

SAULT STE. MARIE FIRE SERVICES

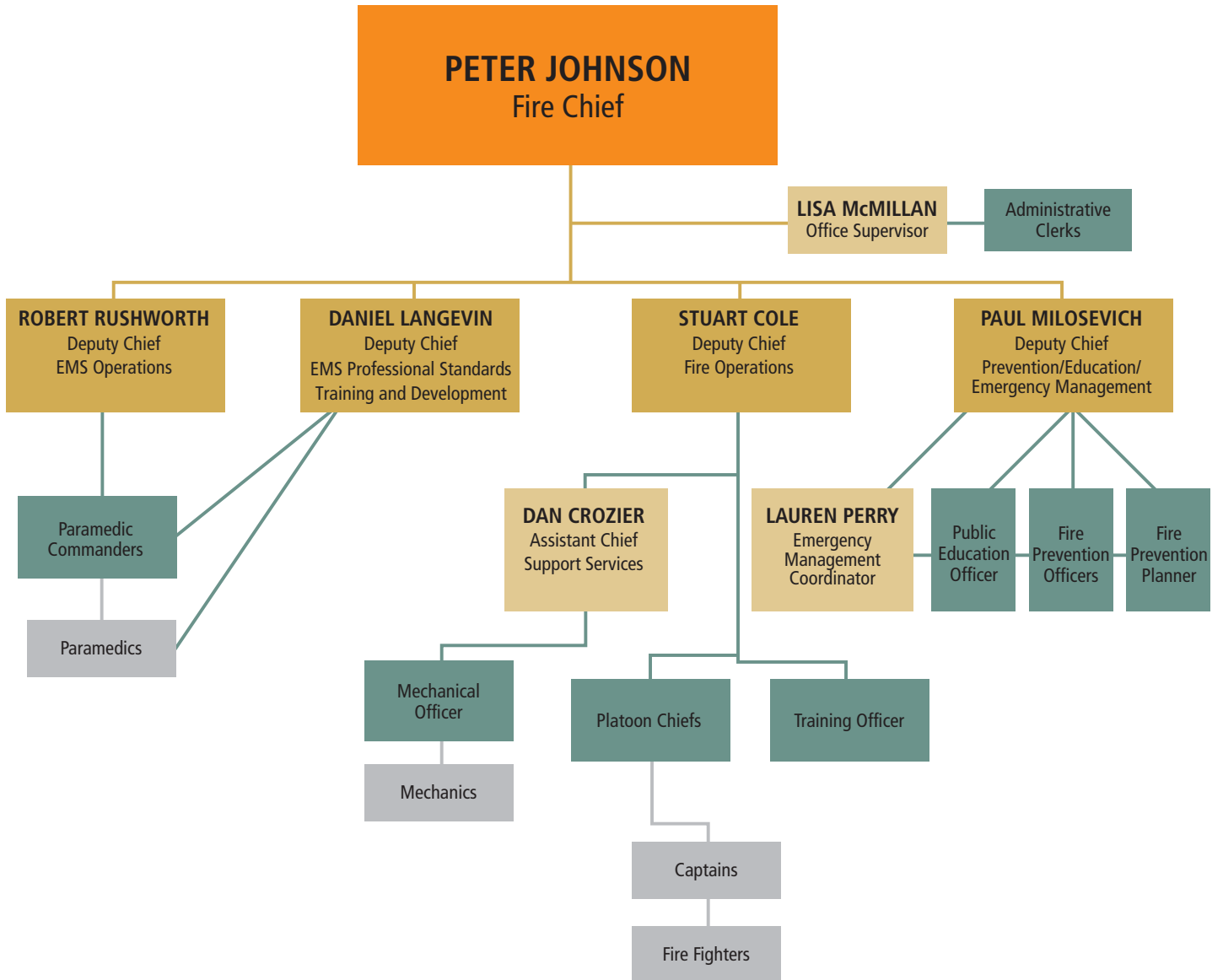


2019 ANNUAL REPORT



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.

Early in 2019, staff encountered two (2) significant structure fires. These both took place in extreme winter conditions. Although the property loss was tragic for the owners and occupants, I want to commend all Fire Service staff for their tremendous efforts during both fires. Staff were presented with unique challenges while suppressing and containing the spread of fire to adjacent buildings. In addition, a collaborative effort between City Police, EMS, Public Works and Engineering Services, PUC, DSSMSSAB, Red Cross and many other community stakeholders assisted us and the community members affected. We as a community are fortunate to have great resources and people who are always willing to assist others in their time of need.

Senior Fire Management staff continue to implement the recommendations contained in the approved Fire Master Plan. Currently, the short-term (12-24 months) items and recommendations are the focus. Once they are complete, the next phase (mid-term 24-48 months) will be the focus.

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



FIRE SERVICES VISION STATEMENT

THE SAULT STE. MARIE FIRE SERVICE IS COMMITTED TO PROVIDE EFFECTIVE AND EFFICIENT EMERGENCY SERVICE IN A CARING MANNER TO CREATE A SAFE COMMUNITY.



FIRE SERVICES MISSION STATEMENT

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

The Sault Ste. Marie Fire Prevention Division prides itself in providing a proactive approach to fire and life safety for our community. Remaining visible and active in this role continues to be our top priority. The Fire Prevention Division takes advantage of every available opportunity to educate the public concerning Fire Life Safety and to provide a fair and consistent approach to Ontario Fire Code (OFC) enforcement across all building stock.

When promoting 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 and Emergency Response. Adopting this mandate is crucial to ensuring the safety of the citizens, business community and visitors to our community. Dating back to 2006, the division has undertaken many different initiatives to improve delivery and quality of fire safety education / enforcement to the community. Since this time, the resulting effort clearly indicates declining incident rates related to: fatalities, injuries and property loss values.

In 2019, by adhering to the Provincial mandate and the three lines of defense, the Division continued to exceed the legal responsibilities placed upon the municipality by 2.(1).(a) of the Fire Protection and Prevention Act (FPPA). This is achieved by annually assessing known historical data, from the previous year(s), and developing a 'Simplified Risk Assessment' (SRA). This fact based SRA lays the framework in identifying community threat and directs the development of risk mitigation strategies. With that information, public education programs and Fire Code enforcement methods are employed addressing risks.

As stated, although incident rates are steadily declining, our SRA continues to identify 'Class C-Residential occupancies' as the primary building stock for concern. As a result, focused public education and enforcement efforts will remain on class C residential occupancies. In conjunction with this focus, a balanced effort will continue on all remaining building stock.

