

HALDIMAND COUNTY

EMERGENCY SERVICES DIVISION



2019 ANNUAL REPORT

Mission & Vision Statements

Mission Statement: Who We Are Today

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

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

Vision Statement: Our Preferred Future

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

How We Will Achieve Our Vision and Mission

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

CORE VALUES

- 1) Integrity
- 2) Accountability
- 3) Innovation
- 4) Service Excellence

Core Organizational Values

Integrity

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

Accountability

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

Innovation

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

Service Excellence

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

2019 Achievements & Accomplishments

1. Retro-Fitted 2017 ambulances with Power-load systems to assist in decreasing back and shoulder injuries.
2. Completed a successful smoke and carbon monoxide program.
3. Continued to complete fire safety inspections and fire safety plan approvals. Completed fire safety inspections and fire evacuation drills at all care facilities.
4. Replaced one ambulance.
5. Approval of a Coordinator of Emergency Management / Fire Education position.
6. Adopted the Incident Management System, (IMS) to Haldimand County Emergency Management Program. Trained all staff and had a successful exercise. Full implementation will be in 2020.
7. Proactive Fire Safety and Education program.
8. Successful 2019 Fire Recruit program. First class in history of Haldimand County to be certified in Level I and Level II NFPA requirements.
9. Completed successful Tanker Shuttle Accreditation, increasing to a commercial rating.
10. New Paramedic First Response bags, ensuring adequate storage.
11. Recruitment of 8 Paramedics and 19 fire fighters.



A message from the Manager of Emergency Services/Fire Chief

Jason Gallagher ...

It is an honour and a pleasure to once again present the 2019 Haldimand County Emergency Services Division Annual Report to Council, residents, and staff. Looking back on 2019, I am proud of the hard work of our staff and the many accomplishments that we achieved.

The delivery of Emergency Services to the residents and visitors of Haldimand County is a complex and continually evolving task. It requires dedicated and professional staff who are willing to adapt to changes, work hard and continuously train to meet the needs of the community.

This report will provide you with the insight required to understand the time, effort and dedication a member of the Haldimand County Emergency Services puts in for their community. This annual report will provide you with the accomplishments achieved in 2019, many of which would be unattainable if it wasn't for our dedicated staff.

The report outlines call volumes, response times, public education efforts, fire prevention, professional development and many other significant strides that were made over the past year.

The Emergency Services Division strives to provide the residents and visitors of our great communities with prompt, professional and compassionate service from well trained and well equipped paramedics and firefighters. Responding to the community during their time of need is something we take very serious, which is reflective in the high level of service we provide. I am particularly proud of the adoption of the Incident Management System (IMS) for our Emergency Management Program. This will allow Haldimand County to greater align with the Provinces Emergency Management Program.

For those who have an opportunity to read this report, I hope it provides a glimpse into the daily operations of our Division. It is always an honor and a privilege to promote our division, which serves the community on a daily basis at a level which exceeds expectations.

Respectfully,

Jason Gallagher



PARAMEDIC SERVICES

- **ADMINISTRATION**
- **PROFESSIONAL DEVELOPMENT & TRAINING**
- **QUALITY ASSURANCE**
- **FLEET, FACILITIES & EQUIPMENT**
- **PUBLIC EDUCATION**

Paramedic Services Staff:

Jason Gallagher – Paramedic Chief / Manager

Barb Quinn – Administrative Assistant

Dan Williston – Deputy Paramedic Chief

Don Otterman – Deputy Paramedic Chief

Joe Pacheco – Deputy Paramedic Chief

Sherri Zebiere – Division Support

As well as the full time office staff, Haldimand County Paramedic Services has 70 paramedics (full and part time) that are the dedicated and professional front line employees that represent our service as the high quality provider that we strive to be.

Haldimand County Paramedic Services responses are classified into three categories:

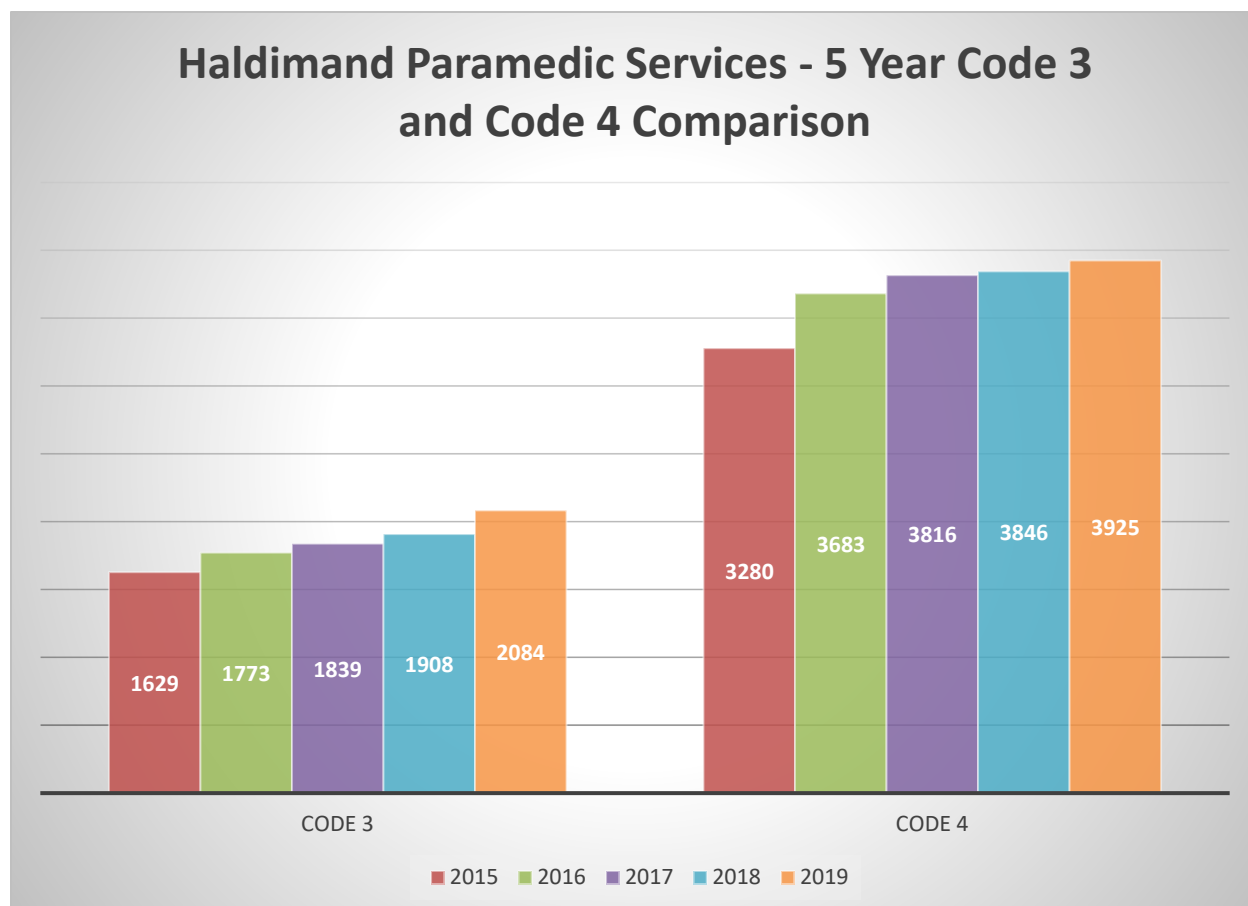
Emergency responses

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

In 2019 the total number of emergency responses increased from 5,754 to 6,009.

In 2019 the number of Code 4 (life-threatening) calls increased from 3,846 to 3,925.

In 2019 the number of Code 3 (urgent) calls increased from 1,908 to 2,084.



