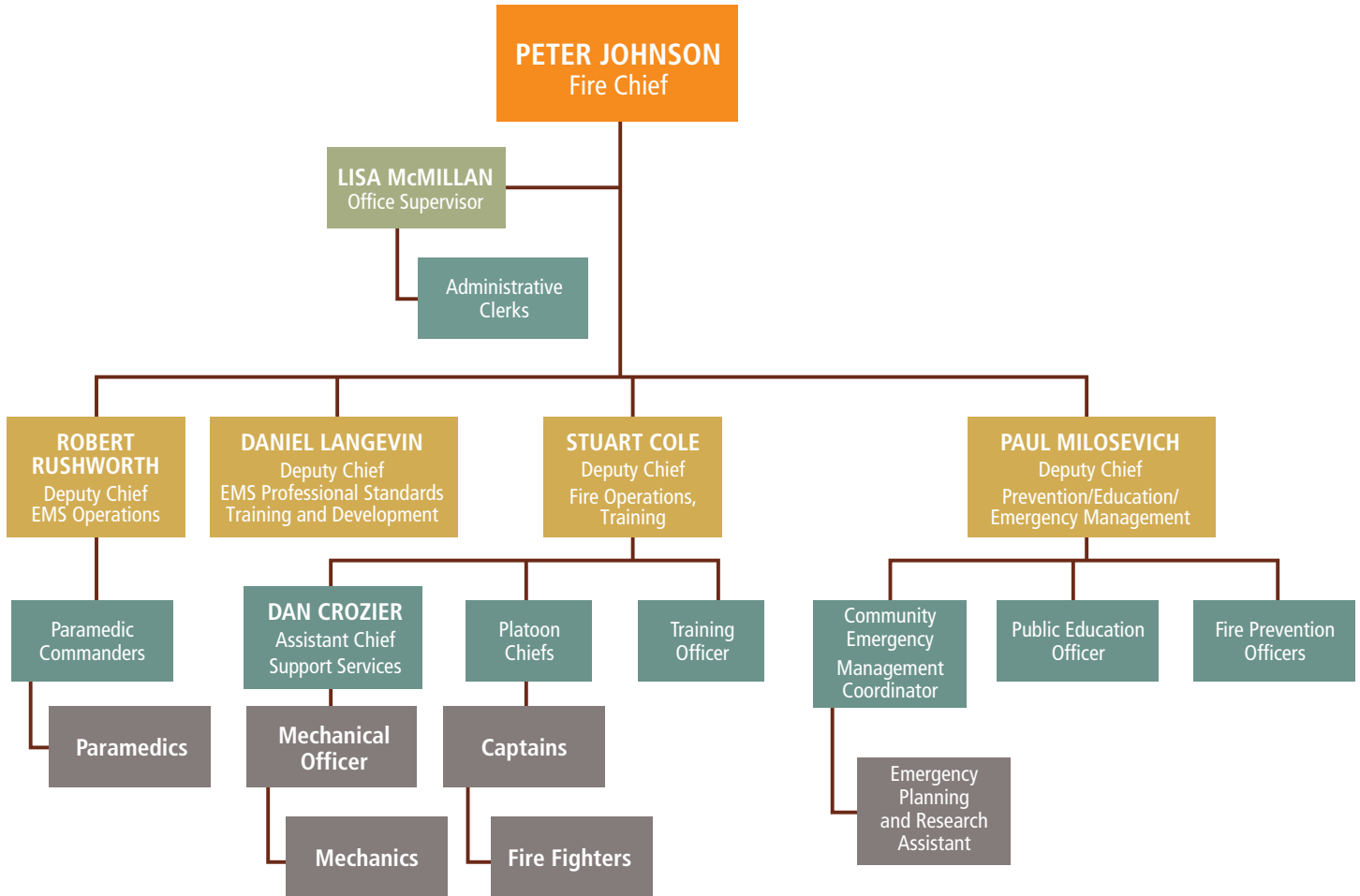


City of
Sault Ste. Marie



SAULT STE. MARIE FIRE SERVICES

ORGANIZATIONAL CHART



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 five (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.

It takes all members of our organization to make a difference. The Fire Service members are committed to our core values: Public Safety, Firefighter Safety, Customer Service, Integrity and Honesty. Our values are at the forefront of everything we do.

2018 was the launch of the Comprehensive Risk Assessment and Fire Master Plan. In March, Sault Ste. Marie City Council approved the Fire Master Plan as our framework for the delivery of fire protection services for the next 10-year planning horizon. Contained in the Fire Master Plan are strategies to enhance our fire service. These strategies consist of Council recommendations and Operational recommendations. Senior Fire Management will implement these recommendations and strategies over a period of time to facilitate enhancing our service for the community.

As Fire Chief, I am honoured to lead this great organization. I want to thank all members of our community for your support. 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



VISION STATEMENT "WHO WE WANT TO BE"

The Sault Ste. Marie Fire Service is committed to provide effective and efficient emergency service in a caring manner to create a safe community.

MISSION STATEMENT "WHO WE ARE TODAY"

The Sault Ste. Marie Fire Service is a proud partner within our community that provides exceptional service through prevention, education, protection and wellness.



FIRE PREVENTION & PUBLIC EDUCATION

With continued effort in 2018, the SSM Prevention Division has ensured the municipality achieved mandatory compliance with the *Fire Protection and Prevention Act* clause 2.(1)(a). Although tasked with ensuring the municipal legal responsibility is satisfied, the primary role for the division is to ensure fire safety for the citizens of our community remains the focus of prevention efforts.

When balancing these legal requirements with community fire safety, the division follows the Provincial mandate, described as the *“Three Lines of Defense”*.

These lines of defense consist of:

- Public Education
- Fire Safety Standards / Enforcement
- Emergency Response.

With the Provincial mandate and the three lines of defense as our reference, the division annually assesses known historical data through a process known as a ‘Simplified Risk Assessment’. (SRA) (See an executive summary at end of this report) This process ensures community risks are identified and these risks are mitigated utilizing multiple public education opportunities and code enforcement methods. Following this strategy has shown a steady decline in; property loss, injuries and fatal fire incidents. However, with this positive direction, our SRA continues to identify ‘Class C-Residential occupancies’ as the primary building stock for concern. Unfortunately, Sault Ste. Marie experienced a fire fatality 2018 in class C and this building stock consistently remains the highest rate of incident and property loss value.

