

SAULT STE. MARIE

FIRE SERVICES

ANNUAL REPORT

2021



**A
LIFE SAVER***

Two white smoke alarms are shown, one in the foreground and one slightly behind it. They are cylindrical with a white base and a white top.

**Working Smoke Alarms
Save Lives.**

*This campaign is not associated with LIFE SAVERS® candy.



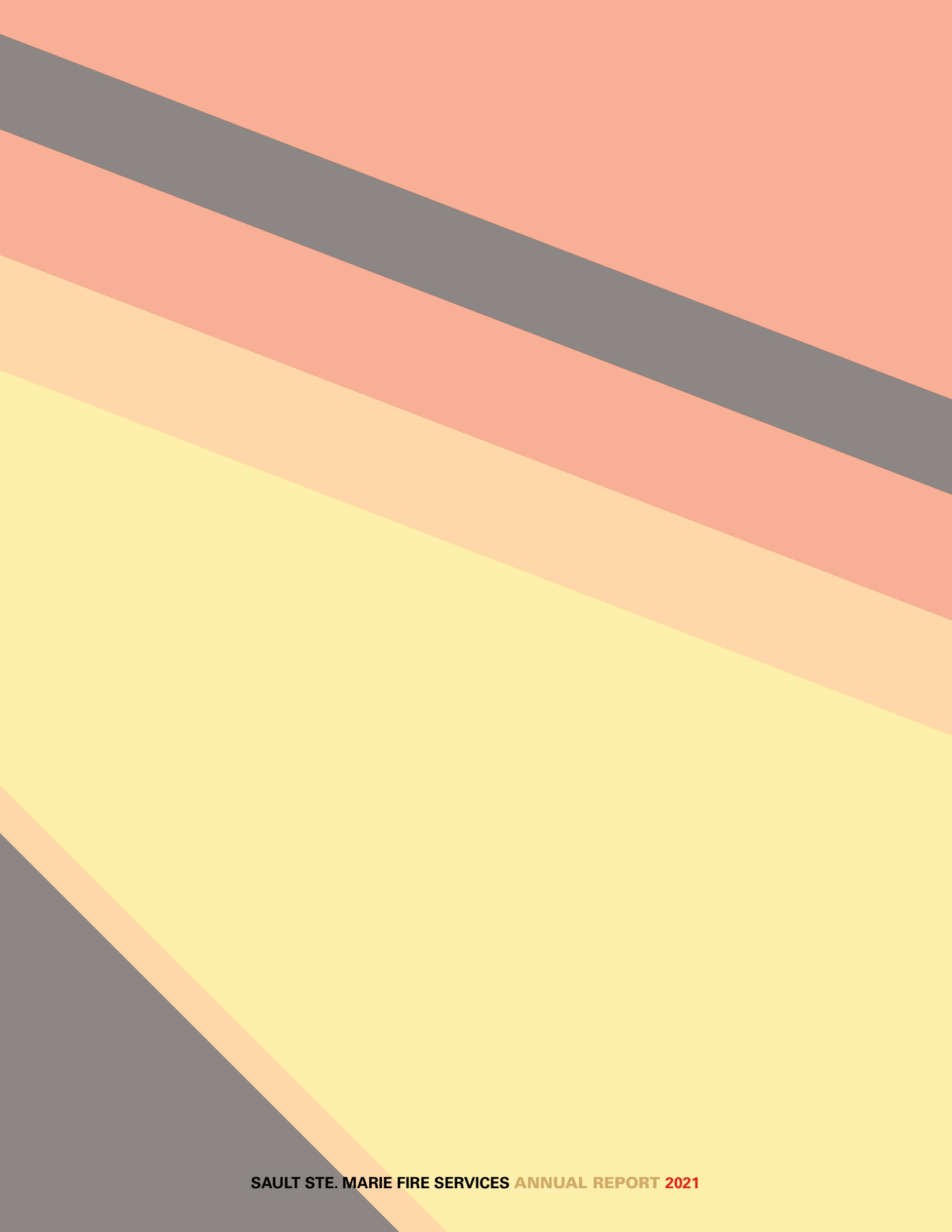
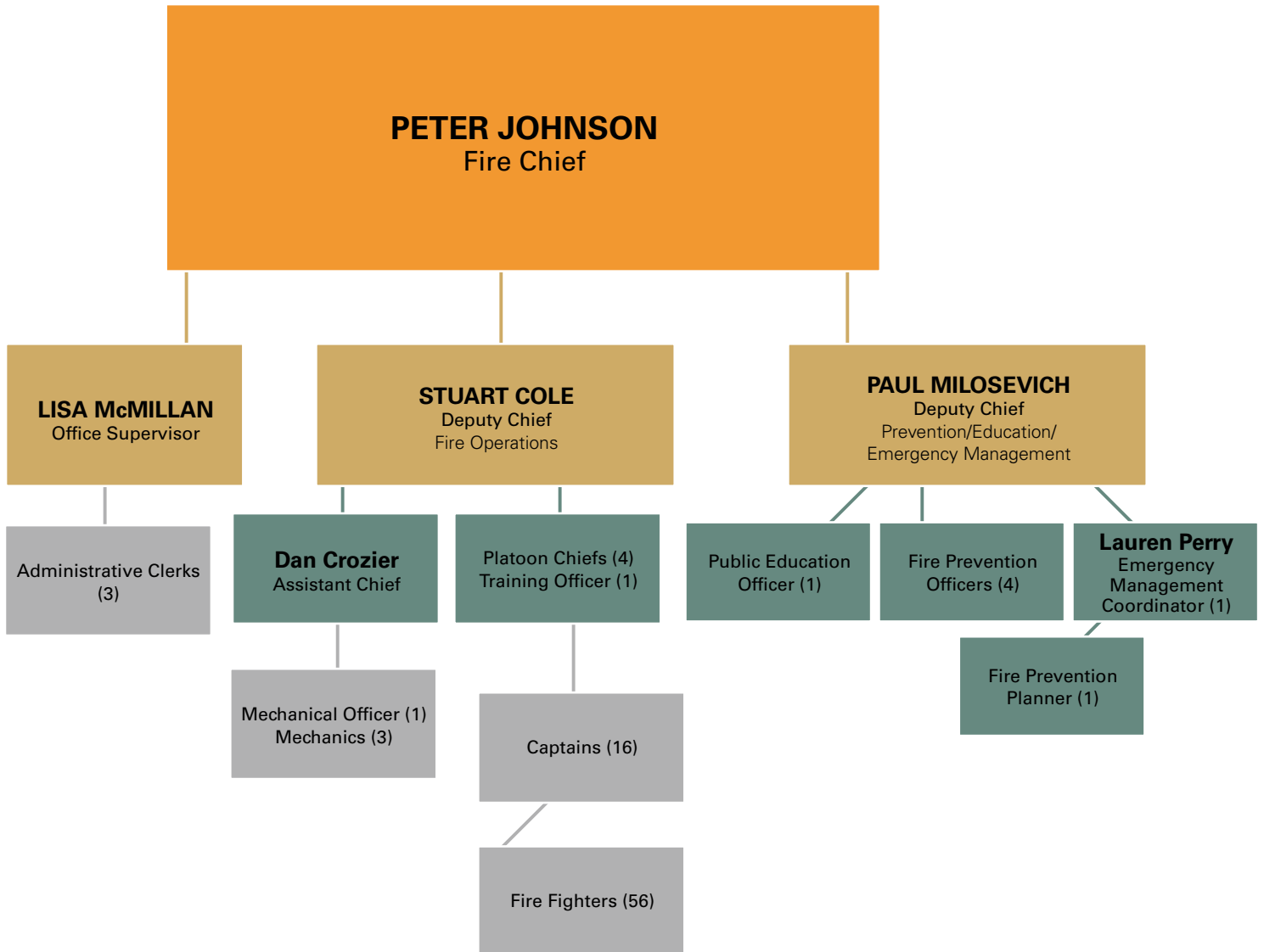