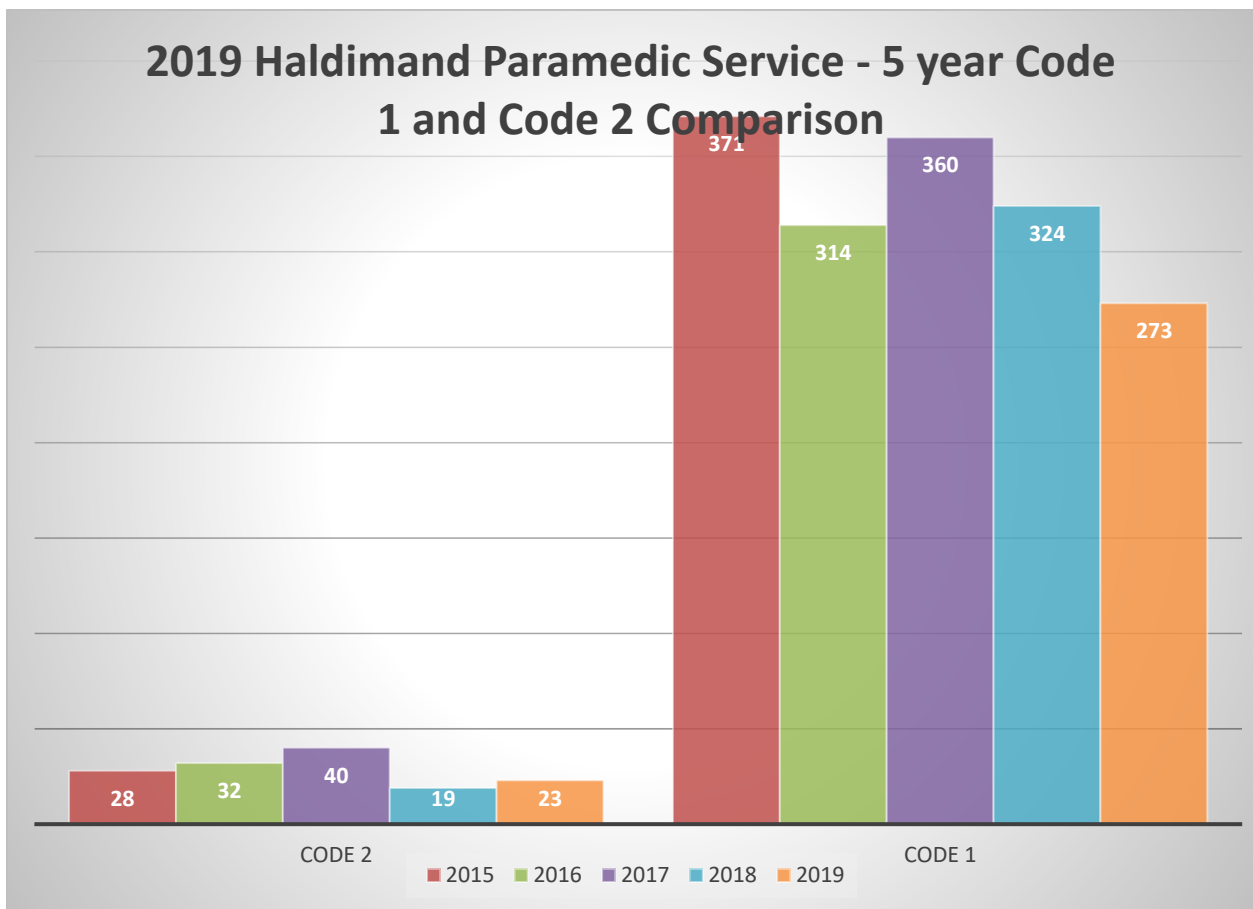
Non-emergency responses

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

In 2019 the total number of non-emergency responses decreased from 343 to 296.

In 2019 the number of Code 1 (non-scheduled) calls decreased from 324 to 273.

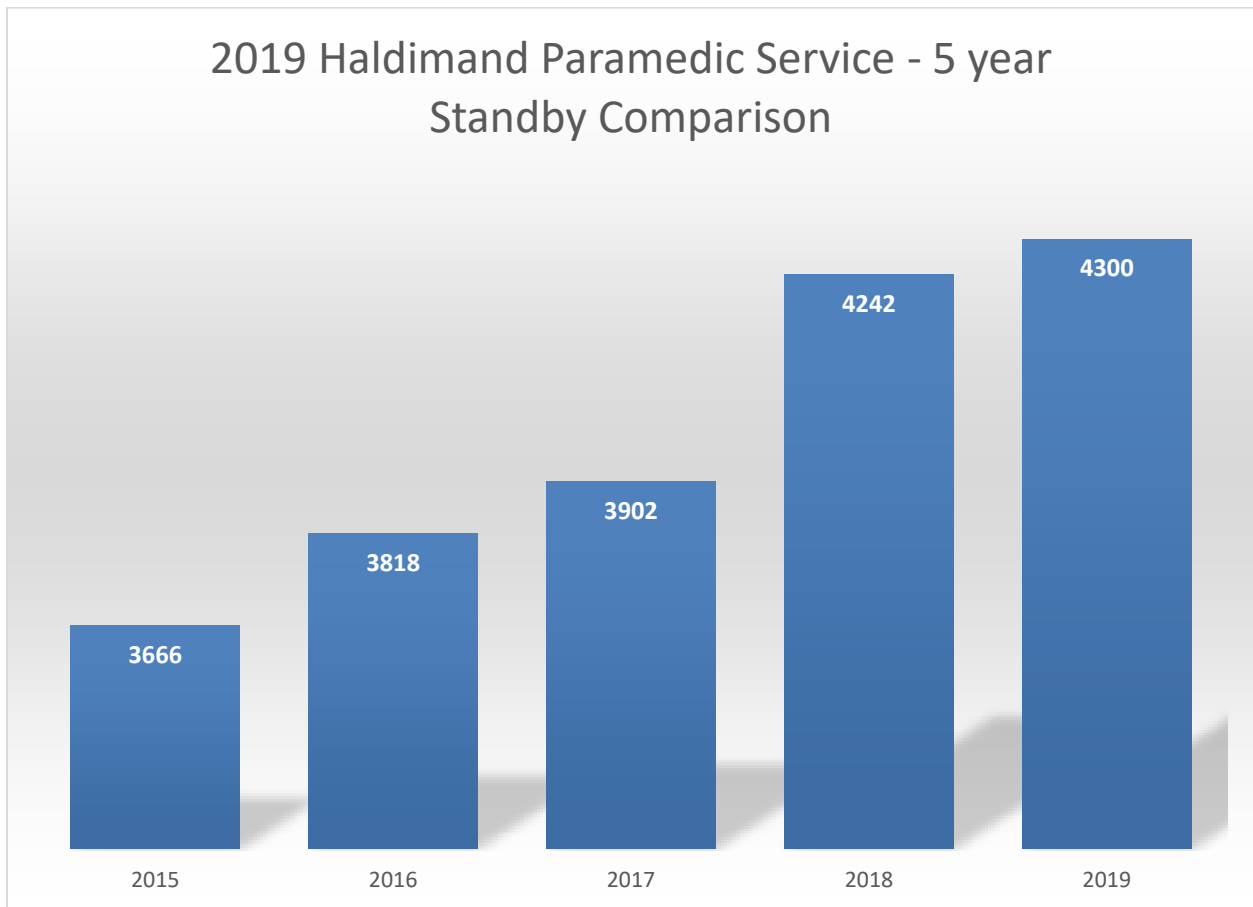
In 2019 the number of Code 2 (scheduled) calls increased from 19 to 23.



Standbys

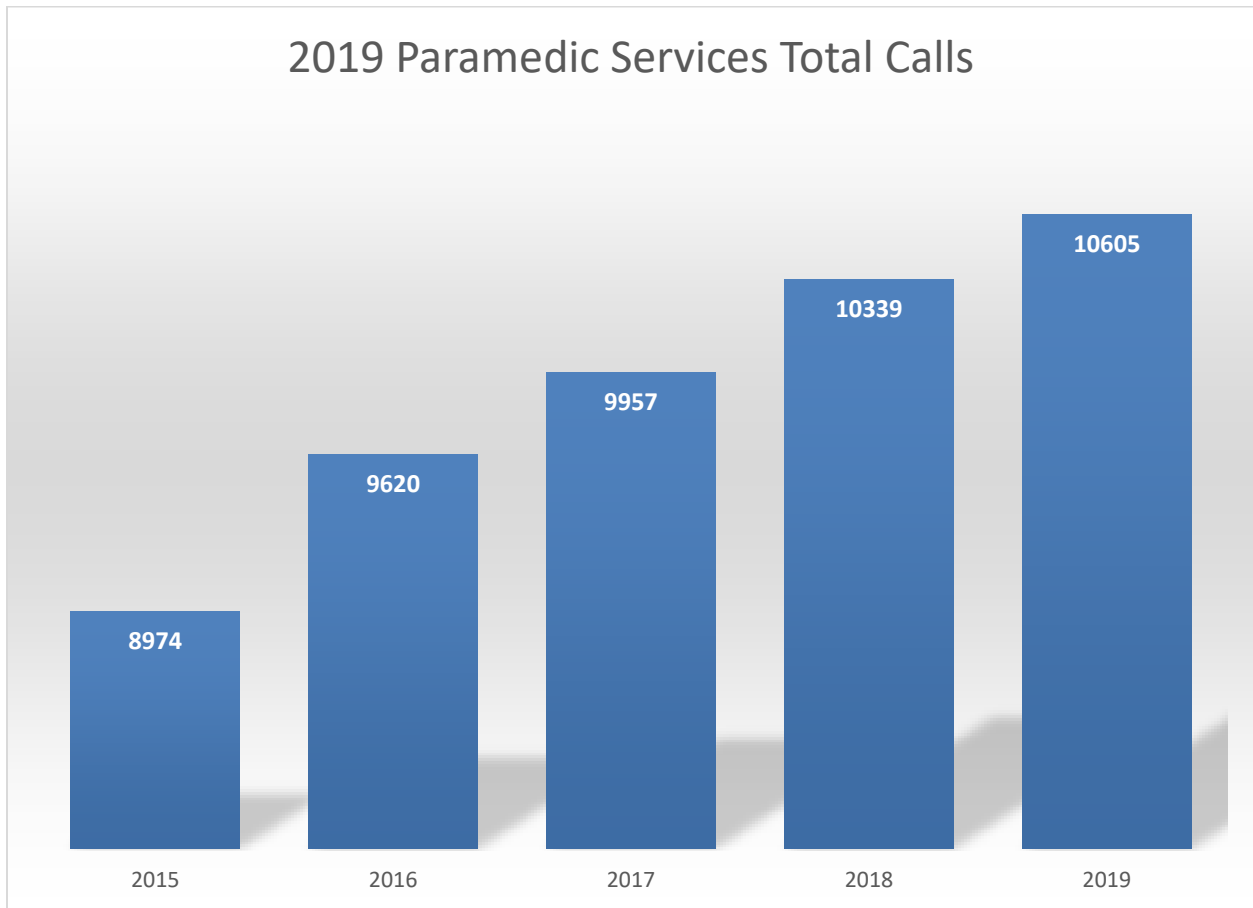
Standbys are Code 8 calls where an ambulance is moved from one station or location to another station or location for the purpose of providing coverage. The majority of Code 8 calls are standbys within Haldimand County to ensure adequate coverage, while other Code 8 calls require Haldimand County vehicles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

In 2019 the total number of standby responses increased from 4242 to 4300.