Moving forward through the first two lines of defense, a risk based approach and focused effort will remain directed at Class C occupancies. Through a monthly schedule, the division will also ensure a balanced approach remains with all other building classes.

Public Education Programs - The First Line of Defense



Public education is provided in multiple formats throughout the year. In 2018, various methods involving radio, electronic messaging, television, hanging sign boards, local billboards and extended use of social media were all utilized. Station tours and numerous lectures to various agencies/groups were taken advantage of, promoting fire safety, to all building class occupants. A new program titled “Project ASAP”, “Assisting Seniors Awareness Program”, has been developed and introduced to a growing SSM demographic, our senior population. Over the course of 2018, education programs have expanded, reaching out to additional community groups and businesses.



To name a few, opportunities and involvement contained in the following list have extended fire safety awareness to a larger community audience:

- Partners in Prevention Conference
- Big Sport & Outdoor Show
- SHAYP (Safety and Health Awareness Youth Program - YMCA)
- DARE program (Fire Extinguisher Training, Safety Talk, Station Visit)
- Artie Science Fair - Algoma U
- Festival of Beer (Don't Drink N' Fry)
- Festival of Trees - Literacy
- Home Show (John Rhodes)
- Seniors "In The Know" Festival
- Walmart - Children's Miracle Network
- Rotaryfest Street Party + Parade
- Dementia Care (training + seminar with the Alzheimer's Society)
- Fire Prevention Week Booth Setup (Canadian Tire, Lowes, Home Depot, Soo Mill)
- CO Awareness Week (Lowes, Walmart)



In addition to these events, the Prevention Division promotes four (4) primary programs which directly addresses risks identified in the SRA. They are described as follows:

2018 School Programs



Fire Services recognizes our most effective public education initiative is the annual elementary school program. Educating children from JK through to Grade 3 allows the Prevention Division to teach young impressionable children the basics of fire safety and further create a fire safe generation. 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 2018, the Prevention Division completed its annual school program with multiple themes to varying grade levels. The theme of "GET OUT, STAY OUT" was the topic for kindergarten to grade 3 age level students, for both the Huron Superior and Algoma District School Boards. This program covers fundamental values of fire safety, including: smoke alarms, exit signs, fire drills, with a specific focus on

home escape plans. These concepts are in direct correlation with the Ontario Elementary School Curriculum expectations on fire safety.

Also in 2018, "Fire Safety in Today's World" was the focus for grade 8 level students. This program focused on fire safety stats, kitchen fire safety, smoke alarms, carbon monoxide alarms, fire safety in the home, as well as responsibilities that pertain to young adults concerning fire safety. Overall, more than 4,100 elementary school students participated in the program.

At the Secondary level, Fire Services continued to focus on a multitude of fire safety topics including: Kitchen Fire safety in Foods & Nutrition courses, Fire & the Law for Law courses, The Fire Service in Careers courses, Home Fire Safety for Family Studies and Alternative programs. Each course had a specific fundamental value of fire safety to help prepare students by gaining understanding and practical knowledge for real life situations. Overall, over 700 Secondary School students were reached throughout the Huron-Superior and Algoma District School Boards.



In-Service Smoke & Carbon Monoxide Alarm Program

Having and maintaining working smoke alarms on all levels of the home is paramount to personal fire safety. History continues to show that working smoke alarms can make a difference between life and death, should a fire occur in the home. To address this realization, the Prevention division annually teams up with Suppression division in a door to door education effort.

From May to September, Suppression crews go door to door ensuring smoke alarms are working, properly placed and within manufacturers date. Over the last 15 year period, we are proud to state that compliance rates have grown exponentially. The community has realized an increase in smoke alarm compliance from the low 80's to consistently over 90%. This can be attributed to all Fire Service public education efforts and community attitude concerning the importance of smoke alarms. Enforcement efforts in this regard have also increased compliance rates via part one offence notices. With legislative changes concerning Carbon monoxide alarms within the residential sector our education/enforcement efforts will have to be augmented. In 2018, fire service crews again campaigned door to door. Crews engaged homeowners with pamphlet information related to Smoke / Carbon Monoxide alarms and home escape planning. Over the course of the program, Fire Service crews inspected 2,126 homes with 2001 homes having at least one working smoke alarm, resulting in 93.06% compliance. This is and will continue to be the most effective direct community engagement program concerning personal fire safety and Smoke / C.O. alarm information.

Clearly, the Community is heeding the message. Compliance rates are at an all-time high as the public has realized that personal fire safety is their responsibility.



Project ASAP
Assisting Seniors Awareness Program

Why Seniors?

Fire safety for all citizens is the prominent focus of the Sault Ste. Marie Fire Services. The concern grows even greater with an aging population. Risk of those injured or killed by fires compared to the population at large increases with age.

Age Group	Risk Level of Injury or Death
UNDER 65	~100
AGE 65+	~200
AGE 75+	~300
AGE 85+	~400

How Can You Help?

Teaching seniors to protect themselves from fire can be a challenge because it can be difficult to reach out to them. Some older adults are very active in the community, while others, due to health or lifestyle, are more isolated. Local citizens and community partners can help us with this initiative by spreading the word to colleagues, informing with social media and by referring clients or family members to the Project ASAP Program.

Let's work together to ensure older adults feel safe, comfortable, and educated when it comes to fire safety in the home.

Expected Program Results

- Educate the citizens within this rising demographic in Sault Ste. Marie
- Increase in compliance with fire safety regulations, regarding smoke alarms and carbon monoxide alarms
- Increase Home Fire Safety Awareness for seniors
- Decrease fire injuries and fatalities for this demographic

For more information contact:
705-949-3333,
Ext. 2246
www.saultstemarie.ca/projectasap
email: fire@cityssm.on.ca

@SaultFireServices @SaultFire @SaultFire

Project A.S.A.P. - Assisting Seniors Awareness Program

In 2018, the Prevention Division developed and initiated a new and very innovative approach to fire safety within our Senior Community. Realized from our SRA, our local senior demographic is increasing and currently exceeds the average provincially. Recognizing Seniors are a vulnerable population with respect to potential physical / cognitive issues, the Fire Prevention division developed a fire safety program specifically to assist this group and ensure they remain fire safe.