Public Education Programs - The First Line of Defense



Public education is provided in multiple formats throughout the year. In 2019, various methods involving radio, electronic messaging, social media, bill boards and hanging sign boards were extensively utilized. A new Seniors program, station tours and numerous lectures to various agencies/groups were taken advantage of, all promoting fire safety, to all building class occupants. Of the many education opportunities the prevention division utilizes, we specifically rely on the following primary programs to educate the public at large. They are as follows:

Primary School Program

In 2019, our primary school program was focused on the theme "Look, Listen, Learn. Be Aware. Fire Can Happen Anywhere." This theme was carried over from Fire Prevention Week 2018. The program was delivered to K-3 students with focus on recognizing fire hazards in their home, school, and community. At the same time, a Grade 8 program was delivered called "Fire Safety in Today's World", with a focus on the fundamentals of fire safety, (ie.) cooking, electrical hazards, enforceable laws, smoke and carbon monoxide alarms, as well as escape plans. The program was delivered to over 4,500 students in the community.



Secondary School Program

In 2019, there were five (5) main programs delivered to local high school students. These programs included 'Kitchen Fire Safety in Foods & Nutrition Courses', 'Fire Service Recruitment' for careers courses, the 'Science of Fire' for Grade 9 science classes, 'Fire & the Law' for Grade 11 & 12 law courses, as well as Fire Safety for 'Life for Outdoor and Family Living' courses. These programs were delivered both first and second semesters, and had a combined total of over six hundred (600) students participate in our local secondary schools.

Fire Prevention Week

The theme for Fire Prevention Week in 2019 was "Not Every Hero Wears a Cape. Plan and Practice Your Escape." There were multiple facets to Fire Prevention Week, which included information booths at local hardware stores, a social media campaign, school initiative, a radio campaign, as well as a live on location event. The live on location event was held in the parking lot at Canadian Tire which featured; an information booth, fire apparatus, fire prevention officers, live fire extinguisher training, refreshments, along a media presence. The theme focused on home escape planning, as the majority of fires happen in the residential sector of our community. Home escape plans aid in getting people out of their homes quicker in the event of a fire emergency.



CO Awareness Week

Carbon Monoxide (CO) Awareness Week is the first week in November every year. In 2019, the Prevention Division setup information booths at local hardware and department stores, a social media campaign, a radio campaign, along with promotional ads on various other media. The ultimate focus for Carbon Monoxide Awareness Week is to provide citizens with the valuable information so that they can recognize the signs and symptoms of CO and help prevent CO related injuries and occurrences in the community.

Project ASAP

A top priority from 2019 into 2020 will continue to focus on our aging population, which is founded on our newest seniors program, "Project ASAP" (Assisting Seniors Awareness Program). Over 100 seniors participated in the program in 2019, and over 150 smoke alarms, carbon monoxide alarms, and batteries were installed. The primary focus of the program is to keep seniors safe in their own homes for as long as possible, with the idea of also making them feel confident and comfortable in their safety. Moving into 2020, this program is gaining momentum and new local partners are getting onboard.



Overall Community Efforts

The Fire Prevention Division is committed to keeping the community safe through various programs and initiatives. These include: group presentations for newcomers, seniors, and clubs; fire extinguisher training, community partner driven events, as well as parades and local festivals. Similar to enforcement efforts, program development, implementation and evaluation is risk based. Focus on mandated changes of the OFC will remain an underlying theme in all publication efforts moving forward.

In-Service Smoke & Carbon Monoxide Alarm Program

A critical program performed jointly with the Suppression division is our annual "Door to Door" effort concerning Smoke / CO Alarms. With Class C occupancies being our most important focus, having and maintain working smoke alarms on all levels of the home cannot be overstated 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.



From May to September, Fire Operations crews go door to door ensuring smoke alarms are working, properly placed and within manufacturers date. Over the last fifteen (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 the entire Fire Service public education effort and community attitude concerning the importance smoke alarms.

With recent legislated changes concerning Carbon Monoxide alarms within the residential sector, our education/enforcement efforts continue to be augmented.

In 2019, 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 2,114 homes with 1,988 homes having at least one working smoke alarm, resulting in 94.04% 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 remains their responsibility.

Inspection and Enforcement - The Second Line of Defense

With substantial amendments to the OFC dating back to 2015, significant effort carried over from 2018 into 2019 with respect to 'Class B' - Care occupancies. Buildings such as; Hospitals, Retirement Residences, and Care and Treatment facilities required considerable Prevention Officer time to the focus on these amendments. Timetables for compliance with respect to sprinkler system installations and upgrades required enforcement time ensuring work was complete and compliant with the NFPA standard. Due to these enforcement efforts, of the 25 specific Class B occupancies in our community, the Fire Prevention Division can confidently state twenty-four (24) have reached 100% compliance with respect to these amendments and all have been registered with the Ontario Fire Marshals Office. The lone remaining facility has a final compliance date, regarding their sprinkler installation, of January 1, 2025 and has been issued an order to ensure compliance on or prior to that date.

In addition to compliance timetables, substantial effort remained on mandated fire drills, fire safety plan review and approval, within these occupancies. Fire Service Inspectors reached out to ownership groups of these 'Vulnerable Occupancies'. With the focus on Fire Safety Plan development / implementation at the forefront, Inspectors approved scenarios designed to replicate minimum staffing levels and critiqued mandatory fire drills under these circumstances.

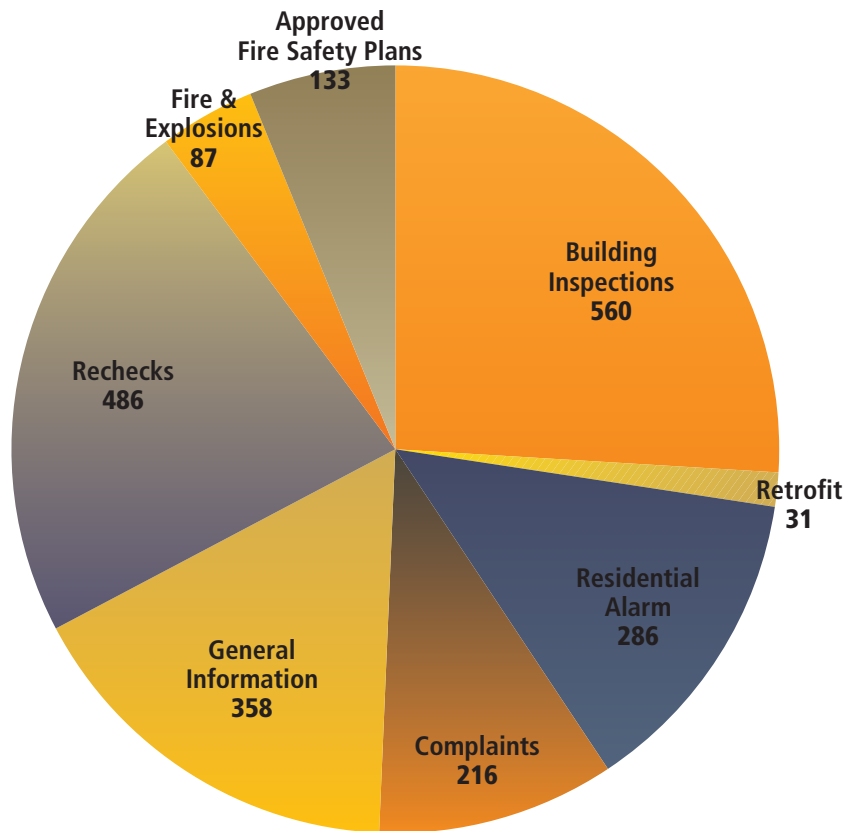
As in the past, the Fire Prevention division has now added these occupancies to an ongoing list of building stock that will undergo annual inspections, typically performed throughout the fall months.