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SAULT STE. MARIE FIRE SERVICES ORGANIZATIONAL CHART





FIRE CHIEF'S MESSAGE



On behalf of the Sault Ste. Marie Fire Service, it is my pleasure to present the 2021 Annual Report. Each day our committed team of professionals deliver exceptional emergency service to our community by following the City Council mandated level of service. We take pride in serving our residents and creating a fire safe community.

Fire Services continued to manage COVID-19 throughout the year. Like everyone, the pandemic challenged all areas of our service. I want to recognize the staff at Fire Services for their perseverance and resilience navigating the changes presented each day. The success of our organization is directly related to the continued efforts of the dedicated employees at Fire Services.

Through Council resolution, 2021 commenced new cost recovery initiatives. This included recoveries for false alarms and response on provincial highways. Additional recovery for 2021 includes our Land Ambulance Maintenance and Fuel Agreements. For many years Fire Services has seen an increase in revenue such as: Air Bottle Refills, Extinguisher Training, Fire Protection for Batchewana First Nations, Inspection Requests, File Searches, Firework Approval, Burning Permits.

Looking ahead to 2022, Fire Services will implement our enhanced medical training with our Medical Director. This will provide our frontline staff with further knowledge and skills to respond to medical incidents. Also, the third party cost recovery will commence. This will also increase our total cost recoveries towards our Operating Budget. Part of our ongoing vision is to find ways to create an efficient and cost effective service with the "Three (3) Lines of Defense" at the forefront of our strategic direction. The key performance objective is to reduce the loss of life and loss of property in our community. This starts with enforcing and ensuring fire code compliance across the community and then bringing the fire safety message to the community to educate everyone on the dangers of fire and the importance of being compliant with the Fire Code. This will ensure we have a fire safe municipality.

It takes all members of our organization to make a difference in this community. We are all committed to our core values: Public Safety, Staff Safety, Customer Service, Integrity and Honesty. Our values are at the forefront of everything we do. As Fire Chief, I am honored to lead this exceptional team. 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
Fire Chief



VISION

"Committed to Provide Effective and Efficient Emergency Service in a Caring Manner to Create a Safe Community"

MISSION

"A Proud Partner within Our Community That Provides Exceptional Service through Prevention, Education, Protection and Wellness"

VALUES

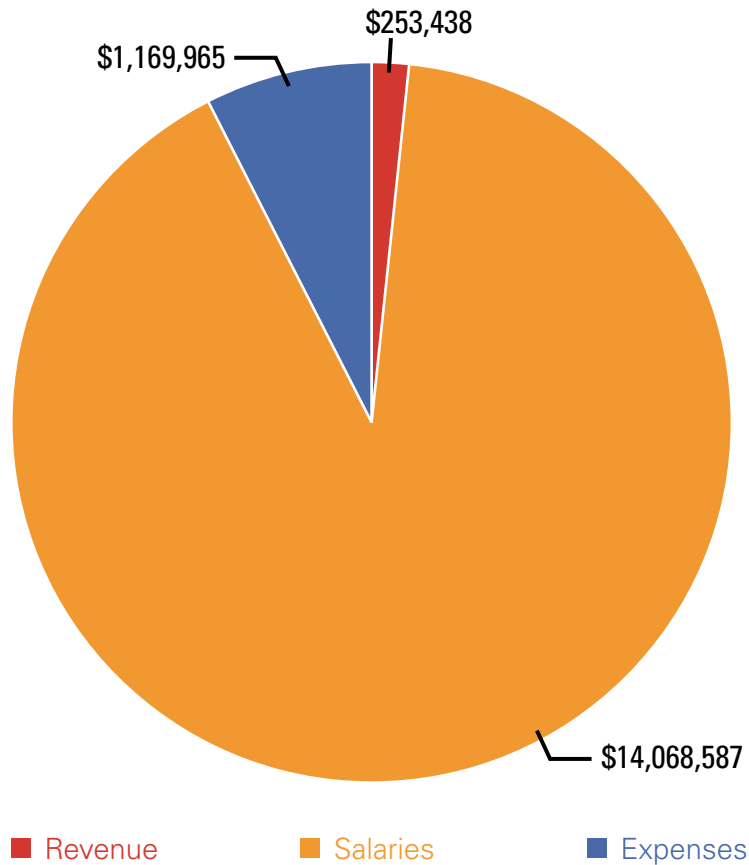
*Public Safety,
Employee Safety,
Customer Service,
Integrity and
Honesty*



FIRE ADMINISTRATION

The Fire Administration team is responsible for managing all divisions of Sault Ste. Marie Fire Services. It oversees and directs the day-to-day operations including current and long range Strategic Planning, Capital and Operational Budgets, Fleet Management, Labour Relations and Policy Development. Sault Ste. Marie Fire Services continues to implement the approved Comprehensive Risk Assessment (CRA) and Fire Master Plan (FMP). The FMP was developed to provide the Mayor and Council a strategic framework for the delivery of fire protection services. The FMP contains legislative responsibilities and industry best practices which are accompanied by recommendations to enhance the delivery of fire protection services for the community of Sault Ste. Marie.