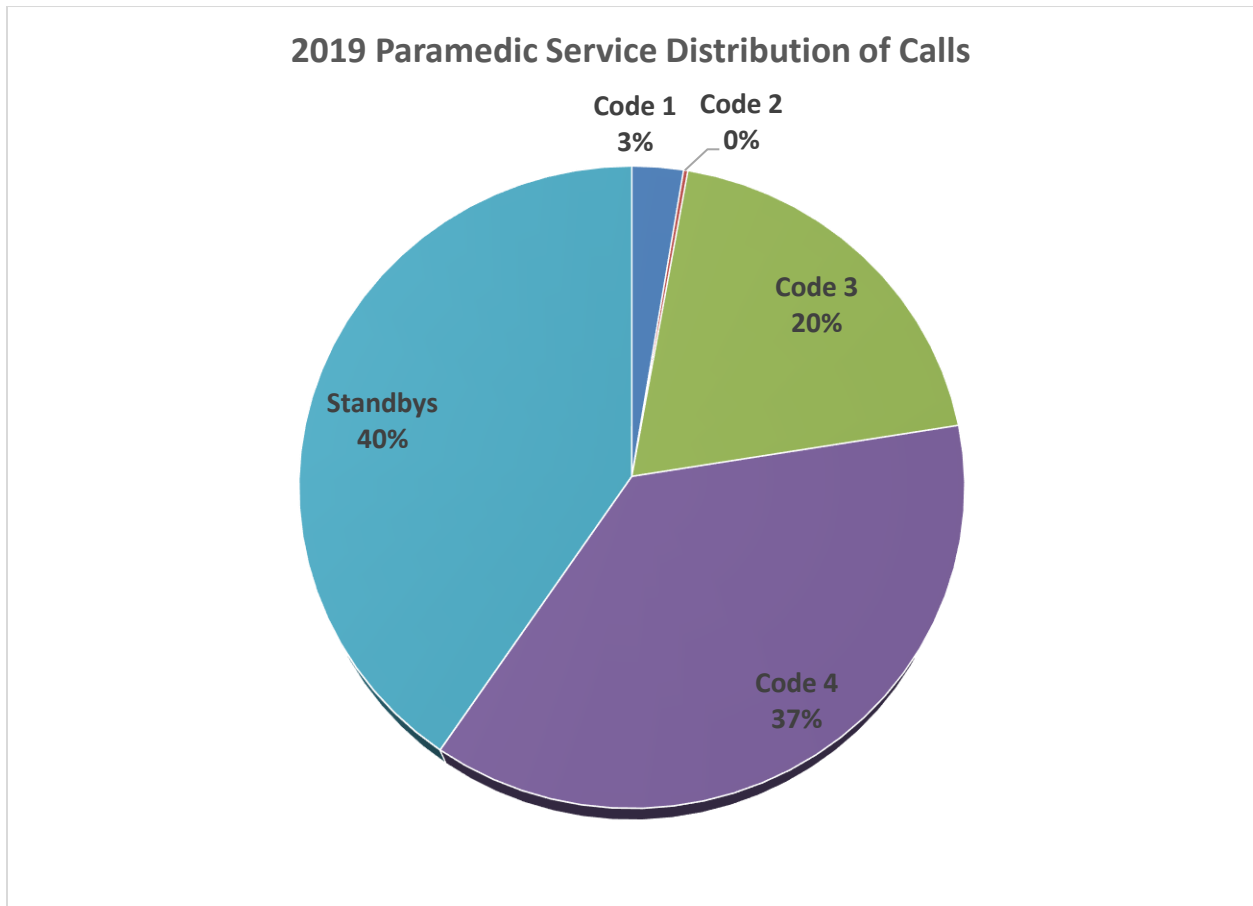


Total Call Volume

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



Distribution of Total Call Volume:



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

Code 2 calls are scheduled transfers between Facilities.

Code 3 calls are dispatched as urgent, but not life-threatening emergencies such as abdominal pain, fractures and minor trauma.

Code 4 calls are dispatched as potentially life-threatening emergencies such as chest pain, difficulty breathing, strokes, seizures, vehicle accidents, diabetic emergencies and major trauma.

Standbys are Code 8 calls where an ambulance is moved from one station or location to another station or location for the purpose of providing coverage. Under the Ministry of Health guidelines, these are considered an emergency call.

Response Time Statistics

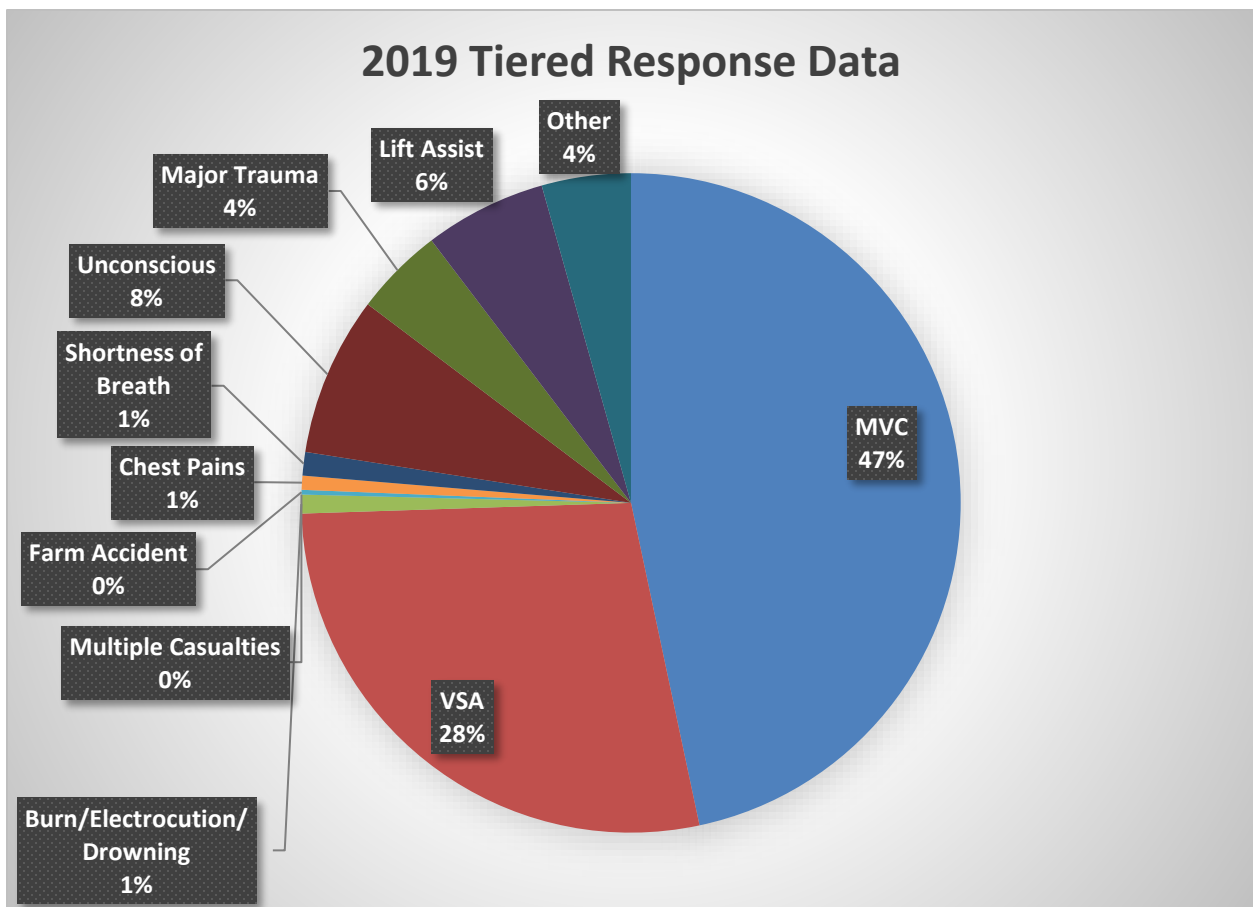
Haldimand County response times are monitored throughout the year as a benchmark of service delivery. The most generally accepted ambulance response time measurement is the use of the 90th percentile response time to Code 4 (life-threatening) calls. The 90th percentile measures the response time that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

In 2019 the 90th percentile response time was 16:48. This means that Haldimand County Paramedics were able to respond to 90% of Code 4 (life-threatening) calls in 16 minutes and 48 seconds or less. Conversely this means that 10% of life-threatening calls waited longer than 16 minutes and 48 seconds for an ambulance to arrive.

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

2015	16:09
2016	16:36
2017	16:52
2018	16:55
2019	16:48

Haldimand County Emergency Services has a tiered response program for tiering the fire department to specific incidents, for example, medical calls and car accidents. This assists in providing seamless care in the event of an ambulance delay or an event which requires the fire department to attend the scene with ambulance immediately. In 2019 Haldimand County Fire Department responded to 435 tiered response calls, below is the breakdown:



Vehicle type and quantities:

Ambulances	7
Emergency Support Unit	1
Emergency Response Vehicle	3



The two ambulances that were replaced in 2018 have been equipped with red and blue lights on the front and back instead of the traditional red and white. This is in response to evidence that shows the blue is more visible in poor lighting conditions and will enhance the paramedics safety. The 2019 ambulance has been equipped with red and blue lights for this reason, front, back and both sides.