Under 2.(1).a of the FPPA, the Fire Prevention Division is also mandated to follow up on all complaint and request inspections. In doing so, officers routinely discover Fire Code infractions and issue compliance orders as a result. As life safety cannot always be achieved through public education, enforcement methods are often times necessary to achieve compliance. The aforementioned 2015 amendments to the OFC prescribed forty (40) additional ticket-able offences that are utilized when necessary.

Set fines for smoke alarm violations and other typical contraventions have increased considerably indicating the Provincial mandate recognizes the need for enforcement in this regard.

Despite the FPPA mandated inspection requirement, the Fire Prevention Division remains proactive and continues to perform 'routine inspections' in all occupancies throughout the year. Utilizing the Ontario Fire Marshal guideline for enforcement as a reference, coupled with an internal Operating Guideline / schedule ensures a fair and consistent approach to Fire Code enforcement is performed across all building classifications.

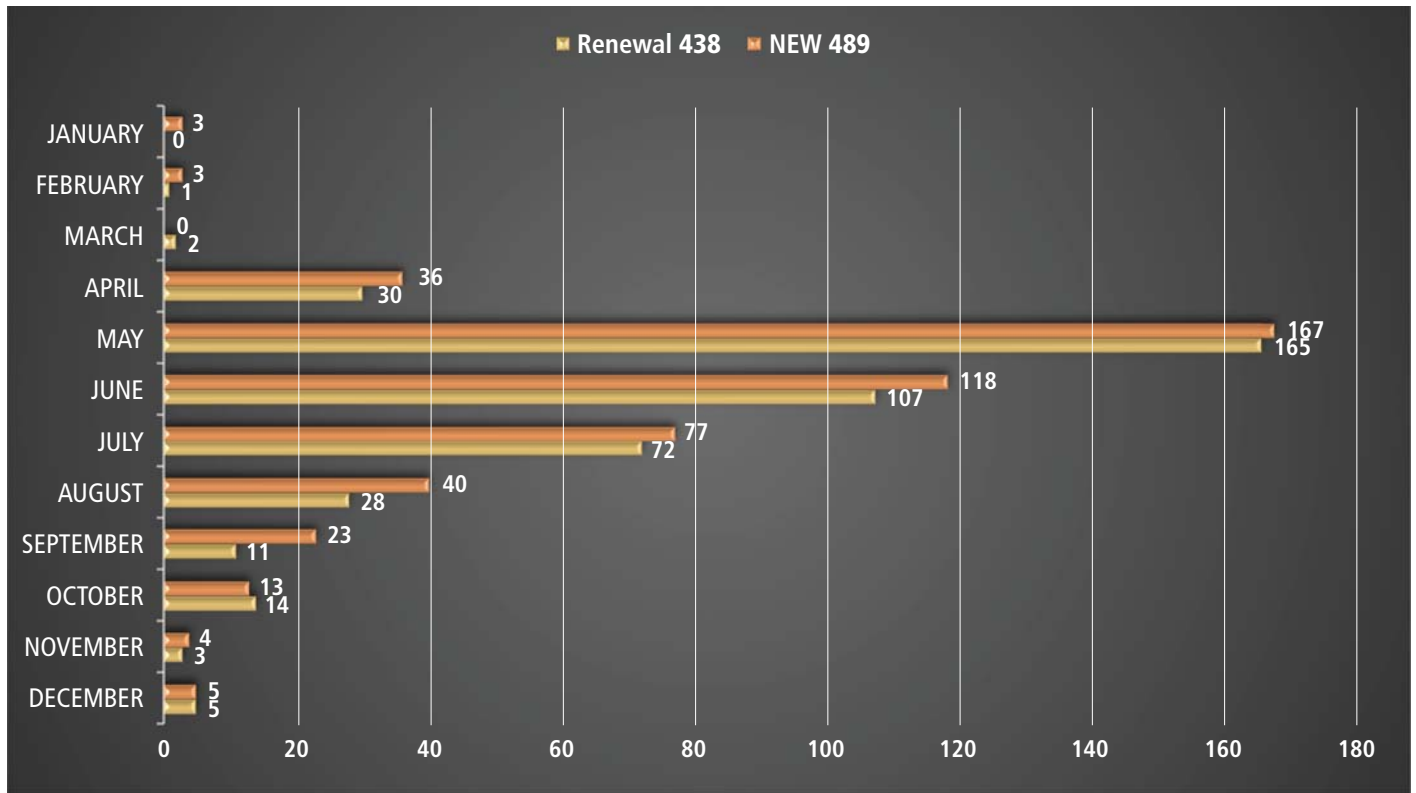
2019 FIRE PREVENTION & EDUCATION STATISTICS



Open Air Burning (OAB)

All Open Air Burning requires approval through the OFC, from Fire Services Prevention Division. Fire Prevention Officers dedicate considerable hours during the summer months to this process. With a site visit, officers also ensure smoke alarms are present and working within the residence. In 2019 Fire Prevention Officer's performed 489 new OAB applications and tested 286 smoke alarms during the process. This procedure is mutually beneficial to our efforts concerning working smoke / CO alarms, within the residential sector and further ensures homeowners burn safely without disturbing neighbours.

2019 OPEN AIR BURN PERMITS



Looking Forward

The priorities for 2020 will remain the same. When performing routine inspections, risk based enforcement efforts across all building stock, will continue to be the norm. Special focus and attention will continue on 'Vulnerable Occupancies' as the newest mandate, but not at the expense of the remaining classifications.

With the addition of a full time 'Public Educator' in the fall of 2016, the Prevention Division will continue to pursue directions and form partnerships 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 Prevention efforts moving forward.

Our annual SRA clearly shows the path that Education and Enforcement efforts need to take. New, exciting programs are currently being developed and partnerships are being formed. Social media is being utilized to its fullest, engaging younger demographic in a more current medium. With an aging population, we will continue to foster and grow our newest program 'Project ASAP' specifically designed for our senior demographic.