2021 Fire Services Budget \$14,985,114



2021 FIRE STATISTICS

2021 Emergency Call Summary Total Calls **1961**

Injuries Reported	Civic	12
	Firefighter	2
	Fatalities	4
Estimated Loss	Outdoor	\$21,010
	Structure	\$6,192,350
	Vehicle	\$370,600
Response Type FIRE Calls		121
Loss reported	Outdoor	11
	Structure	86
	Vehicle	13
No Loss reported	Outdoor	5
	Structure	5
	Vehicle	1
Outdoor - No Loss		48
Response Type NON FIRE Calls		1792
	Burning	122
	CO False Calls	108
	False Fire Calls	461
	Medical Calls	380
	Other	243
	Overpressure/ruptured/explosion (no fire)	2
	Pre Fire/no fire	173
	Public Hazard	149
	Rescue	154
Emergency Response in other Municipalities		
Garden River		2
Prince		1
Rankin		23

MAJOR FIRES in 2021 (loss over \$100,000)

Date	Location	Structural Type	# of Firefighters on Scene
January 9, 2021	Willow Avenue	Residential	16
January 30, 2021	Wellington Street East	Residential	37
January 30, 2021	Wellington Street East	Residential	24
February 15, 2021	Peoples Road	Industrial	26
February 20, 2021	Carufel Avenue	Residential	16
March 30, 2021	Gloucester Street	Residential	18
April 25, 2021	Wellington Street West	Residential	22
April 30, 2021	Goulais Avenue	Industrial	22
May 17, 2021	Franklin Street	Residential	16
May 18, 2021	Yates Avenue	Industrial	17
May 21, 2021	Blucher Street	Residential	21
May 31, 2021	Brunswick Avenue	Residential	16
June 23, 2021	Third Line West	Industrial	15
July 26, 2021	Glengary Gate Crescent	Residential	16
August 5, 2021	Yates Avenue	Industrial	12
October 9, 2021	Albert Street East	Commercial	15
October 13, 2021	Elgin Street	Commercial	16
December 1, 2021	Albert Street West	Residential	26
December 3, 2021	Great Northern Road	Industrial	13
December 11, 2021	Boundary Road	Residential	23
December 17, 2021	Case Road	Residential	15
December 30, 2021	Pim Street	Residential	18

PERFORMANCE METRICS - SSMFS Response Time

Response Time refers to the elapsed time between SSMFS "First en Route" to the arrival of the "First Truck on Scene" of the emergency.

SSMFS Average Response Time in 2021 was 03:10min

SSMFS 90% of incidents maximum elapsed time	05:28 min
SSMFS 95% of incidents maximum elapsed time	06:16 min

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 FP Division takes advantage of every available opportunity to educate the public concerning fire life safety and to provide a fair and consistent approach to Fire Code enforcement across all building stock.

Challenges with COVID 19 affected all aspects of the Fire Service. The Prevention division was specifically challenged, as our “day to day” function is direct public interaction concerning Fire Code enforcement and Public Education engagement, which was clearly limited. Despite these challenges, the FP Division managed to maintain the Fire Protection and Prevention Act (FPPA) mandated inspections (complaint / request) and utilized virtual formats, where possible, regarding several public education programs.

With the rollout of the vaccine, COVID challenges eased in 2021. With that, we remained diligent adhering to the Provincial mandate and the three lines of defense. With that, the Division met the legal responsibilities placed upon the municipality by 2.(1).(a) of the Fire Protection and Prevention Act (FPPA).

Public Education Programs – The First Line of Defense

Public education was limited to several formats throughout the year. In 2021, various methods involving radio, electronic messaging, social media, bill boards and hanging sign boards were utilized. Of the many education opportunities the prevention division utilizes, we typically rely on the following primary programs to educate the public at large. They are as follows:



- **Primary School Program**

In 2021, our primary school program was virtual. A pre-recorded program with a lesson plan, and fire safety giveaways was handed out to local schools for students in kindergarten to grade 3. The focus of the theme was “Stop, Drop and Roll.” The program was for students to recognize what to do if their clothes catch fire. At the same time, there was a particular focus on home escape plans and practicing fire drills in the home, as well as calling 911. The program was delivered to over 3,000 students in the community.

- **Secondary School Program**

In 2021, the secondary program was delivered virtually. Presentations were completed with live virtual instruction. There were 3 main programs delivered to local high school students. These programs included Kitchen Fire Safety in Foods & Nutrition Courses, Fire Service Recruitment for Careers courses, along with Fire & the Law for grade 11 & 12 Law courses. These programs were delivered in both first and second semesters, and a combined total over 400 students participated from our local secondary schools.