Public Access Defibrillation Program:

Survival of cardiac arrest is time-critical. The introduction of defibrillation into the general public setting for the treatment of sudden out-of-hospital cardiac arrest has led to improved patient survival. Recent advancements in defibrillation technology, specifically lightweight and compact Automated External Defibrillators (AEDs), enable defibrillation to be more widely available in the Haldimand County community. Haldimand County Emergency Services oversees 44 AEDs placed throughout the County in community centers, administration facilities, arenas, libraries, museums and public pools. Haldimand County Emergency Services is responsible for the maintenance, inventory and inspection of these devices. Haldimand County's PAD program is well respected throughout the province and is one of the leaders in providing public safety to its residents and visitors alike. During 2019, replacement of our current Public Access Defibrillators with new updated machines has been completed.

New Hires:

In 2019, 8 paramedics were hired. This is the largest single recruitment in Haldimand County Paramedic Services. This was to replace staff that have moved on or into full time positions. All of these new hires were trained in non-violent crisis intervention.

Bike Medics:

Haldimand County Paramedic Services offers a bike medic program for events like festivals where it is more feasible for medics to be out and about on bicycles just in case of any emergency incidents. In 2019, the bike medic bicycles were replaced with new Norco 3 bikes.



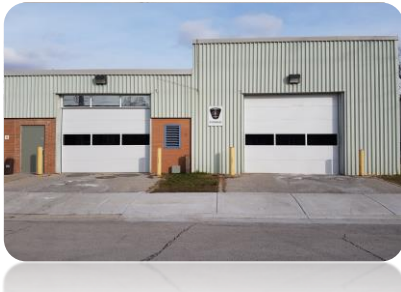
Haldimand County Paramedic Services operates out of 4 strategically placed stations:



11 Thorburn Street South, Cayuga
1 ambulance 12 / 7



10 Kinross Street East, Caledonia
1 ambulance 24 / 7



117 Forest Street East, Dunnville
1 ambulance 24 / 7



124 Main Street South, Hagersville
2 ambulances - 1 at 24 / 7 and 1 relocates to Fisherville 12 / 7

2019 Paramedic Recognitions

10 Years of Service

Mark Cook

15 Years of Service

Elaine Elliott
John Ellis

30 Years of Service

Mark Schweyer
Joe Pacheco

New Hires

Courtney Long-Wood
Lorenzo De Santis
Peter Richardson
Mark Hamilton
Nick Wheeler
Craig Brydges
Eric Diamanti
Pawel Gawlik

"I stand ready at all times to help my fellow man"



FIRE SERVICES

- ADMINISTRATION
- PROFESSIONAL DEVELOPMENT & TRAINING
 - FIRE PREVENTION
 - PUBLIC EDUCATION
- FLEET, FACILITIES & EQUIPMENT
- EMERGENCY MANAGEMENT

Fire Services Staff:

Jason Gallagher – Fire Chief / Manager

Barb Quinn – Administrative Assistant

Rodger Hill – Deputy Fire Chief

Alan Krajcir – Training / Health and Safety Officer

Alan Gee – Fire Prevention Officer

Richard Geerdink – Fire Prevention Officer

Angela Schmidt – Division Support

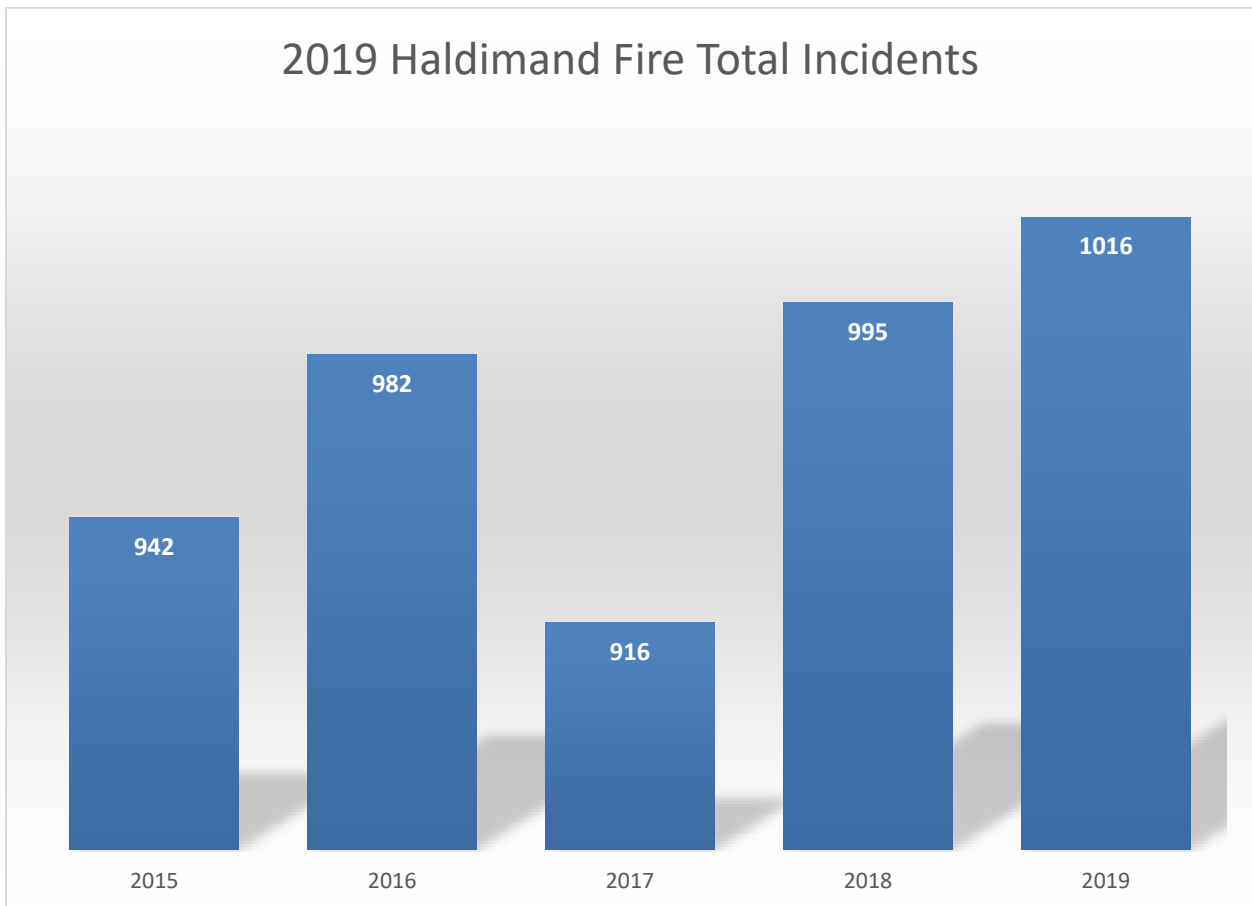
Lianne Park – Coordinator of Emergency Management / Fire Educator

As well as the full time office staff, Haldimand County Fire Services has 274 volunteer firefighters strategically placed throughout 11 fire Stations that are the dedicated and professional front line volunteers that represent our service as the high quality provider that we strive to be.

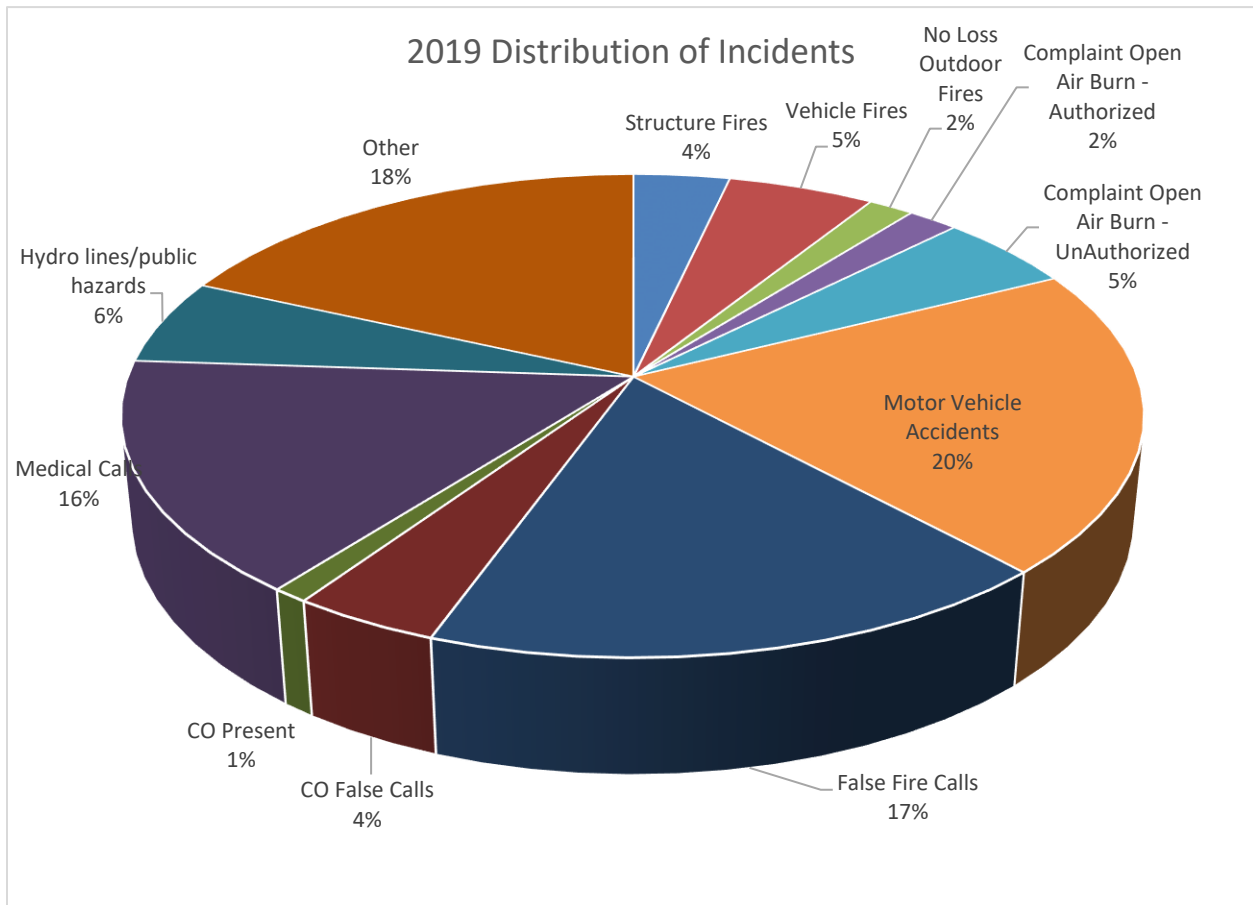
2019 Fire Department Response Statistics