All of these efforts have contributed, and will continue to contribute well into the future, to greater community safety.

Paul Milosevich

Paul Milosevich

Deputy Chief - Fire Prevention, 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 2019, the Fire Suppression Division responded to 2,671 alarms, 18 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 - "The Sault Ste. Marie Fire Service is

a proud partner within our community that provides exceptional service through Prevention, Education, Protection and Wellness". 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 2019, we had one (1) fire-related death. There were six (6) Firefighters and eighteen (18) civilians with injuries reported. Moving forward to 2020, 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 2019, 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 Fire Fighter I Series of three (3) courses - (2 Staff)
- NFPA 1001 Fire Fighter II Series of two (2) courses - (2 Staff)
- NFPA 1021 Fire Officer I (4 Staff)
- NFPA 1021 Fire Officer II (6 Staff)
- NFPA 1041 Fire Instructor I (5 Staff)
- NFPA 1031 Fire Inspector I - Series of four (4) course - (11 Staff)
- Managing a High-Rise Incident (3 Staff)
- Fire Apparatus Driver Trainer (1 Staff)
- Fire Dynamics (1 Staff)
- Haz-mat (7 Staff)
- Training Officer Workshop (1 Staff)



Over the course of 2019, Fire Operations personnel recorded a total of 25,078 training hours or an annual average of 330 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
- Officer Training
- Vehicle Extrication
- Operating Guideline and Notice Review
- Fire Dynamics and Modern Fire Behaviour
- Occupational Health and Safety
- Firefighter Rescue
- Pumper Operation
- First aid and CPR Training
- Fire Apparatus Driver Training

Changes in 2019

2019 saw several changes and advancements within the Operations Division. Some of the highlights are:

Retirements and New Hires

Three (3) Firefighters and one (1) Mechanic retired and were replaced in 2019.

Operations and Rehabilitation Trailer

In 2017, the Fire Services Operations and Rehabilitation Bus was retired from service. The bus was no longer able to be maintained and serviceable due to its age and availability of parts. The bus was used for Firefighters Rehabilitation and Incident Command Post when shelter from the elements is necessary. It was determined that a trailer would be the best fit for these purposes moving forward. The trailer will provide a longer service life at a lower purchase cost as well as reduced annual maintenance costs. In keeping with our Firefighter decontamination policy, the trailer was able to be divided into a 'dirty' zone and a 'clean' zone. This was accomplished with a wall dividing the front and rear portions of the trailer.



New Multi-Gas Meters

Our aging multi-gas meters were at the end of their service life and required replacement. MSA Altair Multi-Gas meters were acquired. The MSA meters work in conjunction with our MSA Telemetry software permitting the Incident Commander to monitor the gas levels inside the 'hot zone' from the Incident Command Post.

Looking Forward

Looking ahead to 2020, 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.

At the end of 2019, Fire Services acquired a flowpath Training Simulator. The simulator allows the trainer to demonstrate fire conditions that are challenging to create during full-scale training evolutions. The all metal construction allows it to be reset to repeat evolutions quickly. Pyroceramic glass gives the ability to get an inside view of the flowpath and fire behavior. This will provide firefighters a better understanding of how a fire changes when a door or window is breached. The simulator can also be used to teach the public about the fire safety benefits of sleeping with the bedroom door closed.

Continuing our preliminary planning from 2019, Fire Management along with members of the Tanker Committee will finalize the specification for a new Tanker. The new tanker will have an expected service life of up to 20 years. This will replace our current aging 1994 Tanker.

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 for the citizens of Sault Ste. Marie.