- **Fire Prevention Week**

The theme for Fire Prevention Week in 2021 was “Learn the Sounds of Fire Safety.” The Fire Prevention Week campaign was delivered virtually for 2021. There were multiple facets to Fire Prevention Week, which included a social media campaign, a radio campaign, as well as recorded television commercials. The theme focused on smoke and carbon monoxide alarms, as

well as home escape planning, as the majority of fires happen in the residential sector of our community. Working smoke alarms aid in early and crucial early detection of fires, paired with home escape plans that aid in getting out safely.

- **Project ASAP**

A top priority established in 2019 into 2020 was continued with focus on our aging population. Our newest seniors program, "Project ASAP" (Assisting Seniors Awareness Program) remained active during the COVID-19 crisis with over 15 personalized visits, (when safe with protocols) and continued use of all media opportunities. As we get through the pandemic crisis and moving into 2022, this program will continue to gain momentum.



- **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 maintaining 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.

Similar to 2020, due to COVID-19 in 2021, SSMFS could not perform this very important mandated program in a traditional way. With this challenge came opportunity. For the 2021 campaign, the Fire Prevention Division collaborated with our local PUC services to insert over 33,000 fire safety pamphlets in monthly electrical billing. This proved to be an effective and efficient way to transfer fire safety information to the residential sector while ensuring SSMFS met the mandated requirement under the FPPA. As the COVID restrictions ease, we are hopeful to get back to our traditional campaign in 2022.

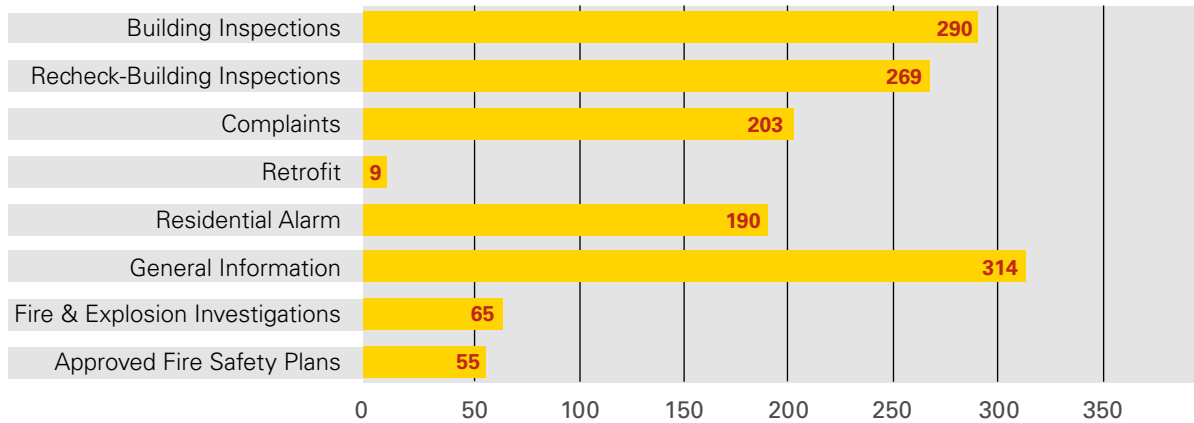
Inspection and Enforcement – The Second Line of Defense

Under 2.(1).a of the FPPA the Fire Prevention Division is mandated to follow up on all complaints / requests and perform comprehensive inspections / drills and 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 COVID-19 pandemic had a profound effect on the way we enforced the fire code. Not only did we have to ensure compliance remained in occupied buildings, the challenge remained that most buildings were not accessible. With that, we narrowed our focus to essential life safety inspections in the residential sector, which included smoke and CO alarms, vulnerable occupancies and primary /secondary schools. We continued to follow up on all mandated inspections as well as all real estate transaction inspections.

As the restrictions eased during the summer months of 2021 we returned to a normal schedule and performed all typical Fire Prevention Officers functions.

2021 Fire Prevention & Education Statistics



Looking Forward

With the hopeful end to the COVID 19 pandemic, the priorities for 2022 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', but not at the expense of the remaining classifications.

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 recent 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

Deputy Chief – Fire Education, Prevention & 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. The Fire Operations Division is comprised of Suppression, Training, and Support Services personnel. Our goal is to provide quick and efficient emergency service in a compassionate manner.

Our highly-trained professional Firefighters are equipped with modern fire apparatus and equipment. Suppression Division Firefighters are located at four(4) stations throughout the municipality. In 2021, the Fire Suppression Division responded to 1,961 alarms, twenty-two (22) of which were significant fires that resulted in a loss of more than \$100,000. This represents a 15% increase in responses and a 144% increase in significant fires over 2020.

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 to mitigate the property loss to the community.