The Haldimand County Fire Department responded to a total of 1016 calls in 2019. In 2019, Haldimand County experienced severe weather conditions where our services were required. This resulted in additional call volume of 58 incidents revolving around hydro line issues as well as public hazards.

The graph below outlines the total call volume over the last 5 years.



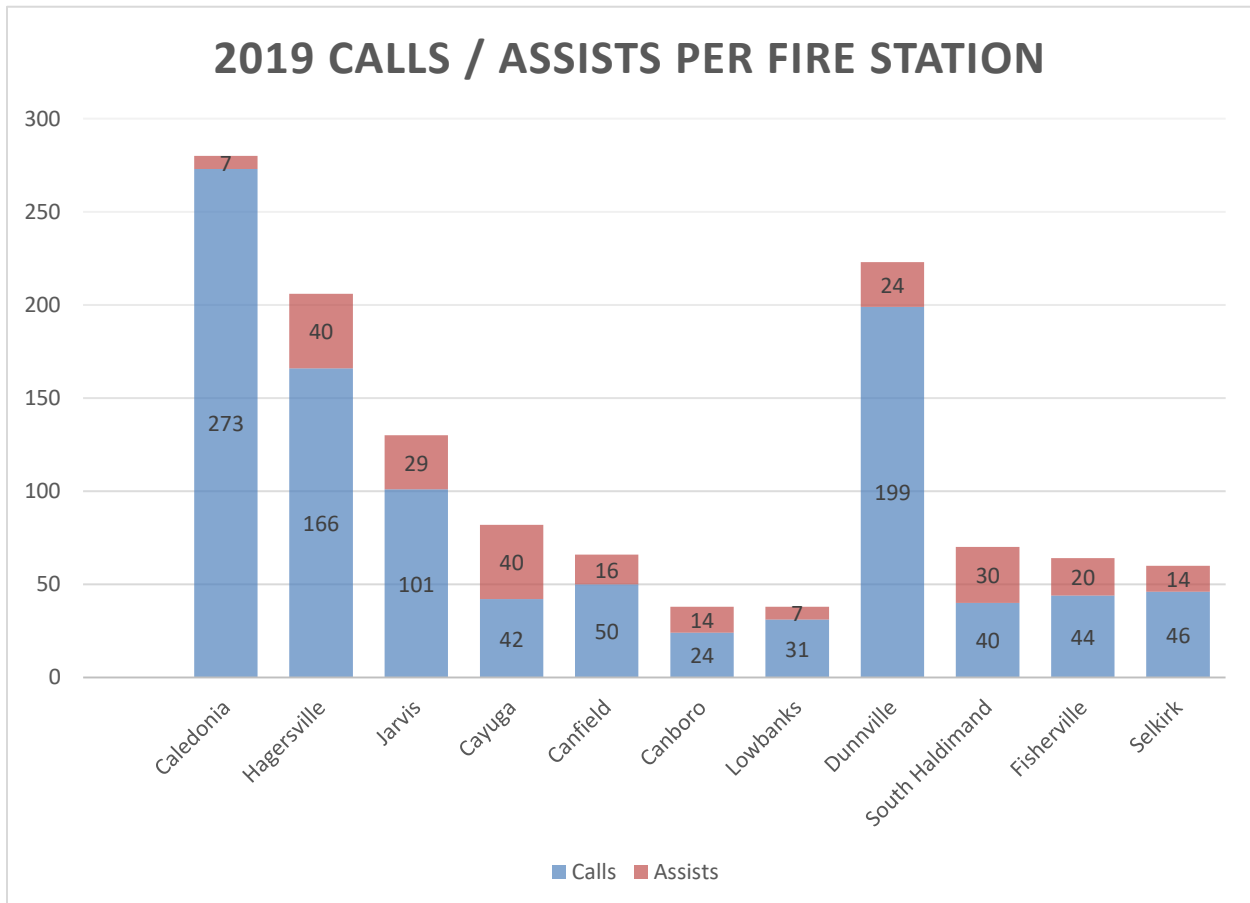
The chart below depicts the distribution of all emergency responses that the Haldimand County Fire Department responded to in 2019 by type of call:



Station Responses

There were 1,257 total responses by Haldimand County firefighters in 2019. Several of the 1,016 calls required the response of more than 1 station. These additional responses include the need for multiple station responses to structure fires, tanker responses to rural fires and requests for additional manpower.

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

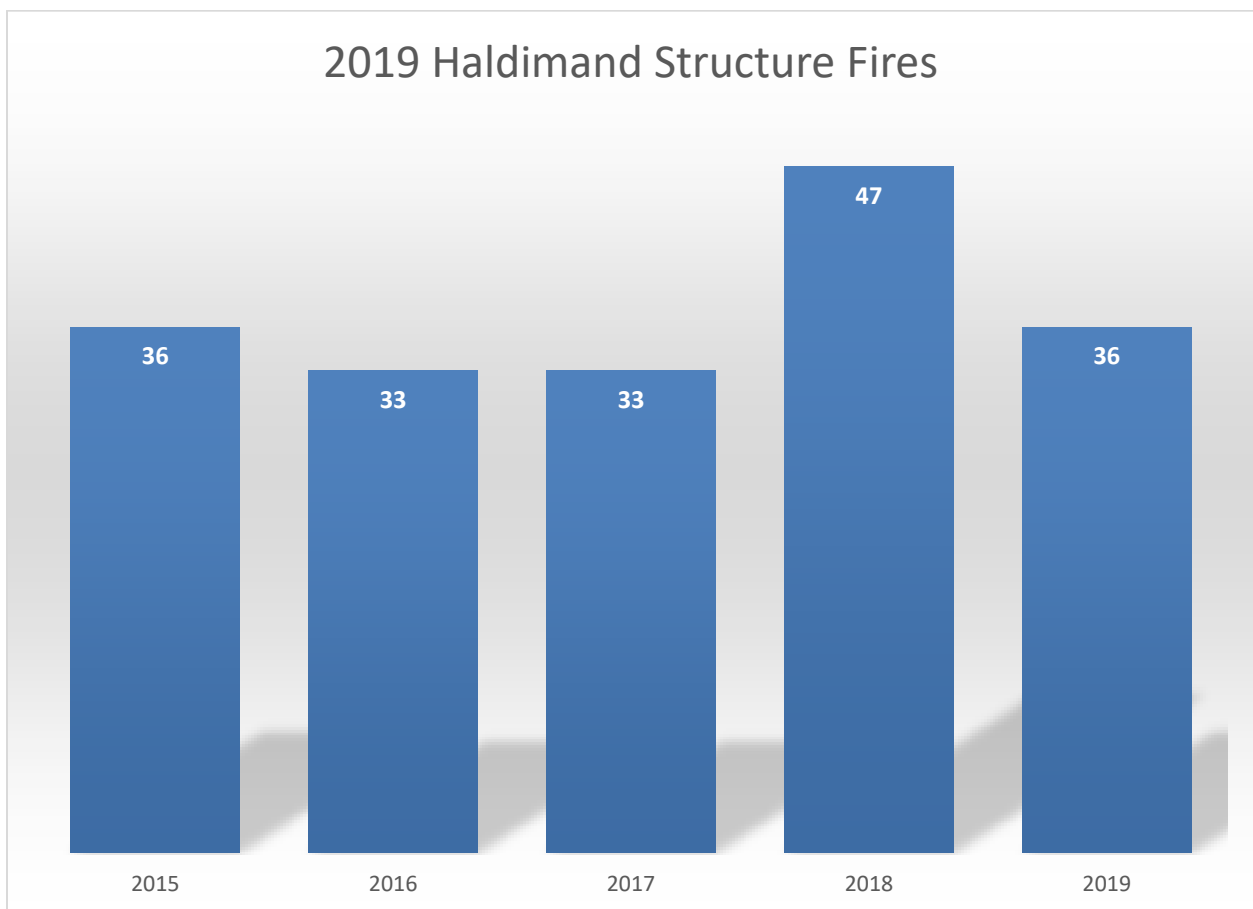


Structure Fires

The Haldimand County Fire Department responded to 36 structure fires in Haldimand County in 2019. Most of the structure fires in 2019 were preventable. Unattended cooking, smoking and hot work around combustibles were some of the causes.