The program focus keys in on 65+ age seniors who are currently living on their own. The program consists of a 1 hour in home visit by our Public Education Officer. The Officer checks and tests all the required safety equipment, reviews potential fire safety hazards within the home, discusses home escape planning, provides a gift bag with fire safety materials and installs alarms and batteries when necessary. On the anniversary of the initial visit the Officer schedules a re-visit to ensure all alarms remain in operating condition. This program is initiated by appointment through a phone or email, by a family member, doctors, caregivers, etc. This program is in partnership with community minded businesses who cover costs for materials contained in the gift bags.

In 2018, this new program reached out to thirty five (35) seniors living on their own within our community. We are confident that over 2019 and beyond, the number of home visits will increase ensuring fire safety continues with our senior population.

Fire Prevention Week - 2018

In 2018, the Provincial theme for Fire Prevention Week was *“Look, Listen, Learn, Be Aware. Fire Can Happen Anywhere.”* Sault Ste. Marie Fire Services adopted this theme within various events and activities throughout the community. Throughout the week, information tables were setup at local hardware stores to help answer questions and give valuable fire safety information to shoppers.

Fire Services participated in multiple events during the week, including: “Coffee with the Fire Service”, which was a new event for Fire Prevention Week. Members of Sault Fire Service spent the morning at two (2) local McDonald’s Restaurant locations giving out free coffee and talking fire safety with patrons.

Additionally, another new event held during Fire Prevention Week was an “All You Can Eat Wing Night” at Wacky Wings. Two (2) new fire safety wing flavors were created and members of the Fire Service, along with Sparky the Firedog spent time with patrons and handed out fire safety information for all in attendance.



Inspection and Enforcement - The Second line of Defense

Inspection and Enforcement

With ongoing amendments to the Ontario Fire Code (OFC), enforcement efforts are balanced through a monthly schedule across all building stock. Additional energy is focused on ‘Class B’ - Care occupancies, buildings such as: Hospitals, Retirement residences, and Care and Treatment facilities. These facilities house our most vulnerable population and as a result, Fire Service inspectors annually reach out to ownership groups of these facilities. With Fire Safety Plan development / implementation at the forefront, inspectors critiqued scenarios which replicate minimum staffing levels and perform mandatory fire drills under these circumstances. Training with staff on responsibilities within the plan on what to do should an event occur is paramount to patient / resident safety. Similarly, Class A - Div. 2 “Primary and Secondary” grade schools are visited (inspected) on two (2) occasions over the calendar year ensuring drills and fire safety procedures are performed to an acceptable level.

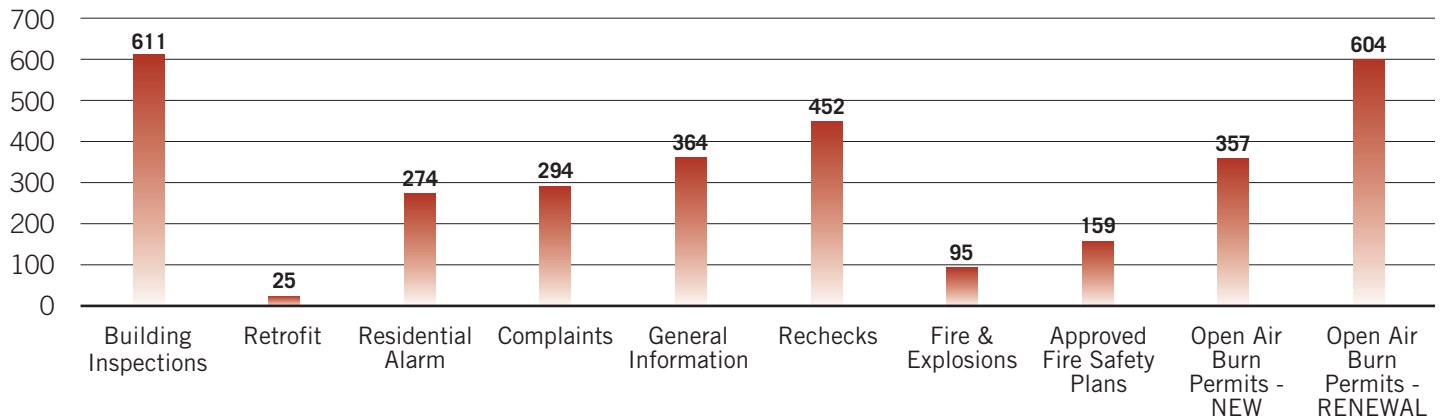
Under the Fire Protection and Prevention Act, the Fire Prevention Division is mandated to follow up on all complaint and request inspections. In doing so, Officers routinely discover fire code infractions and issue corrective orders as a result. To remain proactive, the division performs routine inspections in all occupancies throughout the year. This ensures owners remain compliant with the Ontario Fire Code (OFC) regulations within all building stock. As life safety cannot always be achieved through public education, enforcement methods are often times necessary to achieve compliance. Recent amendments to the OFC have resulted in additional ticketable offences to be used when necessary. Fines for smoke / carbon monoxide alarms and several other typical contraventions have increased substantially within the division, following the Provincial mandate and the need for enforcement in this regard.

As all open air burning requires approval through the OFC, from Fire Services, Fire Prevention Officers (FPO’s) dedicate considerable hours during the summer months to this process. With a site visit, officers also ensure smoke / C.O. alarms are present and working within the residence. In 2018, FPO’s inspected over 275 residences for smoke alarm compliance while issuing burn permits. This procedure is mutually beneficial to our efforts concerning working smoke alarms, within the Class C residential building stock and further ensures home owners burn safely without disturbing neighbours.

The priority for 2019 will remain the same. The Prevention Division will continue to promote fire safety within the community via public education opportunities and enforcement efforts. Ongoing efforts will remain risk based and founded on the annual SRA. Adapting to ongoing or newly identified risks over the upcoming year will stay at the forefront.

2018 FIRE PREVENTION & EDUCATION STATISTICS

FIRE PREVENTION & EDUCATION STATISTICS



2019 - Simplified Risk Assessment - Summary

The following is a narrative summarizing an in depth statistical report as it pertains to the Fire Prevention Division.

The purpose of 'Simplified Risk Assessment' (SRA) is to review / compare relative data within the lens of the Prevention Division for the purposes of 'Public Education Program(s)' development / effectiveness and 'Fire Code Enforcement'; the first two lines of defense. The SRA draws no comparisons nor provides commentary on Suppression deployment or operational capabilities, known as the third line of defense.