Sadly, in 2021 there were four (4) fire-related fatalities. There were two (2) Firefighters and twelve (12) civilians injuries reported. I am pleased to report that this is a reduction in fire fatalities and well as both civilian and firefighter injuries over the previous year. Moving forward to 2022, our goal will be to continue our efforts toward achieving zero deaths and fewer injuries.

Achieving this goal of zero fire-related deaths and fewer injuries is 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. Unfortunately, due to COVID-19 restrictions, the Fire Prevention Division was forced to modify the program. Fire Suppression crews were not permitted to conduct in-person visits. Fire Suppression 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. It is anticipated that in-person visits will return for 2022.

Ontario Fire College Courses – Sault Ste. Marie

Fire Code Div B Part 9 - (10 Staff)

Courtroom Procedures - (10 Staff)

Over the course of 2021, Fire Suppression personnel recorded a total of 24, 853 training hours or an annual average of 327 training hours per individual. These hours are accumulated by crews within a formal training format, group/crew training, and individual training.



FIRE OPERATIONS (continued)

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 2021

2021 saw several changes and advancements within the Operations Division. Some of the highlights are:

Retirements and New Hires

Three (3) Firefighters retired and were replaced in 2021.

Sault Ste. Marie Regional Training Centre (SSMRTC)

With the closure of the Ontario Fire College in Gravenhurst, Ontario a new training delivery model was required. The OFC sought to modernization Fire Services training through several modes, including online and blended courses, Regional Training Centres (RTCs) and Learning Contracts. With the approval of SSM City Council, SSMFS applied to and was approved by the OFC to develop a Regional Training Centre in Sault Ste. Marie. This provides the ability for staff to complete required courses in a cost-effective, timely manner by allowing a larger number of staff to attend with no travel expenses.

COVID-19 Pandemic

All three (3) Sub-Divisions comprising the Operations Division of Sault Fire Services maintained their full staffing capabilities throughout 2021. This was in part due to the diligent adherence to public and workplace safety measures by all staff.

Looking Forward

Looking ahead to 2022, the Fire Operations Division will take part in several new initiatives:

New SSMRTC

In addition to in-house training continued throughout the year, firefighters will continue with NFPA certification courses. SSMFS will be facilitating six (6) NFPA certification courses.

New Rescue Truck

Fire Services will be completing the design and tender process for a new Rescue Truck.



In conclusion, 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

Deputy Chief – Fire Operations



SUPPORT SERVICES



COMMUNICATIONS

This area of Fire Services saw some important upgrades during 2021, and regular maintenances issues as well.

- All portable and mobile radios undergo 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.
- Information and initial discussion regarding a Hall PA system upgrade is brought in to the budget process.
- Support Services worked in conjunction with personnel from Bell 911, Crisis, 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. A back up dispatch room for use by Sault Ste Marie Police Services if they are displaced from their main hall was built in the south end of the quiet room at the Main Fire Hall. This room now houses the equipment Sault Ste. Marie Fire Services will use as we transition away from the current 911 systems to the Next Generation 911 system. Covid related delays continue to set the go live date of this project back.
- 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 2021 were:

- 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 second wave of mechanical lockouts with electrical interlocks were placed on two additional over head doors at various locations in Fire Service buildings. This process was expanded to include additional overhead doors at the Regional Emergency Services Complex (RESC).
- The Communications/Dispatch rooms outdated HVAC systems where replaced with more cost effective system.
- The Sault Ste. Marie Fire Services Respiratory Protection Program was completely updated to reflect the use of the MSA SCBA System. Face piece fitting of the currently used MSA SCBA face pieces and N95 masks was completed.

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 Fire Hall received annual safety inspections, and were painted as required by law.
- Support Services designated Fleet Motor Vehicle Inspection station license was renewed to allow for 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.
- Efforts continued towards the completion 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.
- A new rescue truck was designed and will be sent out to tender in the very near future.
- Old electric hot water tanks were replaced with high efficiency gas fired units at #2 and #3 Fire Halls.
- Engineered design drawing were completed for the addition of washrooms at #2 and #3 Fire Halls.
- System design and costing for the upgrade to a digital radio system was completed for budgeting purposes for the 2021 budget cycle.

TRAINING

- Support Services works in conjunction with the Training division to ensure all personnel are up-to-date with the expansive 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 training completed on-line with Cummins Canada.