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

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



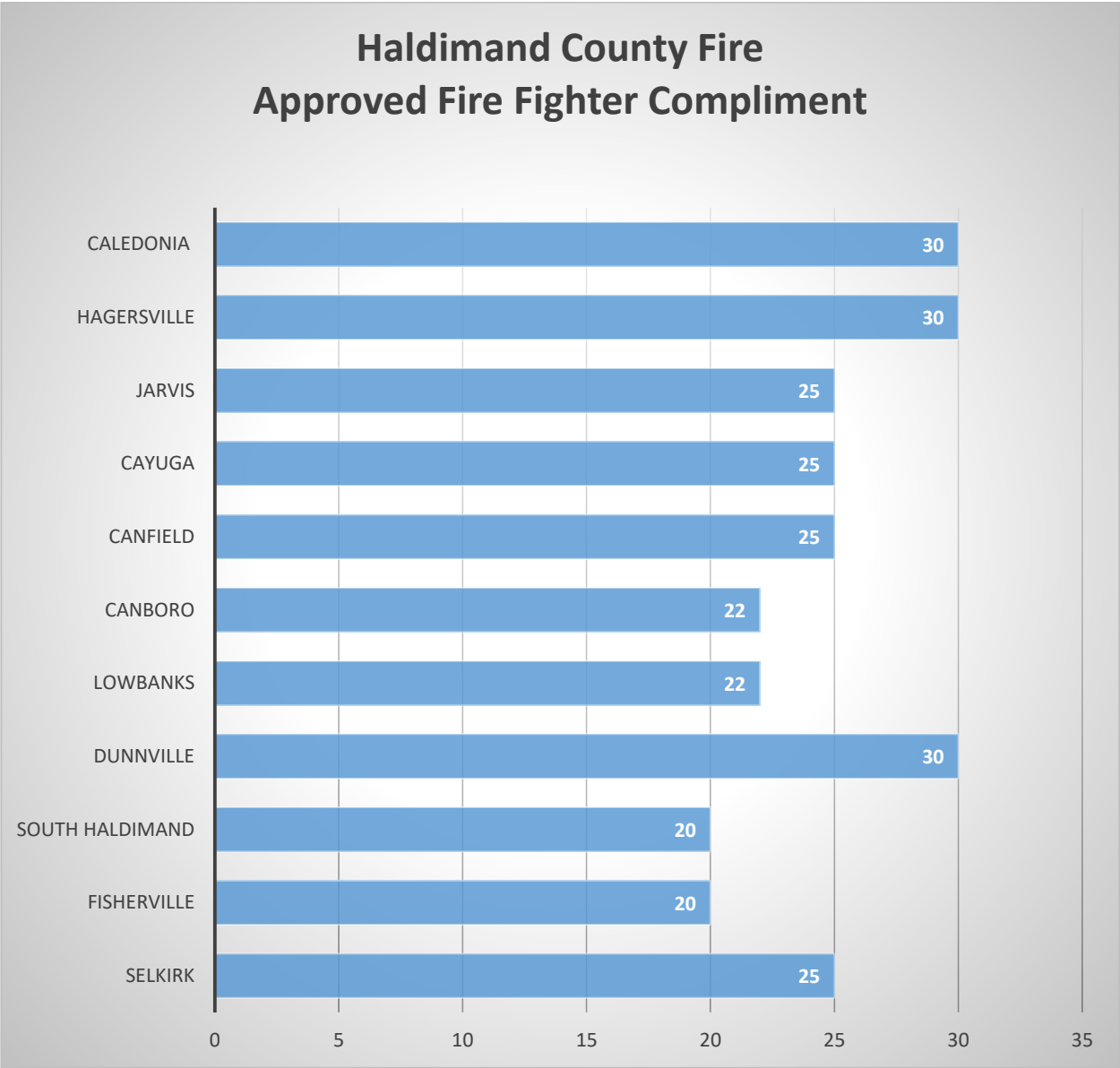
Professional Development and Training

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

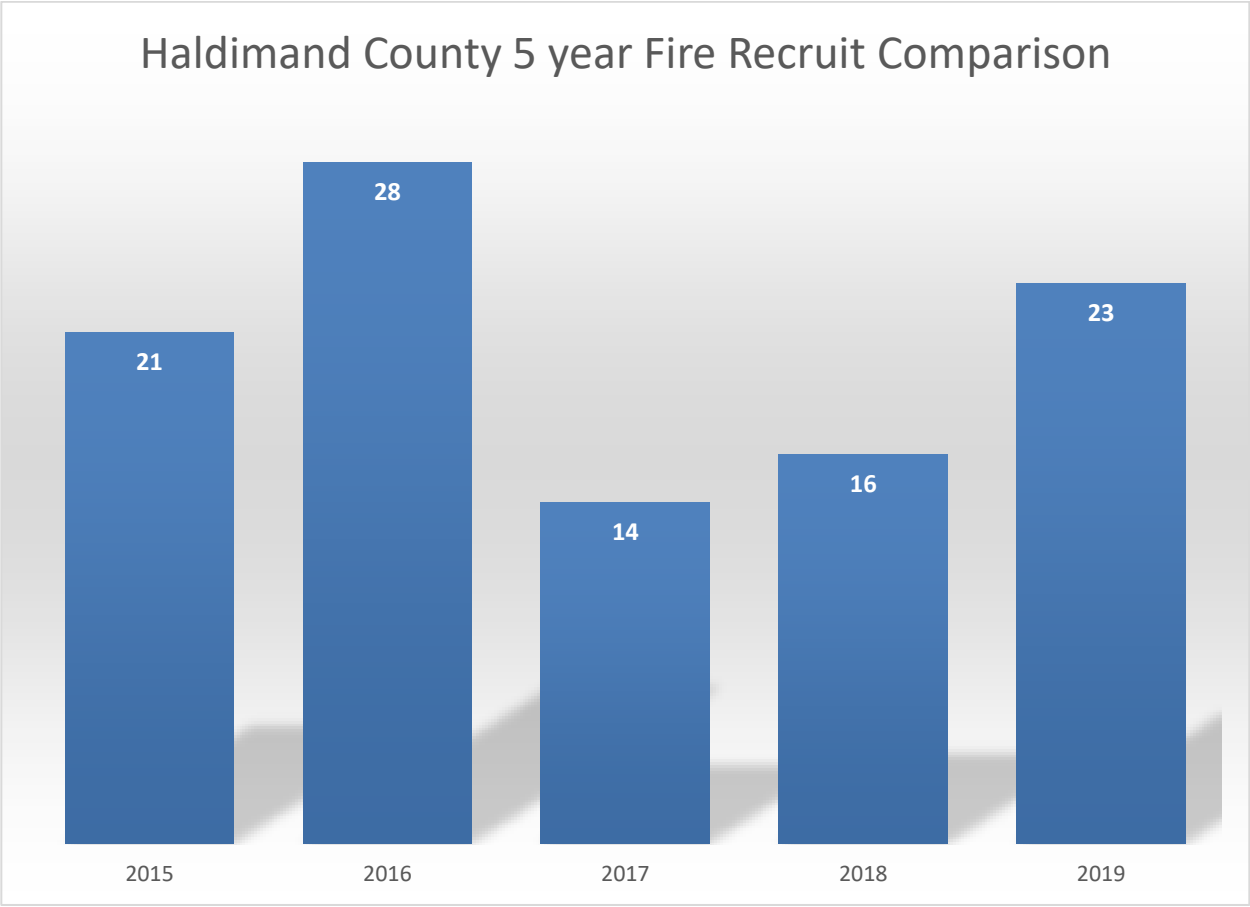
- NFPA (National Fire Protection Association) Standards using the IFSTA (International Fire Service Training Association) Firefighter Essentials Curriculum
- Fire Suppression and Emergency Operations
- Vehicle Extrication
- Water and Ice Rescue
- Firefighter Survival and Rescue (Rapid Intervention Teams)
- Incident Command
- Pumper / Water Supply Operations
- Hazardous Materials, Confined Space & Technical Rescue (all at the awareness level)
- DZ Driver Licensing / Driver Training
- Officer Development
- Recruit Training
- Annual Fire School
- First Aid / CPR / AED Certification (both adult & pediatric)
- Live Fire Training

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

Each year the fire department opens up the process for Volunteer Fire fighter recruitment. Each of the 11 stations have an approved compliment of fire fighters as seen below. Should the compliment fall below then the department will recruit for those stations.