When analyzing historical local data, conclusions can be drawn relative to existing and potential developing trends. Of course, the primary concern of the SRA is to mitigate loss of life and injuries sustained from fire related incidents. Along with fatalities and injuries, detailed assumptions can be made concerning the overall dollar value for property loss within individual property classifications.

Upon evaluation of this data, necessary insight into current public education programs and enforcement effectiveness can be extracted. Data also aids in developing future education opportunities directed at reducing the incident rates in identified problem areas. Comparisons to past Risk Assessments, Provincial averages, ensures existing education / enforcement efforts are indicating positive outcomes, ultimately resulting in fewer fire related incidents.

The following is a brief synopsis of the current SRA findings over the past 15 years:

Demographic Profile:

- Median age of SSM is above Provincial average.
- The percentage of community Seniors (65+) steadily increasing. (Seniors in homes - difficult to reach with Education efforts)
- Aging vulnerable public and occupancies increasing. (Stepped up enforcement efforts within this sector)
- The Percentage of community Youth steadily decreasing. (Collective target audience - School programs)

Building Stock Profile:

- Class C Residential Building represents over 90% of local Building Stock
- Approximately 70% of Fire incidents occur in Class C
- Mixed Use occupancy (D, E, and C) downtown core. Pre WWII construction. (Poor separation, predate most building safety mechanisms. Little application of the Ontario Fire Code)

Demographic vs. Building Stock vs. Fatalities - Property Loss

- 18 fatalities over 20 year time frame - Male Dominated (13 M - 5 F)
- 100% of fatalities occurred in; 'Class C' - Residential Occupancy
- 9 fatal incidents related to cooking - 6 of those alcohol likely a factor

Conclusion

Within the detailed SRA the data clearly indicates the risks related to: Demographic profile, Building Stock, Fatalities, and property loss values within the city of Sault Ste. Marie. Although fire fatalities, property loss and incident rates are clearly declining, we still have some common incidental negative statistics compared to past assessments. Since the inception of aggressive public education campaigns and specific education programs in schools regarding alcohol and cooking, positive results and declining incident rates in this regard are occurring. Further, property loss values continue in class C but are not to the same level as seen in the past and are also declining.

With potential risk in Industry, Assembly, Mercantile and Commercial occupancies we are fortunate to have relatively few fire related incidents in these areas. This is indicative of enforcement efforts and amended stringent codes within these classifications. Despite the city's good fortune in this regard, the risk of fire is real and the potential consequences in these occupancies could be significant. Although the data clearly suggests that Class C is the area for public education and enforcement efforts, it cannot be at the sacrifice of the remaining occupancies. Diligence through enforcement and public education will continue to be the key contributing factor to the low incident rates in the other building classes.

Ongoing education through our school programs, In-Service smoke/C.O. program, Project ASAP and utilization of social media remain our strongest tools reducing fire incidence in the residential sector. Continuing enforcement efforts are a critical component of fire safety in all other building class areas. Existing education opportunities are constantly evaluated for success and new programs, that address high risk areas, are being developed. With success, the status quo remains the rule regarding on-going random, complaint and request inspections. This will ensure areas determined "low risk", remain the same.

It has been clearly verified through the most recent and past Simplified Risk Assessments that the principal risk is within Class C Residential occupancy, specifically cooking, dominated by males. The overall divisional efforts are addressing these identified risks and showing positive results in all areas.

The end result is increased community safety to a broad demographic and overall building stock.

Paul Milosevich

Paul Milosevich

Deputy Chief – Fire Prevention, Public Education & Emergency Management



FIRE OPERATIONS

The **Fire 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 2018, the Fire Suppression Division responded to 2,855 alarms, 16 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 2018, we had one (1) fire-related death. There were six (6) Firefighters and twelve (12) civilians with injuries reported. Moving forward to 2019, 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"* in addition to our preparedness through training. The 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 2018, 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 1021 Fire Officer I (4 Staff)

NFPA 1021 Fire Officer II (4 Staff)

NFPA 1041 Fire Instructor I (2 Staff)

NFPA 1031 Fire Inspector I - Series of four (4) course - (14 Staff)

Managing a High-Rise Incident (2 Staff)



Over the course of 2018, Fire Operations personnel recorded a total of 22,361 training hours or an annual average of 294 training hours per individual. These hours are accumulated by crews in within a formal training format, group/crew training, and individual training.

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

Ice/Water Ice Rescue	Firefighter Rescue
Officer Training Vehicle Extrication	Pumper Operation
Operating Guideline and Notice Review	CPR Training
Fire Dynamics and Modern Fire Behaviour	Driver Training
Occupational Health and Safety	



Changes in 2018

2018 was a very exciting year of change and advancements within the Operations Division. Some of the highlights are:

New Hires

Fifteen (15) new firefighters were hired in 2018 making this the greatest number of firefighters hired in a single year since 1967.

MSA G1 Self-Contain Breathing Apparatus

In 2015, the decision was made to replace the outdated and obsolete SCBA units currently being used by Fire Services. An SCBA committee was then formed and consisted of members from the Fire Association and Senior Fire Management. In a collaborative effort, four (4) SCBA units on the market were tested and evaluated by the committee. After a lengthy evaluation was complete, a unanimous vote by the SCBA Committee concluded that the “MSA G1” unit would best meet the needs of the SSM Fire Service. Forty (40) units and one-hundred and three (103) air bottles were purchased - an expense approved by Council as part of the 2018 Capital budget - and have been distributed throughout four (4) stations. The purchase of the new MSA G1 is a state-of-the-art SCBA, providing the best in safety and ergonomic design for firefighters, thus increasing their capabilities of protecting the people and property of Sault Ste. Marie.



Bunker Gear

New structural firefighting bunker gear was purchased for all Suppression Division personnel. A major component of the new gear is a particulate blocking material which blocks carcinogenic particulates by greater than 99%.

Decontamination

Presumptive legislation, while not new, allows the government to identify, through regulations, specific diseases or heart injuries of firefighters that would be presumed to be work-related for the purpose of workers' compensation, unless the contrary is shown. The costs, in both the health of the worker and the municipal finances, is increasing every year. SSMFS has embarked on an aggressive worker decontamination program to help reduce the occurrences of work-related diseases. This program combines industry best practices along with the new SCBAs, bunker gear, and industrial cleaning equipment (installed last year) to reduce the worker's exposure to carcinogens and other harmful substances.