I would like to thank everyone employed at Sault Ste. Marie Fire Services for their help and patience while Support Services Division completes its work. Thanks again to Mike Brock, Paul Charron and 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

Assistant Fire Chief



EMERGENCY MANAGEMENT

As of 2021, the **Emergency Management Division** passed the milestone of having a dedicated Community Emergency Management Coordinator for 10-years. There has been a tremendous amount of effort put into creating a truly comprehensive emergency management program for the City of Sault Ste. Marie. From public education initiatives, to enhanced training and widespread stakeholder engagement the idea that continued investment into preparedness would then be realized in response has held true.

We know during times of crisis our community is stronger when we come together, and I have not approached one situation in the past ten years where people have hesitated to rise to the occasion and offer support, not just emergency response partners, but volunteers and community members throughout the District. Some of the more significant undertakings from this past year are highlighted below.

Program Delivery

Children and youth are an important part of our community and are often most vulnerable during emergencies which is why emergency management has worked hard to create tailored programming for both elementary and secondary schools. Kids have unique abilities to prepare themselves as well as their families, schools, and communities. It is important to empower younger generations through understanding risks and knowing how to protect themselves. After all today's prepared children are tomorrow's prepared adults!

With this in mind and cognizant of restrictions put in place to reduce the impact of Covid-19 Fire Prevention, Emergency Management and the Central Ambulance Communication Centre partnered to create an educational video that would go to all classes as well as distance learners.



Sparky demonstrating Stop, Drop and Roll



An inside look at ambulance dispatch

Through this video we wanted to teach kids five simple steps to stay safe and make a difference until help arrives. The feedback was so encouraging from schools we immediately launched a poster contest focused on the five themes: 1) **Stay Safe** 2) **Stay Calm** 3) **Get Help** 4) **Give Info** 5) **Give Care**.

This educational video is a great investment in the public education program for future years as it will allow all kids the chance to get important safety information regardless of the availability of in person programming.



Submissions for the kids poster contest

Operations

This past summer the Sault had the opportunity to act as a host community for groups who were impacted by forest fires in the far North. Emergency hosting is a complex operation that requires far more than beds and meals. Each evacuated community is unique and to meet unique needs, partners must be able to call upon the right resources at the right time. Emergency hosting requires multiple partners to be fully committed to provide services at moment's notice. Many of our responding partners happily donated time and resources coming together to ensure we offered our best possible efforts during a very stressful time.



Day 1 Teams welcomed our guests at Sault Airport



Members of the Canadian Red Cross Emergency Management Team



Generous Donations from Quilts for Kids Batchewana



Thank you from our guests First Nation Children's Program

As we led this hosting operation I was reminded time and time again of the generosity and kindness of not only the partners we had the pleasure of working with but also an overwhelming amount of goodwill from the community at large. With over 31 partners engaged, for 16 straight days' teamwork, cooperation and leadership were evident throughout the entire operation highlighting our City's readiness for all types of emergencies.

There is little doubt that as we strive towards continued resilience there will be no shortage of compassion and collaboration in our community. Lastly, a heartfelt thank you to the countless individuals and organizations who have stepped up to offer support this work wouldn't be possible without you.

All the Best,

Lauren Perry

Community Emergency Management Coordinator

2021 HONOURS AND AWARDS

PLEASE NOTE: DUE TO COVID-19 RESTRICTIONS, SSM FIRE SERVICES ANNUAL AWARDS RECEPTION COULD NOT BE HELD AS IN PAST YEARS, THEREFORE PHOTOGRAPHS ARE NOT AVAILABLE.

Congratulations to the following Fire Services personnel who have achieved special recognition in 2021.



CITY OF SAULT STE. MARIE SERVICE 25 YEAR AWARD

**Training Officer Jon Macfarlane
Captain Jason Jaremko
Captain Dave Halle**

FEDERAL EXEMPLARY SERVICE BARS AND MEDALS 20 YEAR MEDAL

**Deputy Chief Paul Milosevich
Firefighter Chris Huckson**



PROVINCIAL LONG SERVICE BARS AND MEDALS 25 YEAR MEDAL

**Training Officer Jon Macfarlane
Captain Jason Jaremko
Captain Dave Halle**





Sault Ste. Marie Fire Services would like to acknowledge the dedicated service of the following individuals. Congratulations on your retirement!

**FIRE SERVICE 2021
RETIREMENTS**

Captain David Boucher

Firefighter Ken Cameron

Fire Prevention Officer Rocco Celetti

Captain Geoff Elgie

Administrative Clerk Debra Stares

**SAULT STE. MARIE FIRE SERVICES 2021
FIREFIGHTER RECRUITS**

Marcus Policicchio

Matt Jarrell

Craig Genys

Danielle Buckner

Ethan Johnson

Jason (Cam) Brockelbank

Congratulations and welcome to Sault Ste. Marie Fire Services!