Stuart Cole

Stuart Cole

Deputy Chief - Fire Operations

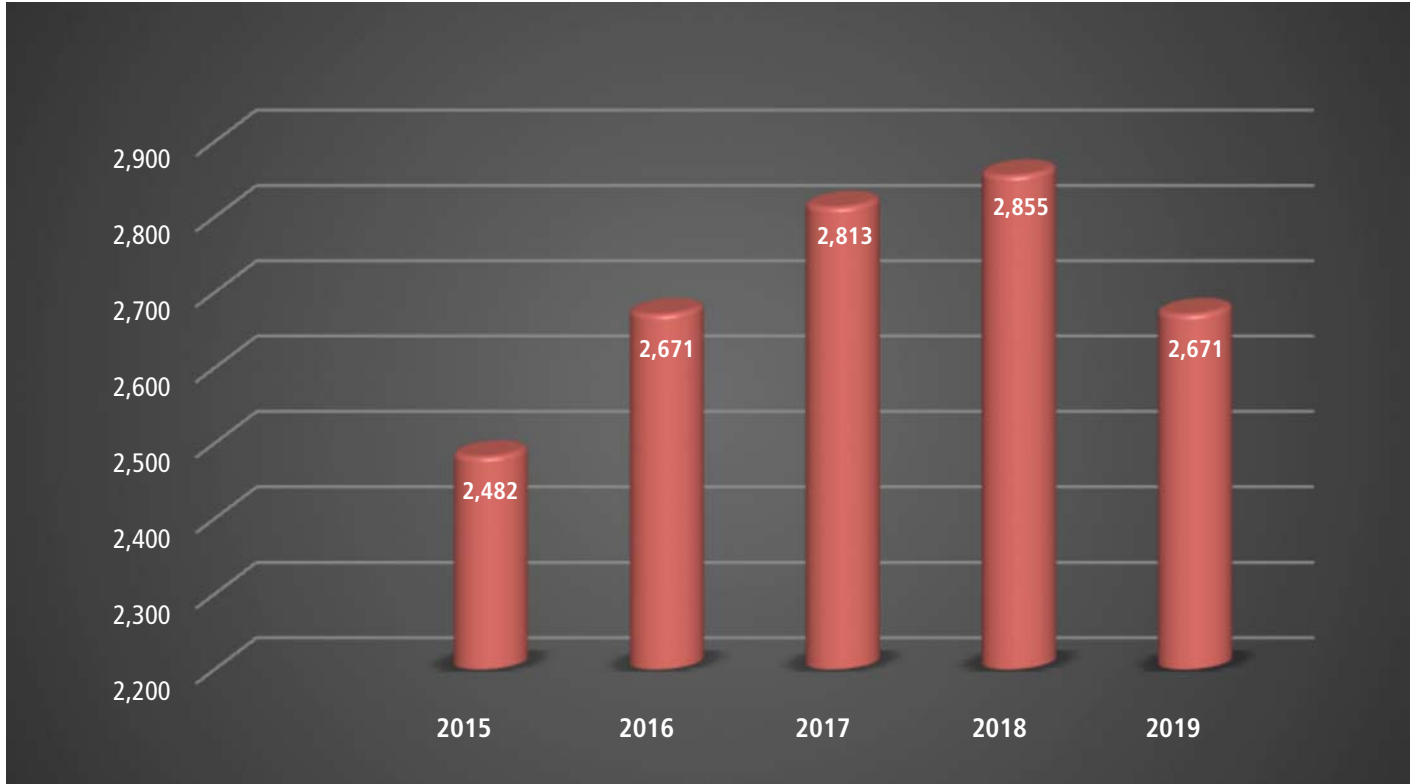


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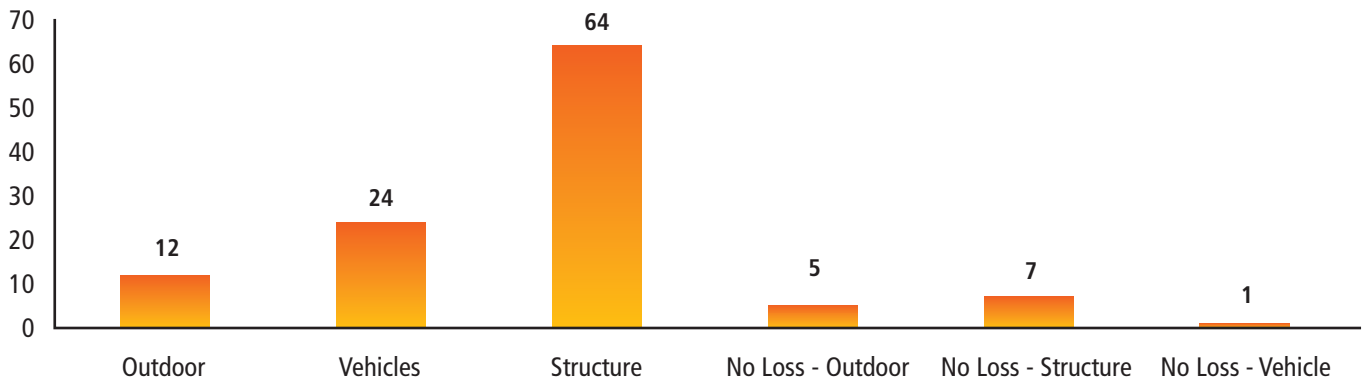


2019 FIRE STATISTICS

EMERGENCY CALLS IN 2019 2,671

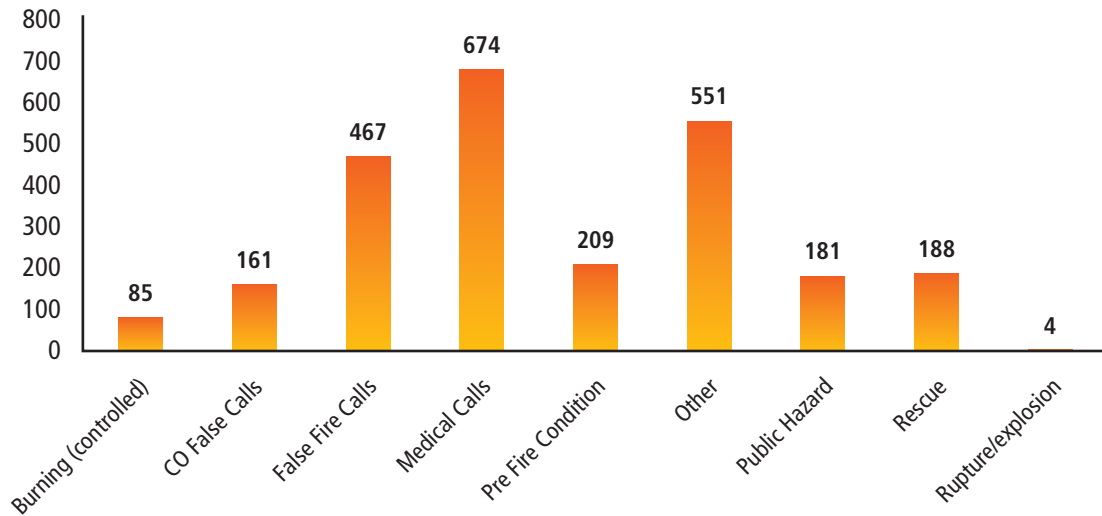


2019 FIRE RESPONSE CALL TYPES 113

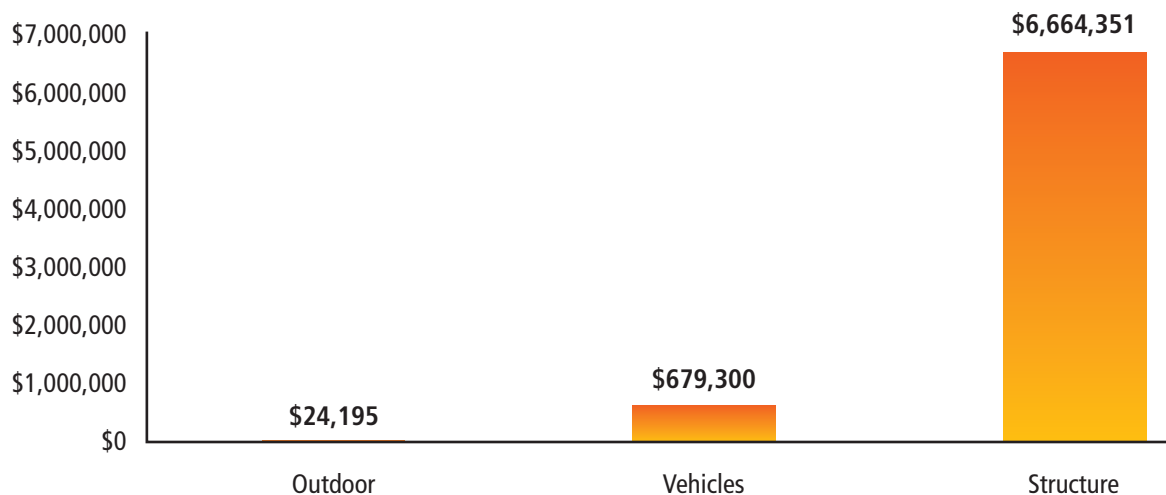


2019 FIRE STATISTICS

2019 NON FIRE RESPONSE CALL TYPES 2,520



TOTAL FIRE LOSS \$ IN 2019 \$7,367,846





SUPPORT SERVICES

Communication

This area of Fire Services saw some important upgrades during 2019 and regular maintenance issues as well.