Stillwater e-learning

The Fire Learning Management System (or “FLMS”) fulfills the need for fire departments to provide life-long learning of knowledge and the continuous acquisition and practice of skills. Refresh or maintenance training needs to be ongoing with safe and planned supervision. FLMS combines these two needs with a strategic recording and reporting system.



Training Officer

The long-vacant position of Training Officer was filled early in 2018. Training Officer Jon MacFarlane has hit the ground running and he has been busy developing and delivering training to both veterans and new recruits.

Forward

Looking ahead to 2019, the Fire Operations Division will take part in new initiatives. The next group of Acting-Captains will complete the series of four (4) courses that upon completion they will be Accredited NFPA Fire Prevention Officer Level I.

Fire Management will look to work with the Firefighters Association in developing programs to decrease the number one cause of Firefighters Line of Duty Deaths, Heart Attacks.

I would like to welcome all the new recruits and 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 -Fire Operations



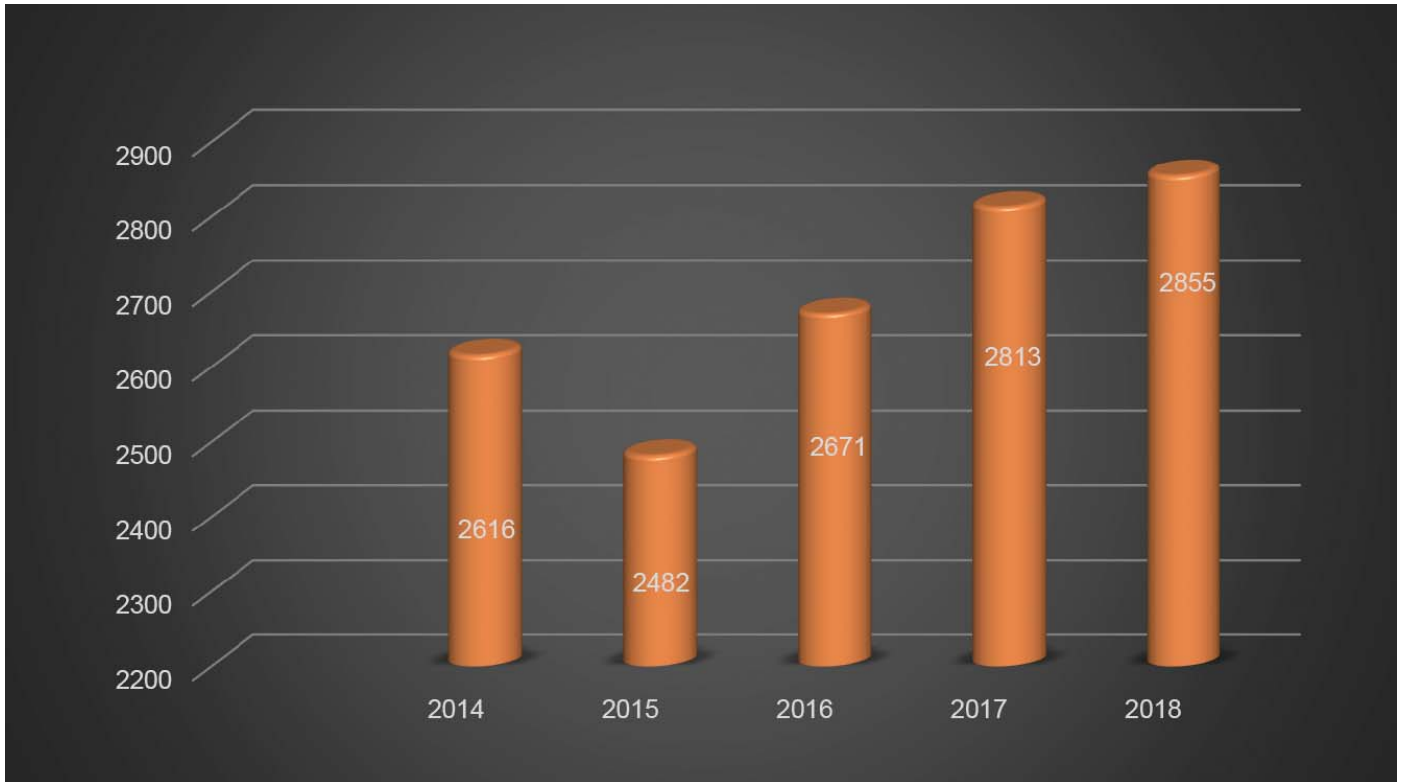
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2018 FIRE STATISTICS