SAULT STE. MARIE RESPONSE CENTRES

Station 1 - MAIN FIRE HALL



72 Tancred Street

Station 2



363 Second Line West

Station 3



100 Bennet Blvd.

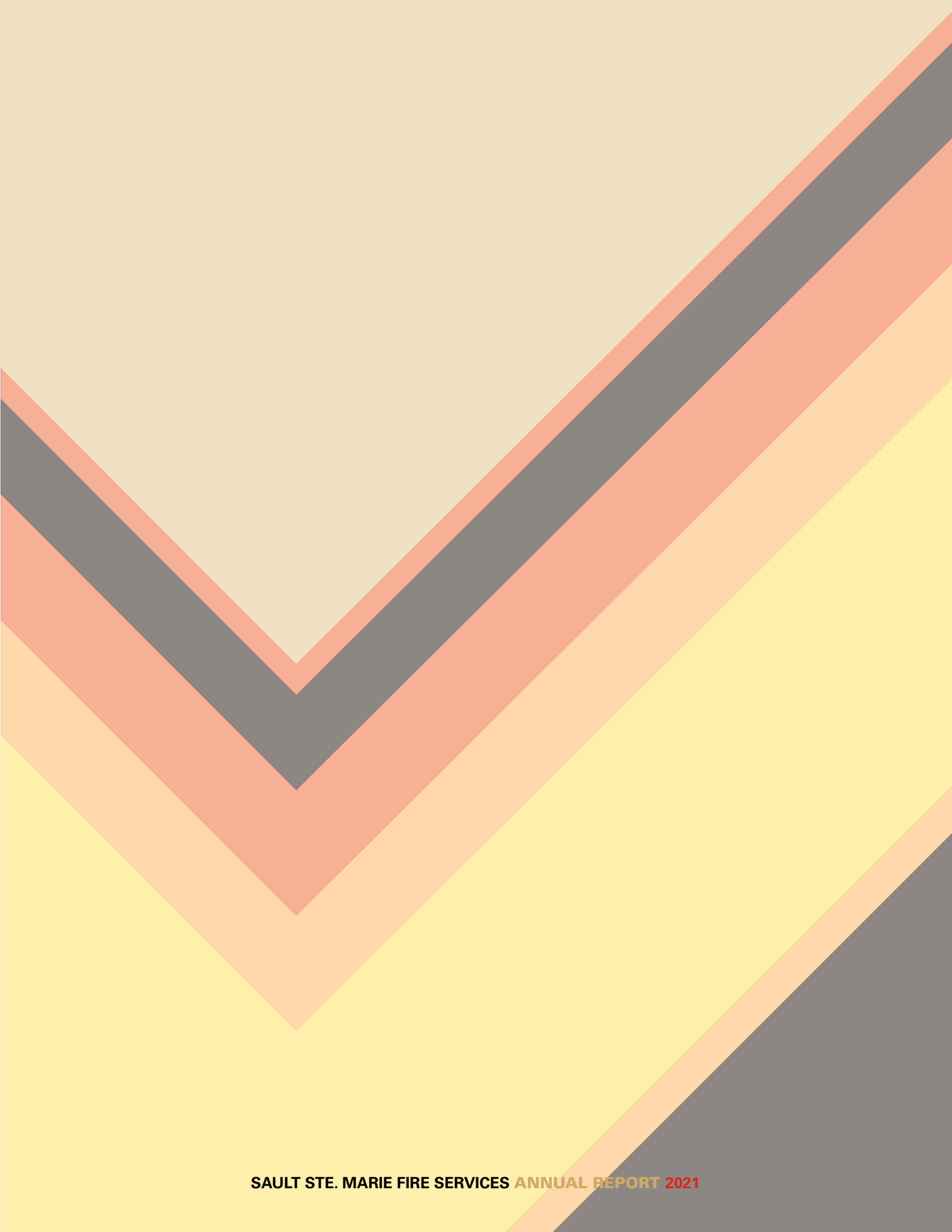
Station 4 - RESC



65 Old Garden River Road



**SAULT
STE. MARIE**





SAULT STE. MARIE

SAULT STE. MARIE FIRE SERVICES

fire@cityssm.on.ca
Tel: 705-949-3333

72 Tancred Street
Sault Ste. Marie, ON P6A 2W1