- All portable and mobile radios underwent annual tune ups. A number of older non-serviceable hand held radios were replaced in an effort to continue to upgrade the radio system in a cost effective fashion.
- The Station Alert System at Station 3 was updated, as it had reached its end of life service.
- All incoming and outgoing communication lines in the Fire Services system were reviewed and those lines deemed redundant were eliminated for cost savings
- The BCM phone system that services the communication needs of the Regional Emergency Services Complex (RESC) had reached its end of life service was replaced with an internet based system installed and serviced by Shaw.
- Support Services work in conjunction with personnel from Bell 911, CriSys, Algoma Telephone and Sault Ste. Marie Police Service in the budgeting, mechanical and engineering design aspects of the rapidly approaching NG911 system implementation target date.
- 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 2019 were:

- As part of the pursuit of a healthier work environment, a major duct cleaning process was completed on the #2 hall complex. This work is done on a rotational basis to ensure each hall is completed regularly.
- The hot water boiler system used to heat portions of the RESC was replaced with Hi efficiency gas boilers which should prove to be a cost savings for the RESC overhead.
- A tender was awarded to a local contractor to begin the removal of the aged, decaying exterior of the east storage building at the RESC. In addition to eliminating a noted health and safety concern the installation of the engineered exterior wrap should decrease heating cost at that location.
- In an effort to comply with industry standard best practices and increase the health and safety wellbeing of all Sault Ste Marie Fire Service personnel the first wave of mechanical lockouts with electrical interlocks were placed on approximately ten (10) over head doors at various locations in Fire Service buildings.



Mechanical, Vehicle & Building Maintenance (continued)

- The reconfigurations of the upstairs office at the Main Hall was finally completed with the building of a new Office Supervisor's office and the replacement of windows.
- The Sault Ste Marie Fire Services Respiratory Protection Program was completely updated to reflect the purchase of the MSA SCBA System.
- 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 the regular servicing of all equipment & buildings are completed to control costs and ensure equipment availability.
- Fuel pump stations at the RESC and Main Hall received mandated safety upgrades with the introduction of spill control kits and fire suppression devices.
- Support Services designated "Government" Motor Vehicle Inspection station licence was cancelled and updated to a "Fleet" station type licence to allow for a wider range of vehicle inspection/certifications and repairs.
- The mechanical shop at the RESC was subject to a MTO inspection audit and passed with no infractions.
- 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.
- A new command/rehab trailer was secured thru the tender process and mechanical staff completed the additional work needed to bring the unit up to meet the field requirements of the suppression group and health and safety standards. It should be ready for use very early in the new year.
- Efforts continued towards the design in the pursuit of the new tanker that is badly needed by Sault Ste. Marie Fire Services. Support Services is grateful for the patience, support and input from members of the suppression group.

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. Bill retired in August with a 30 years plus career with the city. His experience, unwavering desire for perfection and unique personality is much missed. Billy, thanks for all the help. Thanks again Mike Brock, Paul Charron and a new member of our team in 2019, Matt Depatie. 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

In an emergency, the first response is almost always by local authorities. If an emergency happens in our community, it may take emergency workers some time to help individuals. This is why it is so important individuals and families are prepared for 72 hours. The mantra of personal preparedness “Know the Risks, Make a Plan, Build a Kit” must be shared by all, which is why this year we focused on getting prepared in a budget-friendly way. The City’s Emergency Management Program is constantly adapting to reflect the changing landscape of risk and some highlights from the 2019 program can be found below.

Public Education

Emergency Preparedness Week 2019



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 2019 EP Showcase included Sault Fire & EMS, Sault Police Services, OPP, RCMP, PUC, Electrical Safety Authority, Canadian Red Cross, Sault Humane Society, 49th Field Artillery Regiment, MNRF, ARES (Amateur Radio Emergency Services), Sault Search and Rescue, Algoma Public Health, Vulnerable Persons Registry, Huron Central Railway and Winmar.

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. While all schools cooked up some intriguing meals for the first year Korah took home the honour of Disaster Dining Champs! We greatly appreciate the ongoing support of teachers, principals and our tireless volunteers at Sault Search and Rescue.

Elementary School Program (Prep Rally)

Research shows that families of school-aged children who bring home preparedness materials are much more likely to have an emergency plan, 2019 saw an increase in demand for the relatively new Prep Rally program for Grade 3 classrooms. 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.

Kidz Summer Safety Festival

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 Safety 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.



Exercises & Training

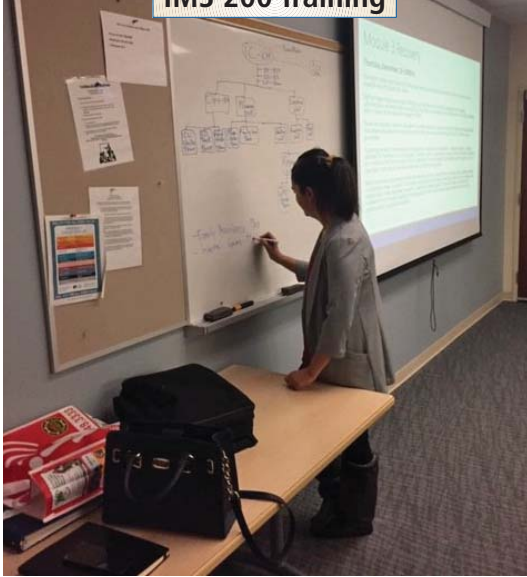
An exercise is a simulated emergency in which players carry out actions, functions, and responsibilities that would be expected of them in a real emergency. Exercises can be used to validate plans and procedures, and to practice prevention, mitigation, preparedness, response, and recovery capabilities. Every year, apart from conducting an exercise for municipal staff, the EM Division participates and observes in exercises of our partners and stakeholders.

In 2019, we developed and facilitated a tabletop exercise for Canadian Red Cross disaster management volunteers to evaluate emergency social service capabilities & gaps. We also participated in the annual Sault Ste. Marie Airport tabletop exercise, Shell Canada Limited tabletop exercise, Amateur Radio Emergency Services (ARES) exercise and a tabletop exercise with the Area Maritime Security Committee.

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 2019, the EM Division delivered EMO's Basic Incident Management System course (IMS 200) and Basic Emergency Management Course (EM 200) to several of our partners.

Exercises & Training (continued)

IMS 200 Training



Red Cross Exercise



Responses

Our Municipal Emergency Control Group, who gather and respond to emergencies threatening our municipality had two partial activations in 2019. The first partial activation took place in response to the heavy rainfall on September 30th 2019. Priorities at this time were to provide a coordinated response specifically around communication to the public and maintaining essential services to our residents. As with any activation or test of a plan there are always lessons learned and areas for improvement. During this event one area for improvement that was identified was our residents having current information. Consequently, shifting some of our public education messaging, while we have traditionally and will continue to utilize all methods of communication when engaging with the public we will encourage residents to look to City run social media accounts to access the most current information.