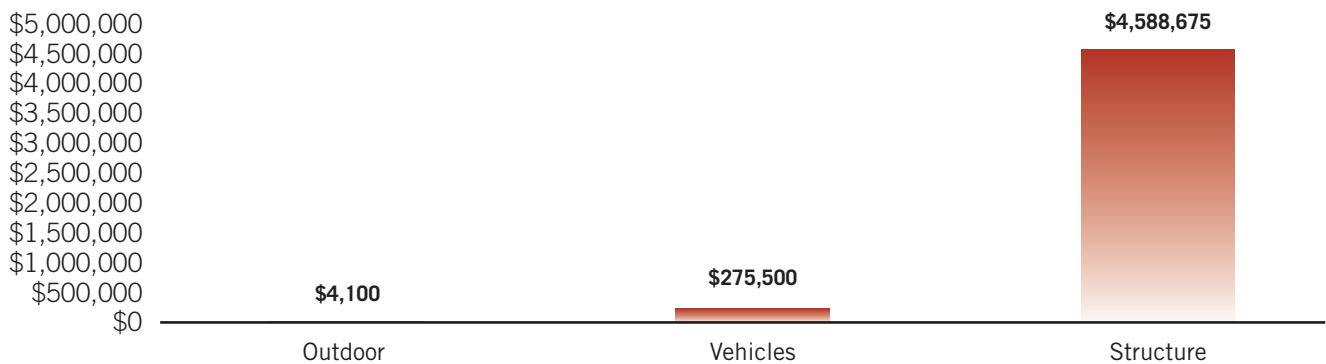
EMERGENCY CALLS IN 2018

2,855



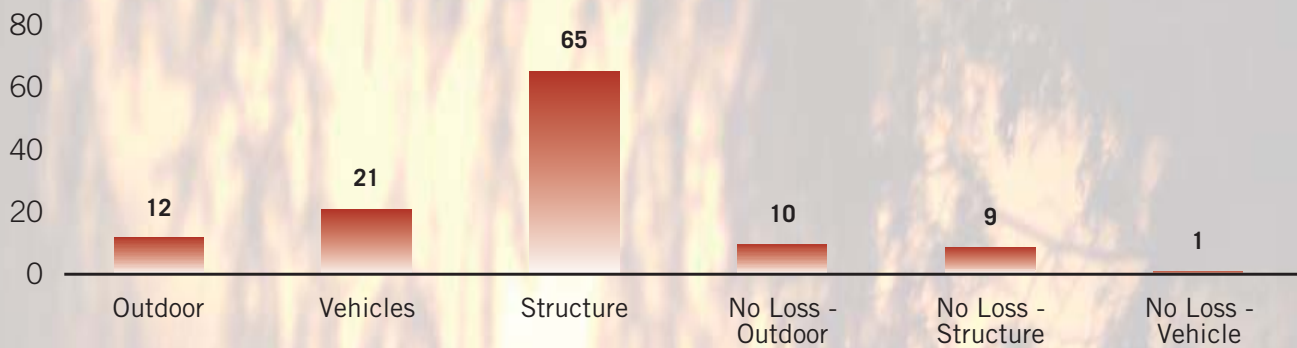
TOTAL FIRE LOSS \$ IN 2018

\$4,868,275

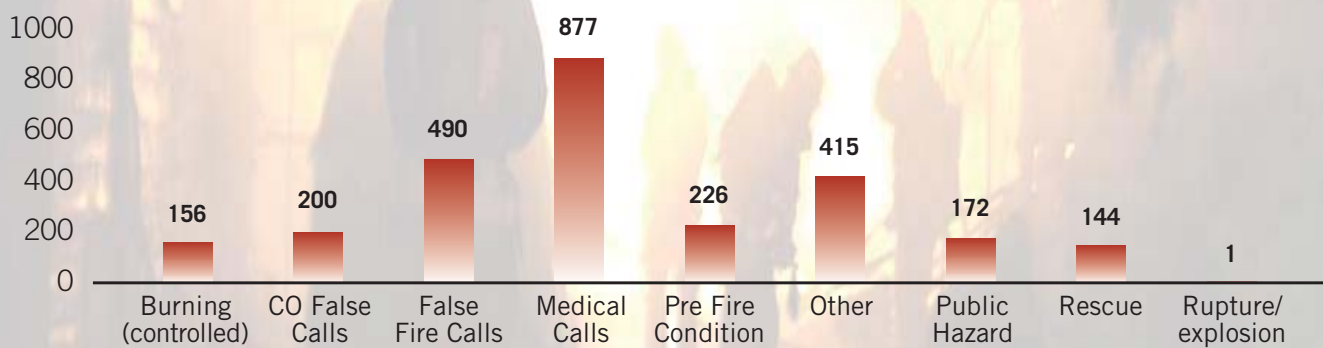


2018 FIRE STATISTICS

2018 FIRE RESPONSE CALL TYPES 174



2018 NON FIRE RESPONSE CALL TYPES 2,681





SUPPORT SERVICES

Communication

This area of Fire Services saw some important upgrades during 2018 and regular maintenances issues as well.

- Radios undergo annual tune ups and an additional channel was added to improve spotty areas in radio reception.
- A higher wattage output repeater was installed in PC1 to improve fire ground communications.
- The existing phone system had reached the end of its life span and was replaced with a new phone system that meets NG911 requirements set out by the CRTC for the near future.
- The CriSys Expert computer aided dispatch and the records management system that is used by all divisions and runs 24 hours a day, 365 days a year, received some much needed upgrades.
- Personnel received training from CriSys employees to better understand the many aspects of the CriSys system.



Mechanical, Vehicle & Building Maintenance

The Support Services division is involved in many aspects of the daily running of Fire Services.

A few of the major projects worked on during 2018 were:

- Installation of new industrial washers and dryers designed to help in the control and exposure of contaminated equipment, including the firefighter's turnout gear and other Personal Protection Equipment.
- Additional sets of turnout gear were purchased to ensure clean gear was on hand in the event that gear in use becomes contaminated.
- An area in the East building on the property at the RESC was cleaned and renovated to become a turnout gear storage area. This area is isolated from others to ensure gear is kept in OEM/NFPA conditions.
- New SCBA equipment was purchased to replace the older equipment that had reached its end of life service cycle. All gear was installed and most old gear was removed in a coordinated operation in 1 day. All personnel were fitted for the new style SCBA masks as well as N95 particulate masks.
- Additional lockers were installed at the RESC to try and accommodate the growing number of EMS staff at that building.
- A waste oil storage system was installed to replace the old system. This new system is designed to reduce spills and has a high level alarm system. It is accessed from inside the mechanical shop allowing support staff better access of use.
- As part of the pursuit of a healthier work environment, a major duct cleaning process was completed on the entire RESC complex. This work is done on a rotational basis to ensure each hall is completed regularly.



- Process began for the initial stage of two (2) major capital projects in 2018. The first being the replacement of the hot water boiler system at the RESC, which had reached its dependable service life. The second being the replacement of the decaying exterior on the East building at the RESC complex. Consultants were hired, replacement planning was put together and budget estimates were received on both of these projects.
- Support Services personnel continue to work at ensuring both Fire & EMS fleets and all equipment used throughout Sault Ste. Marie Fire Services is ready 24 hours a day. A preventative maintenance program ensures regular servicing of all equipment & buildings are completed to control costs and equipment availability.
- Annual safety inspections were completed as per MTO guidelines.
- ULC/NFPA guidelines were used to test all aerial and ground ladder equipment as well as to complete the annual pump testing of all fire trucks with pumping capabilities.
- Efforts began to replace the old command bus with a new command/rehab trailer.



Training

- Support Services works in conjunction with the Training division to ensure all personnel are up-to-date with the huge variety of equipment & tools.
- Support Services monitors that all employee government required licenses are current.
- Support Services staff regularly attend skills upgrading training courses from the Ontario Fire College and Spartan Technical Emergency Vehicle Technicians Training, as well as an ongoing Advanced Automotive electronics program provided by Auto Aide of Barrie Ontario.



I would like to thank everyone employed at Sault Ste. Marie Fire Services for their help and patience while Support Services completes its work. A special thanks goes out to Bill Wallace, Mike Brock and a new member of our team in 2018, Paul Charron. Gentlemen, your skills and dedication are greatly appreciated and are a very necessary component to the success of Sault Ste. Marie Fire Services.