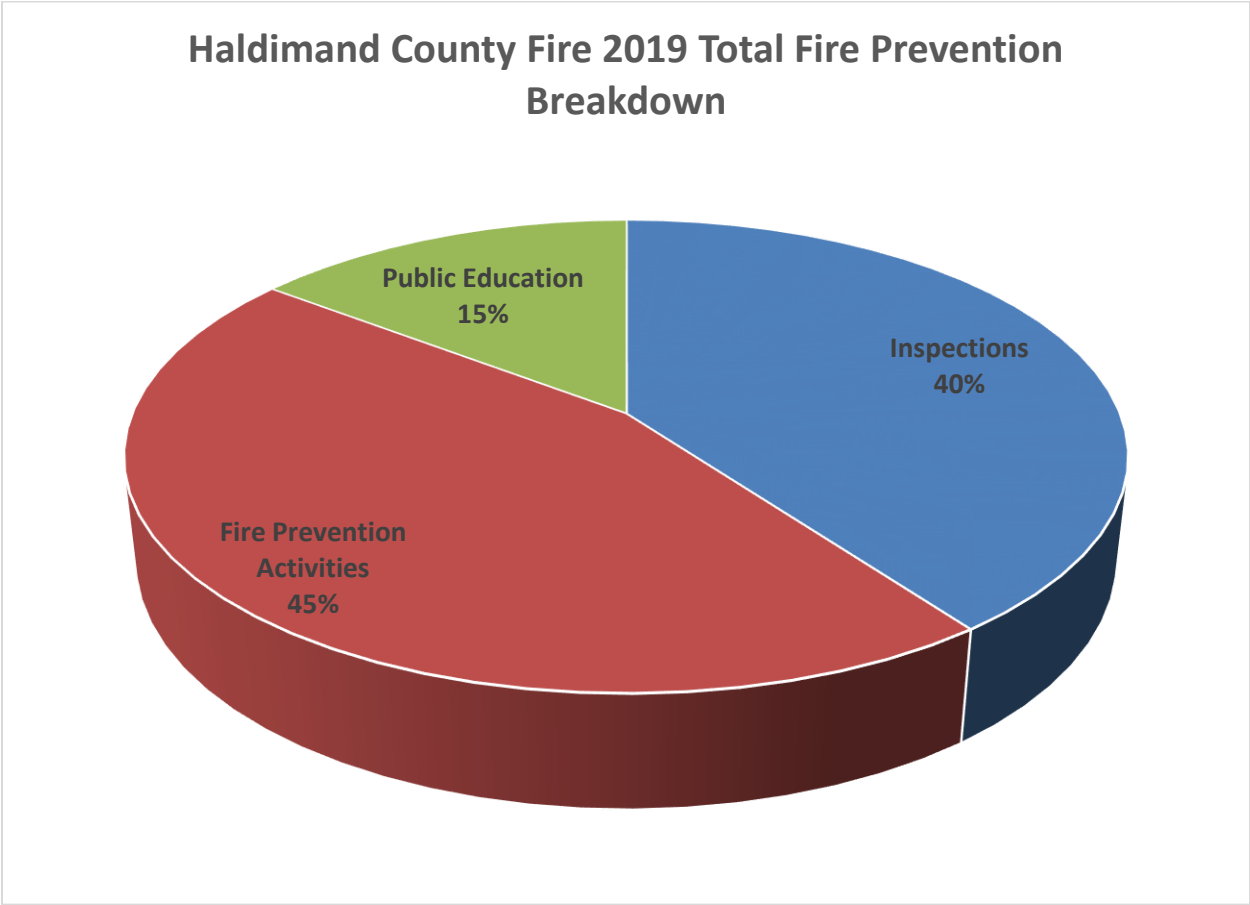


The below chart shows the 5 year comparison for the number of new fire recruits taken on each year. Each year the new recruits will undergo an intense training program during their first 7 months to ensure they have all of the necessary training to be safe and efficient in their duties.



Fire Prevention

Haldimand County Fire prevention bureau is responsible for inspections, fire prevention activities and public education within the county. The below graph shows the breakdown of their responsibilities.



Inspections:

Haldimand County has an inspection schedule to ensure that specific buildings & businesses within the county are safe for our visitors and residents. The Fire Prevention Bureau completes inspections on a frequency schedule as can be seen with some examples below:

Certain buildings are inspected annually:

- Long term care facilities (Care Occupancy)
- Facilities for the developmentally challenged (Care Occupancy)

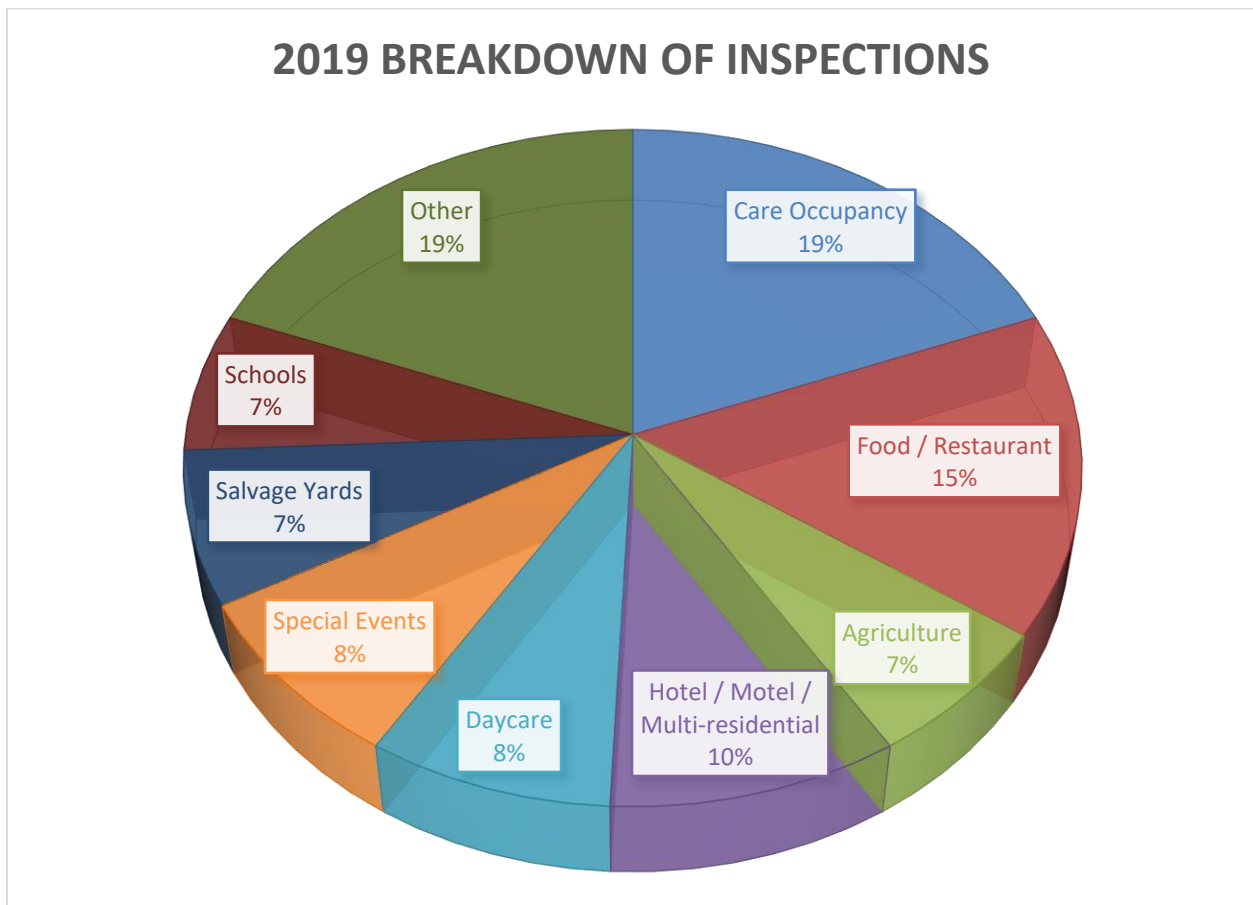
Bi-annually:

- Schools
- Hotels, Motels, Multi-residential

5-year cycle:

- Restaurants
- Community Halls

In 2019, Haldimand County Fire Prevention Bureau conducted 136 inspections as per the below breakdown.



Fire Prevention Activities:

Along with the inspection component of the bureaus responsibility, is the fire prevention activity portion of their duties. Certain things like fire safety plan reviews, occupancy load calculations, plans review, demolition permits and burn safety plans all need to be reviewed and signed off by a member of the bureau to ensure all safety aspects have been considered and are followed for the safety of the public. Other areas extremely important to this division are any required consultations that are requested. The public is always looking for clarification of things like the open air burn bylaw, fire drills and overall safety factors especially in multi residential buildings. Our bureau members are always available to explain and educate the public on these matters. Our bureau is also responsible for fire investigations along side the Office of the Fire Marshal. The short breakdown is:

- Plans Examinations
- Investigations
- Safety plan review
- Various consultations
- Burning by law information
- Work order / fire report requests
- Pre plans
- Demolition permits
- Camp ground burn safety plans

In 2019, Haldimand County Fire Prevention Bureau conducted 155 Fire Prevention activities.

Public Education:

The first line of defense when it comes to fire safety is education. Haldimand County provides substantial public education in various forms. We educate at the elementary level all the way up to the senior level. Annually we have a “Sparky” program that is geared to the grade ones and two’s to teach about fire safety. This has been ongoing for 4 years and is well received by all of the Haldimand County schools. In 2019, our Public Educator was able to attend 19 Haldimand County elementary schools for our “Sparky” Program. Each school required 3 visits from our educator throughout the year to complete the program. Our public educators offer fire station tours to day camps, fire extinguisher training to groups, senior fire education for residents of care homes, attend parks for safety days and events like touch-a-truck. Any opportunity to provide fire safety public education is always welcome. The more fire prevention, the less fire suppression. In 2019, total educational events were over 50 including some of the following:

- Sparky program
- Fire station tours
- Fire extinguisher training
- Senior fire education
- Touch a truck
- Safety trailer at events
- Summer camps
- Girl Guides