The second partial activation of the Municipal Emergency Control Group took place in response to the extended power outage at the end of 2019 beginning of 2020. The actions taken during this partial activation focused on working with our partners to develop real-time threat assessments in order to ascertain levels of vulnerability throughout the community and provide the necessary supports.

Effective emergency preparedness requires a whole community approach; communities have a great capacity for dealing with everyday challenges. Existing structures and relationships that are present in the daily lives of individuals, families, businesses, and organizations before an incident occurs can be leveraged and empowered to act effectively during and after a disaster strikes. It takes all aspects of a community to effectively prevent, protect against, mitigate, respond to, and recover from threats and hazards. It is critical that individuals take responsibility for their own self preparedness efforts and that community members work together to develop the collective capacity needed to enhance their community's resilience. To that end, thank you to our many wonderful partners who work tirelessly on our community's efforts to increase preparedness.

Lauren Perry

Lauren Perry
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, 2019 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.

Diversion to Withdrawal Management Services (Detox)

In partnership with Sault Area Hospital, our Service has developed a diversion strategy that authorizes the paramedic to transport certain patients to Sault Area Hospital's (SAH) Withdrawal Management Services instead of the emergency department. In 2019, 43 patients were diverted from SAH Emergency Department to Withdrawal Management Services. This not only provides patients with the right care at the right time, it also decreases the amount patients being transported to the SAH.

Mental Health Support for Paramedics

Our Peer Support team, consisting of peer nominated and psychologist trained paramedics, were trained in the provision of early psychological intervention for the first responders of Sault Ste. Marie. The team goals are to advocate for mental health, reduce stigma in the workplace, provide proactive mental health education and deliver early psychological intervention driven by best practice guidelines

To increase the mental health awareness of all of our paramedics, Mental Health Resiliency training from the Canadian Mental Health Association of Sault Ste. Marie was provided in the fall.

Paramedic Training and New Equipment

Eighteen newly hired paramedics were trained in intravenous access in 2019. Being certified in this additional skill allows the paramedic to administer fluids and provides alternate routes for medication administration to patients.

Some new equipment introduced that increases paramedic safety and supports patient care are:

- **Mid-sole Ice Cleats** - this safety equipment is positioned on the paramedics safety footwear for increased slip resistance on ice.
- **Puncture Resistant Gloves** - these puncture and cut resistant gloves reduces the risks of injury to the hands in multiple scenarios.
- **Portable Suction Units** - this suction unit is more efficient which is better for the patient and contents are self-contained which is safer for the paramedic.



Robert Rushworth


Robert Rushworth
Deputy Chief - EMS Operations

Daniel Langevin

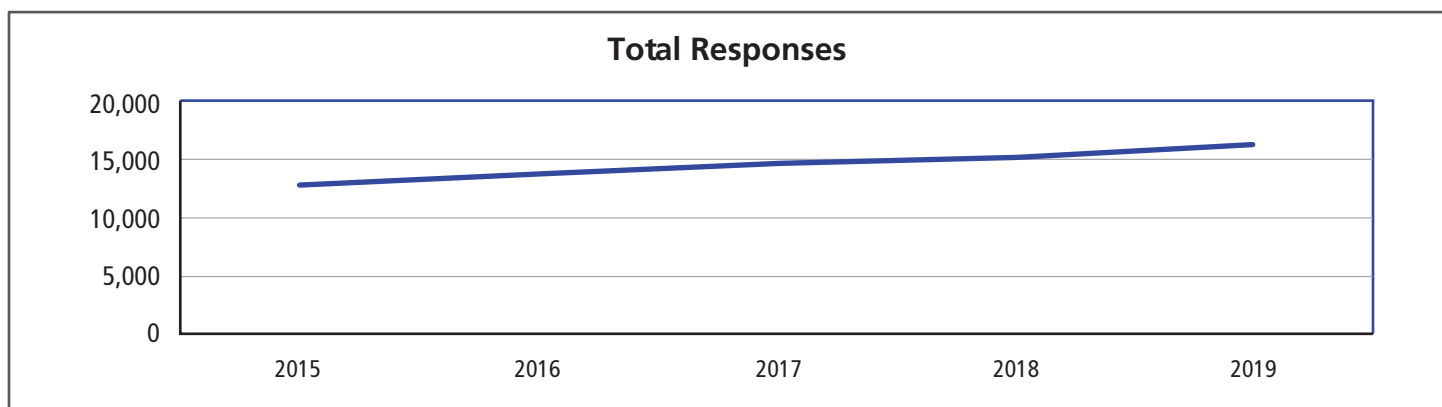
Daniel Langevin
Deputy Chief - EMS Professional Standards Training and Development

2019 EMS RESPONSE CALLS

2019 CALL VOLUMES BY DISPATCH PRIORITY

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 8	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 or for district coverage	
2019 Total	1,532	692	4,407	8,883	792	16,306
Change from 2018	-6.5%	+2%	+4.1%	+3.4%	+5%	+4%

5 YEAR CALL VOLUME TREND



2019 RESPONSE TIME PERFORMANCE RESULTS

Type of Call by CTAS	Target Time in minutes	RTPP Goal %	Target Time was met %	Number of Calls
SCA	6	60	65.3	78
CTAS 1	8	75	80.5	190
CTAS 2	10	80	84.9	2,820
CTAS 3	15	80	95.1	4,462
CTAS 4	20	80	98.8	2,797
CTAS 5	30	80	99.8	1,066

2019 HONOURS AND AWARDS

Each year, Fire Chief Peter Johnson hosts a special reception in honour of employees who have dedicated 25 years' service with the Corporation of the City of Sault Ste. Marie and also achieved Fire Service recognition.

The 2019 Recipients of the City of Sault Ste. Marie 25 YEAR SERVICE AWARD (1994-2019) were:

DAVE BOUCHER KEN CAMERON
ROCCO CELETTI MAURICE DUROCHER
MARTY KENOPIC CARLO PROVENZANO
DEBRA STARES

25 YEAR SERVICE AWARDS WERE PRESENTED BY
MAYOR CHRISTIAN PROVENZANO and CAO MALCOLM WHITE



Left to right: Fire Chief Peter Johnson, CAO Malcolm White, Debra Stares, Prevention Officer Rocco Celetti, Captain Dave Boucher, Captain Marty Kenopic, Prevention Officer Carlo Provenzano, Mayor Christian Provenzano, Deputy Chief Stuart Cole, Deputy Chief Paul Milosevich Absent: Firefighter Ken Cameron



**SAULT
STE. MARIE**



2019 HONOURS AND AWARDS

FIRE SERVICES RETIREMENTS

*With appreciation for years of dedicated service with Sault Ste. Marie Fire Services.
Congratulations to the following personnel on your retirement in 2019:*