Dan Crozier

Dan Crozier

Assistant Chief - Support Services



EMERGENCY MANAGEMENT

Emergency Management Ontario defines emergency management as “organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from actual or potential emergencies.” The Emergency Management and Civil Protection Act (s. 2.1) and O. Reg 380/04 requires that municipalities in Ontario have a comprehensive Emergency Management Program that consists of a municipal emergency response plan, training programs and exercises for employees of the municipality and other stakeholders, public education on emergency preparedness, a hazard and risk assessment and a critical infrastructure list. The City’s Emergency Management Division ensured the municipality achieved mandatory compliance under the EMCPA and O. Reg 380/04 in 2018. The City’s Emergency Management Program is constantly adapting to reflect the changing landscape of risk and some highlights from the 2018 program can be found below.

“By failing to prepare, you are preparing to fail.” ~ Benjamin Franklin

Public Education

Emergency Preparedness Week 2018



EP Week is a Canada-wide initiative aimed at increasing awareness about individual and family preparedness. Emergencies can strike at any time, and our community’s annual participation in EP week helps to build a more resilient Sault Ste. Marie. The provincial theme of EP Week 2018 was “Be Emergency Ready -Stay Connected.” The division planned multiple events for the week including the annual Emergency Preparedness Showcase and two workshops at the Ermatinger-Clergue National Historic Site. The workshops brought participants “back to the basics” by teaching them about edible plants and how to make an herbal first aid kit.

The Emergency Preparedness Showcase is an annual one-day event that brings together our local emergency response network and provides a meet and greet opportunity for residents. Saultites have the opportunity to meet their local emergency responders, tour vehicles and equipment, ask questions and pick up important information. Participating partners at the 2018 EP Showcase included Sault Fire & EMS, Sault Police Services, OPP, PUC, Electrical Safety Authority, Canadian Red Cross, Sault Humane Society, 49th Field Artillery Regiment, MNR, ARES (Amateur Radio Emergency Services), Sault Search and Rescue, Algoma Public Health, Vulnerable Persons Registry, Huron Central Railway and Winmar.

In 2018, the capabilities of Canada’s national emergency alert system, Alert Ready, were expanded not only to notify people via radio and television but now also through their mobile device. This new technology was tested for the first time in Ontario on the first day of EP Week and provided a great reminder for Ontarians to assess their level of preparedness and get prepared before an emergency happens.



High School Program (Disaster Dining)

The Disaster Dining high school program was developed by the EM Division and is provided twice a year to all local high school Food and Nutrition classes in partnership with Sault Search and Rescue. The purpose of the program is to get youths thinking about the types of emergencies that can happen here and how they can stay safe before, during and after an emergency. Students are invited to attend the Sault Search and Rescue building where they are presented with a mock emergency scenario and encouraged to create a meal for their “family” using no electricity, limited water and non-perishable foods. Their meals are judged by taste-testers and the winning team is given a prize. Some winning creations in 2018 included spam nuggets and turkey meatballs! After cooking, students are then given a tour of the Sault Search and Rescue facilities and equipment and provided a presentation on emergency preparedness. Ongoing support and appreciation of the program has been provided by students, teachers and principals.



Elementary School Program

Research shows that families of school-aged children who bring home preparedness materials are much more likely to have an emergency plan. That being said, in 2018, the EM Division began delivering an elementary school program in local grade 3 classrooms called *Prep Rally*. *Prep Rally* is an emergency preparedness education program for children in grades K-5. Filled with games and activities, the *Prep Rally* program makes preparedness doable and fun while teaching kids the basics they need to develop lifelong safety skills. So far, the program has been very successful with more and more principals and teachers showing their support for the program.

Girl Guides and Scouts

In 2018, the EM Division participated in the Girl Guides Survivor Challenge by developing a preparedness program full of games and activities. The girls learned about the items that go in an emergency kit, how to make a sling and about human health emergencies and how quickly germs can spread. Additionally, the EM Division provided a safe drinking water presentation to the local Scouts groups where they learned the different about different ways to make water safe to drink.



Exercises & Training

An exercise is a simulated emergency in which players carry out actions, functions, and responsibilities that would be expected of them in a real emergency. Exercises can be used to validate plans and procedures, and to practice prevention, mitigation, preparedness, response, and recovery capabilities. Every year, apart from conducting an exercise for municipal staff, the EM Division participates and observes in exercises of our partners and stakeholders. In 2018, we participated in the annual Sault Ste. Marie Airport tabletop exercise, Shell Canada Limited tabletop exercise and observed two Amateur Radio Emergency Services (ARES) exercises. ARES plays a large role in emergency communications and we greatly appreciate their commitment and dedication to our partnership.

In addition to exercises, the EM Division both delivers and receives ongoing training throughout the year. Staff in the EM Division are trained and certified to deliver some courses through Emergency Management Ontario (EMO). In 2018, the EM Division delivered EMO's Basic Incident Management System course (IMS 200) to several of our partners. Additionally, the EM Division arranged to have the IMS 300 course delivered by EMO representatives in Sault Ste. Marie for the first time in several years. Several of our partners participated in this course.

Airport Exercise



ARES Exercise



In addition to the activities above, the EM Division embraced many opportunities this year to educate our residents through participation in Police Week, Kidz Summer Festival, conference speaking, workshops, presentations to newcomers, Winter Preparedness Week, and many others. Thank you to the many partners and the individuals of Sault Ste. Marie as we work together in building a safer community.

Naomi Thibault

Naomi Thibault

Emergency Management Coordinator



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, 2018 saw some changes in paramedic practice. The Basic Life Support Patient Care Standards (BLS PCS) was updated to encompass medical advances. 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

Sault Area Hospital (SAH) and EMS have recently initiated a new "Code Stroke" process which has Acute Stroke patients transported by ambulance assessed directly on the EMS stretcher by a SAH Code Stroke team. After assessment, the patient is transported directly for a computerized tomography (CT) scan by paramedics. The goal of this new process is to improve the "Door to Needle" time for the administration of the clot busting drug.



Paramedics began training in 2018 for a new initiative that, with a patient's consent, would allow them to refer a patient to the North East Local Health Integration Network (NE LHIN) for additional services to help them stay in their homes longer and safer.

The Service hired fourteen (14) new part-time paramedics in 2018 as a result of operational needs. These new paramedics completed the additional educational required to become certified in intravenous access. They continued the remainder of the certification process in early 2019. This advanced scope of practice for Primary Care Paramedics (PCP) is an additional skill performed by our paramedics in Sault Ste Marie.