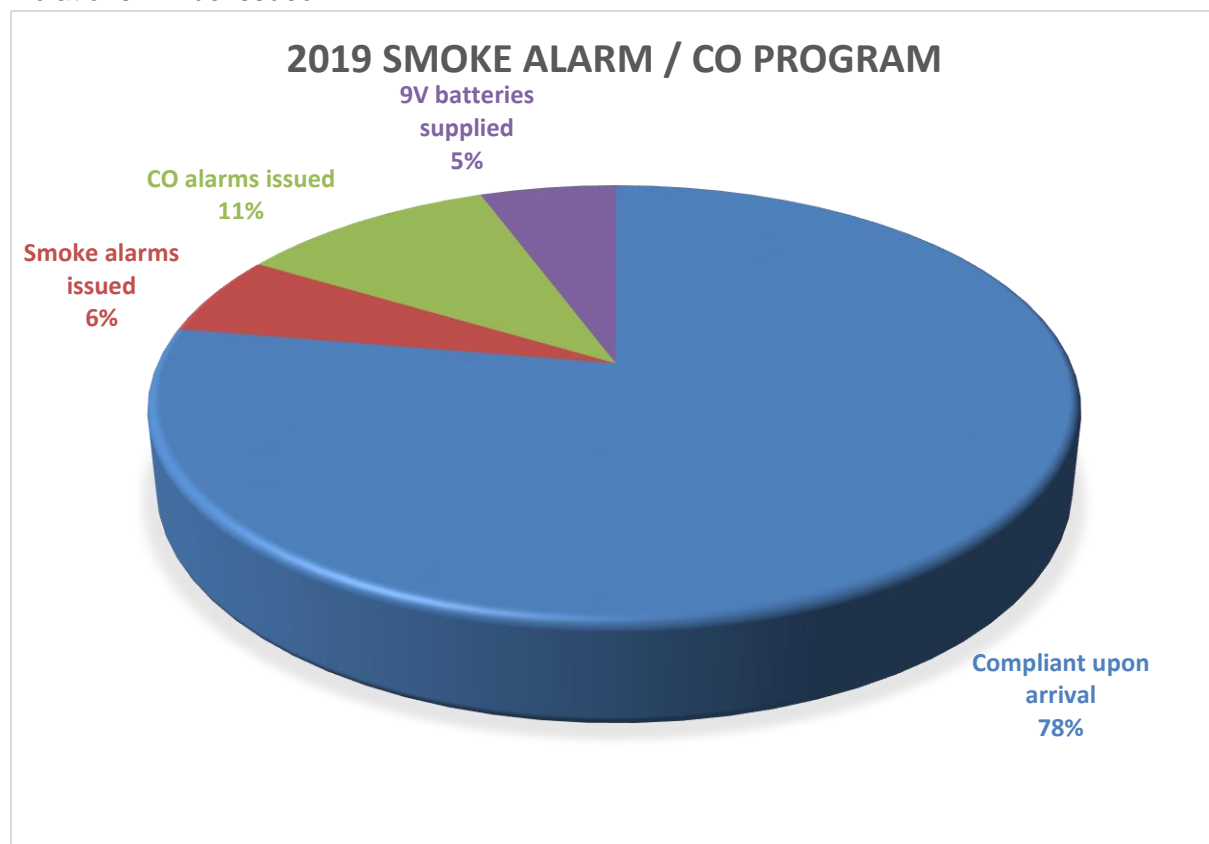
Smoke Alarm/Carbon Monoxide Program:

The Fire Protection and Prevention Act, 1997 Part II 2. (1) (a) “establish a program in the municipality which must include public education with respect to fire safety and certain components of fire prevention” is the basis for our commitment in the Fire Prevention Bureau to provide educational information for our residents throughout Haldimand County.

One important program is our door to door Smoke Alarm/Carbon Monoxide Program, The program has continued to be a huge success with feed back from residents who continue to demonstrate with comments on how happy they are that we do this program.

Our in-service smoke and carbon monoxide alarm program continued throughout 2019. All 11 Fire Stations were involved with this educational program. Each station, throughout the summer months goes out into the community and visits homes in their designated areas. In 2019, the Haldimand County Fire Department visited approximately **961** homes and inspected **605** homes within Haldimand County to discuss the importance of installing and maintaining working smoke and carbon monoxide alarms, as well as fire prevention. **36** smoke alarms and **65** carbon monoxide alarms along with **34** batteries were installed to ensure smoke and carbon monoxide safety.

We are finding that more and more residents are refusing entry into their homes. In 2019 we achieved a **63%** entry rate. The public needs to be aware that this program is to recognize any deficiencies of equipment and provide education for the end result of life safety. No fines or violations will be issued.



Stations & Vehicles:

The department operates out of 11 stations utilizing a total compliment of 50 front line and support vehicles.

- Headquarters
 - 5 staff vehicles
- Station 1 – Caledonia
 - 2 pumpers
 - 1 heavy rescue
 - 1 tanker
 - 1 boat
- Station 2 – Hagersville
 - 2 pumpers
 - 1 heavy rescue
 - 1 tanker
 - 1 brush unit
- Station 3 – Jarvis
 - 1 pumper
 - 1 100' aerial platform truck
 - 1 heavy rescue
 - 1 tanker
- Station 4 – Cayuga
 - 2 pumpers
 - 1 heavy rescue
 - 1 tanker
 - 1 boat
- Station 5 – Canfield
 - 1 pumper
 - 1 light rescue
 - 1 tanker
- Station 6 – Canboro
 - 1 pumper
 - 1 tanker
- Station 7 – Lowbanks
 - 1 pumper
 - 1 light rescue
 - 1 tanker



- Station 9 – Dunnville
 - 1 pumper
 - 1 100' aerial platform aerial truck
 - 1 heavy rescue
 - 1 tanker
 - 1 boat
- Station 11 – South Haldimand
 - 1 pumper
 - 1 light rescue
 - 1 Emergency support unit
 - 1 tanker
 - 1 boat
- Station 12 – Fisherville
 - 1 pumper
 - 1 tanker
- Station 13 – Selkirk
 - 1 pumper
 - 1 heavy rescue
 - 1 tanker

Emergency Management Program

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

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

In 2019 Haldimand County met all of the Emergency Management Program requirements as outlined:

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

2019 Emergency Management Program Highlights

- Adopted the Incident Management System (IMS)
- Hiring of a Coordinator of Emergency Management/Fire Educator
- Conducted an information night on Lake levels and flooding education.
- Members of the Emergency Control Group & Emergency Support Group attended a training session that prepared the group for managing an emergency and ensured comfort working with the updated emergency plan including IMS and the emergency operations centre
- Members of the Emergency Control Group ran a table top exercise that successfully tested emergency management capabilities by activating the Emergency Operations Center.
- Personal emergency preparedness information was distributed as part of the Emergency Services Division public education program
- Public Education

2019 Fire Recognitions

20 Years of Service

Jayson Lymburner – Lowbanks
Dennis Briggs Sr – Dunnville
Troy Cooper – Selkirk
Scott Fess – Selkirk

30 Years of Service

Robert Blomkvist - Cayuga

35 Years of Service

Jim MacDonald – Dunnville

Retirements:

Tayvis Hettenga – 16 years
Ray McNeil – 15 years
Don Ricker – 45 years
Dennis Briggs Sr – 20 years
Jeff Houser – 16 years
Don Hancock – 16 years
Brian Nudds – 17 years
Luke Heastont – 17 years
Theo Berkmortel – 23 years
Chris Houwer – 19 years

Promotions:

Scott Evans – District Chief Cayuga
Jeff Elfner – Captain Cayuga
Richard Beale – Captain Cayuga
Ralph Corlis – District Chief Canfield
Jerry Fox – Captain Canfield
Ryan Lawrence – District Chief Fisherville

25 Years of Service

Alan Campbell – Caledonia
Greg Ince – Caledonia
Dave Glenney – Cayuga
Frank Kielbowich – Dunnville
Allan Pogson – Dunnville
Bart Barnes – Canfield
Lee Willson - Caledonia

40 Years of Service

Dave Thompson – Lowbanks

45 Years of Service

Don Ricker – Canboro

New Recruits:

Ryan MacKay – Hagersville
Ashlee Reistma – Hagersville
Blake Mitchell – Jarvis
Ronald Schweitzer – Jarvis
Lorenzo De Santis – Cayuga
Taylor Beckett – Canfield
Andrew Huitema – Canfield
Jason Huitema – Canfield
Jacob Krajcir – Canboro
Nathan Lewis – Lowbanks
Katie Quinn – Lowbanks
Christopher Holland – Lowbanks
Jamie Stinson – Lowbanks
Tiana Senchoway – Lowbanks
Kenneth Factor – South Haldimand
Ty Jerome – South Haldimand
Erich Assogna – South Haldimand
Don Otterman – Fisherville
Nathan Hawkins – Fisherville
Mitchell Dobbie – Fisherville
Matthew Robson – Selkirk
Andrew Donaldson - Serlkirk

“Fire fighters save more than homes, they save hearts, memories and dreams.”

2020 Objectives

1. Replace 1 ambulance. With the replacement of this ambulance, the entire fleet will be gasoline and not diesel. The ambulance will also have the Power-load system to reduce back and shoulder injuries.
2. Successfully complete the Paramedic Service Review Audit by the MOHLTC.
3. Complete architectural drawings and continue planning for the new Caledonia Fire/Paramedic station to be completed with plans for construction in 2021.
4. Replacement of a heavy rescue truck in Jarvis with a squad. The squad fits the needs of the department and adds another classification of apparatus to the fleet at a less cost.
5. Complete hydrant assessment and identification as per the NFPA Standards.
6. Create and maintain a more efficient inventory for tracking fire equipment.
7. Complete successful 2020 fire recruits to Level I and Level II NFPA requirements.
8. Complete Continuity of Operations Plan for Haldimand County.
9. Fully implement upgraded Emergency Management Program with IMS.
10. Begin the Community Risk Assessment which is mandatory by the Office of the Fire Marshal.
11. Implement an awareness program (Fire & Paramedic) for recognition and dealing with individuals on the autism spectrum when in emergency situations.