CAPTAIN TERRY SCHILDROTH	JAN 31
CAPTAIN TONY NIRO	FEB 28
CAPTAIN RAY ZORZI	MAR 31
PLATOON CHIEF DAMON FERRIS	MAY 31
SUPPORT SERVICES BILL WALLACE	AUG 31
CAPTAIN JAMES STITT	DEC 31



Left to right: Deputy Chief Stuart Cole, Deputy Chief Paul Milosevich, Fire Chief Peter Johnson, Platoon Chief Damon Ferris, CAO Malcolm White, Mayor Christian Provenzano *Absent:* Captain Terry Schildroth, Captain Tony Niro, Captain Ray Zorzi, Support Services Bill Wallace, Captain James Stitt



**SAULT
STE. MARIE**



2019 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:

20 YEAR SERVICE (MEDAL)

STEVE FOSTER

MARK SCORNAIENCHI



Left to right: Deputy Chief Paul Milosevich, Deputy Chief Stuart Cole, Firefighter Steve Foster, Fire Chief Peter Johnson, Mayor Christian Provenzano, CAO Malcolm White *Absent:* Firefighter Mark Scornaienchi

2019 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:

25 YEAR SERVICE (MEDAL)

**DAVE BOUCHER
KEN CAMERON
ROCCO CELETTI**

**MAURICE DUROCHER
MARTY KENOPIC
CARLO PROVENZANO**



Left to right: Deputy Chief Paul Milosevich, Deputy Chief Stuart Cole, Captain Marty Kenopic, Captain Dave Boucher, Prevention Officer Carlo Provenzano, Prevention Officer Rocco Celetti, Fire Chief Peter Johnson
Absent: Firefighter Ken Cameron



SAULT STE. MARIE FIRE SERVICES

2019 FIREFIGHTER RECRUITS AND NEW EMPLOYEES

**SAULT STE. MARIE FIRE SERVICES CONGRATULATES
THE FOLLOWING PERSONNEL:**

FIRE OPERATIONS

**FIREFIGHTER ANTHONY ANZIL
FIREFIGHTER GREG NICHOLSON
FIREFIGHTER AIDAN WRIGHT**

SUPPORT SERVICES

MECHANIC MATT DEPATIE



*Left to right: Anthony Anzil, Greg Nicholson,
Fire Chief Peter Johnson, Aidan Wright*



Left to right: Matt Depatie, Fire Chief Peter Johnson

SAULT STE. MARIE RESPONSE CENTRES



SAULT STE. MARIE



MAIN FIRE HALL

Station 1
72 Tancred Street



Station 2
363 Second Line West



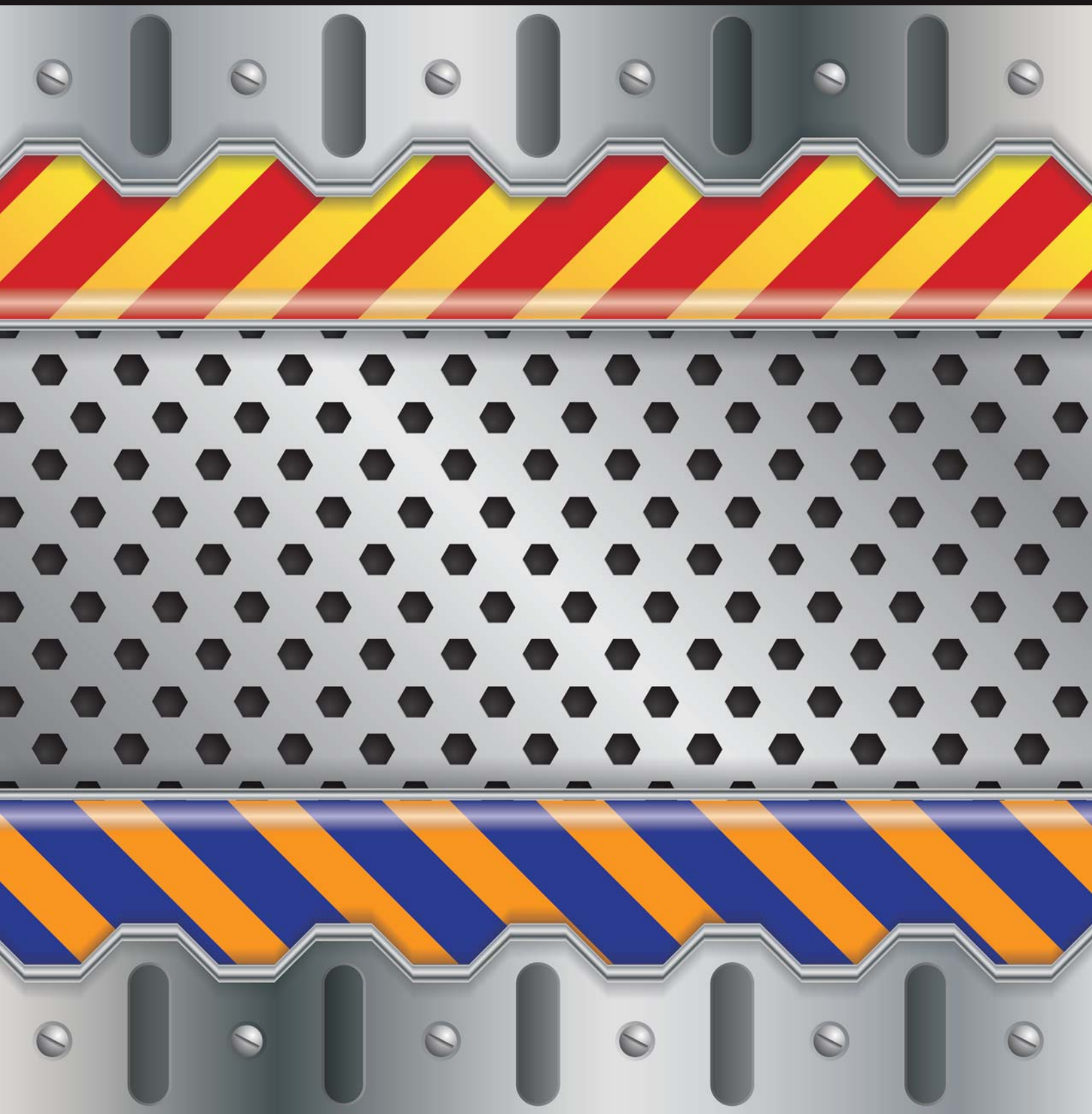
Station 3
100 Bennett Blvd.



Station 4 - RESC
65 Old Garden River Road



EMS-Garden River
15 Shingwauk Street



**SAULT
STE. MARIE**