Other enhancements to paramedic skills include endotracheal and tracheostomy suctioning, treating a suspected adrenal crisis, use of IV pressure infusers and revised treatment for pain and cardiac arrests. Various changes to existing Standards were also introduced throughout 2018.

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 eleven 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 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

In 2012, paramedics held their first ‘Helping the Hungry’ food drive and the tradition has carried on since then. To date, over 13,000 lbs. of food has been collected from the food drives and over \$22,000 has been raised. Paramedics attended several community events such as Family Day at the Bush Plane Museum, the Science Festival, Kidz Safety Summer Festival and other public appearances. Paramedics also attend schools to educate students on their profession and participate when the public visits our bases.

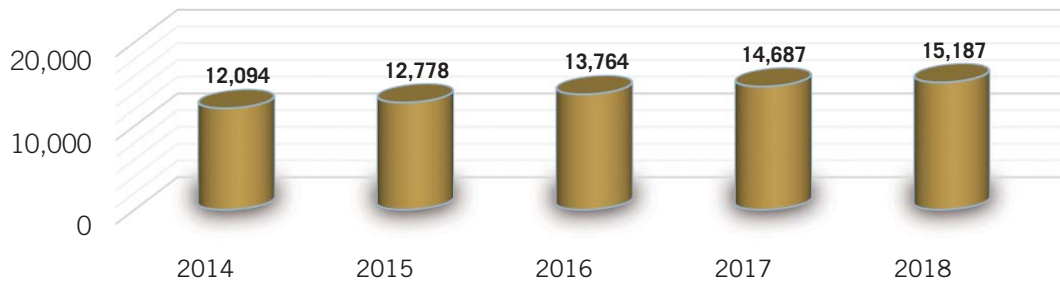


2018 EMERGENCY MEDICAL SERVICES

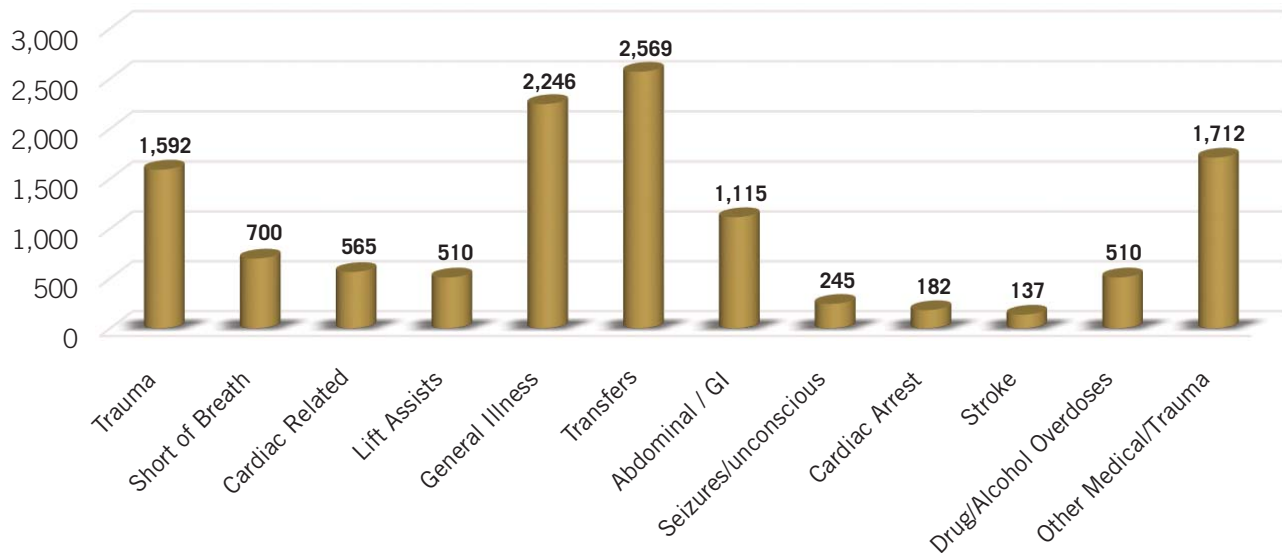
2018 RESPONSE CALLS

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 8	2018 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	1,637	678	4,232	8,593	47	15,187
Percentage	11%	4%	27.7%	57%	0.3%	100%

EMS 2018 CALL VOLUME TRENDS



2018 EMS CALL TYPES



SAULT STE. MARIE RESPONSE CENTRES



City of
Sault Ste. Marie



MAIN FIRE HALL

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

2018 HONOURS AND AWARDS

SAULT STE. MARIE ANNUAL FIRE SERVICES AWARDS

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 SSM and achieved Fire Service recognition in 2018.



THE 25 YEAR CITY OF SAULT STE. MARIE AWARD PRESENTED BY CAO AL HORSMAN 1993-2018

**KEVIN BRECHIN
DAN CROZIER
JOHN DOUGLAS
DAN FRASER
JIM GOULD
ROB GREVE**

**SHAWN LAMORIE
MURRAY MCGRATH
BRIAN OLIVER
MIKE OLIVERIO
JIM STITT**



2018 HONOURS AND AWARDS

SAULT STE. MARIE FIRE SERVICES 2018 RETIREMENTS

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



Congratulations to the following personnel on your retirement!

JOHN DOUGLAS	CAPTAIN	JANUARY 31
RICHARD PIHLAJA	PLATOON CHIEF	FEBRUARY 28
STAN MARTYNUCK	PLATOON CHIEF	FEBRUARY 28
STEVE QUESNELE	CAPTAIN	MARCH 29
GEORGE BUMBACCO	CAPTAIN	JULY 31
JOE CHEESEMAN	CAPTAIN	OCTOBER 31



2018 HONOURS AND 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)

DAN GRIGG

20 YEARS SERVICE (MEDAL)

RICHARD BISHOP

DAN CROZIER



2018 HONOURS AND 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)

DAMON FERRIS

30 YEARS SERVICE (BAR)

DAN GRIGG



25 YEARS SERVICE (MEDAL)

KEVIN BRECHIN

DAN CROZIER

JOHN DOUGLAS

DAN FRASER

JIM GOULD

ROB GREVE

SHAWN LAMORIE

MURRAY MCGRATH

BRIAN OLIVER

MIKE OLIVERIO

JIM STITT



