

HALDIMAND COUNTY

EMERGENCY SERVICES DIVISION

2015 ANNUAL REPORT





Message from the Manager of
Emergency Services
Rob Grimwood

It is an honour and a pleasure to once again present the Haldimand County Emergency Services Division Annual Report to Council, residents and staff. Looking back on 2015, I am proud of the hard work of our staff and the many accomplishments that we achieved.

The provision of Emergency Services is a complex and continually evolving field. It requires dedicated staff who are willing to adapt to changes, work hard and continuously train to meet the needs of the community.

This annual report will provide you with a sense of our accomplishments and show the level of dedication our division has to serving our community. Many of these things would not be able to be completed without the fine work of our staff, but also without the continued support from Council and the corporate leadership team of Haldimand County.

This report provides insight into the time, effort and dedication provided to the community by the Haldimand County Emergency Services Division in 2015. The report outlines call volumes, response times, public education efforts, professional development achievements and many other significant strides that were made over the past year.

The Emergency Services Division strives to provide the residents and visitors of Haldimand County with prompt, professional and compassionate service from well trained and well equipped paramedics and firefighters. We take seriously the importance of the role of responding to assist people during their time of need and maintain our commitment to provide high level service.

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 honour and a privilege to open the doors of our organization to the people we serve.

Sincerely,

Rob Grimwood

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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





2015 Achievements & Accomplishments

1. Completed Emergency Services Division strategic planning that led to a number of Divisional improvements.
2. Completed construction of a new fire station in South Haldimand.
3. Re-organized Emergency Services administration staffing to add a third EMS Deputy Chief and a Fire Department Training and Health & Safety Coordinator.
4. Fully implemented the electronic patient care reporting system for paramedics.
5. Met Fire Prevention Bureau targets for conducting fire safety inspections and fire safety plan approvals. Completed fire safety inspections and fire evacuation drills at all care occupancies.
6. Ambulance deployment model improved ambulance response times despite an increase in call volume.
7. Had an extremely active Fire Safety Public Education Program including expanding the Sparky's Pals Fire Safety Program to every elementary school in the County.
8. Conducted 24 hours of paramedic training including end-tidal CO2 monitoring, managing motor vehicle accidents, cardiac arrest management, chest trauma & traffic protection. Certified all paramedics in the provincial special events protocols.
9. Achieved compliance with Emergency Management Ontario's municipal requirements, including running a successful emergency exercise.
10. Placed a new rescue boat into service at Fire Station #4 (Cayuga).



EMERGENCY MEDICAL SERVICES

ADMINISTRATION

- **Capital and Operating Budget Preparations and Management**
 - **Purchasing**
 - **Council Reporting**
- **Statistic & Data Preparation and Reporting**
 - **Health & Safety**
- **Compliance with Standards and Regulations**
 - **Recruitment & Personnel Management**
 - **Response Time Reporting**

Haldimand County EMS responses are classified into three categories:

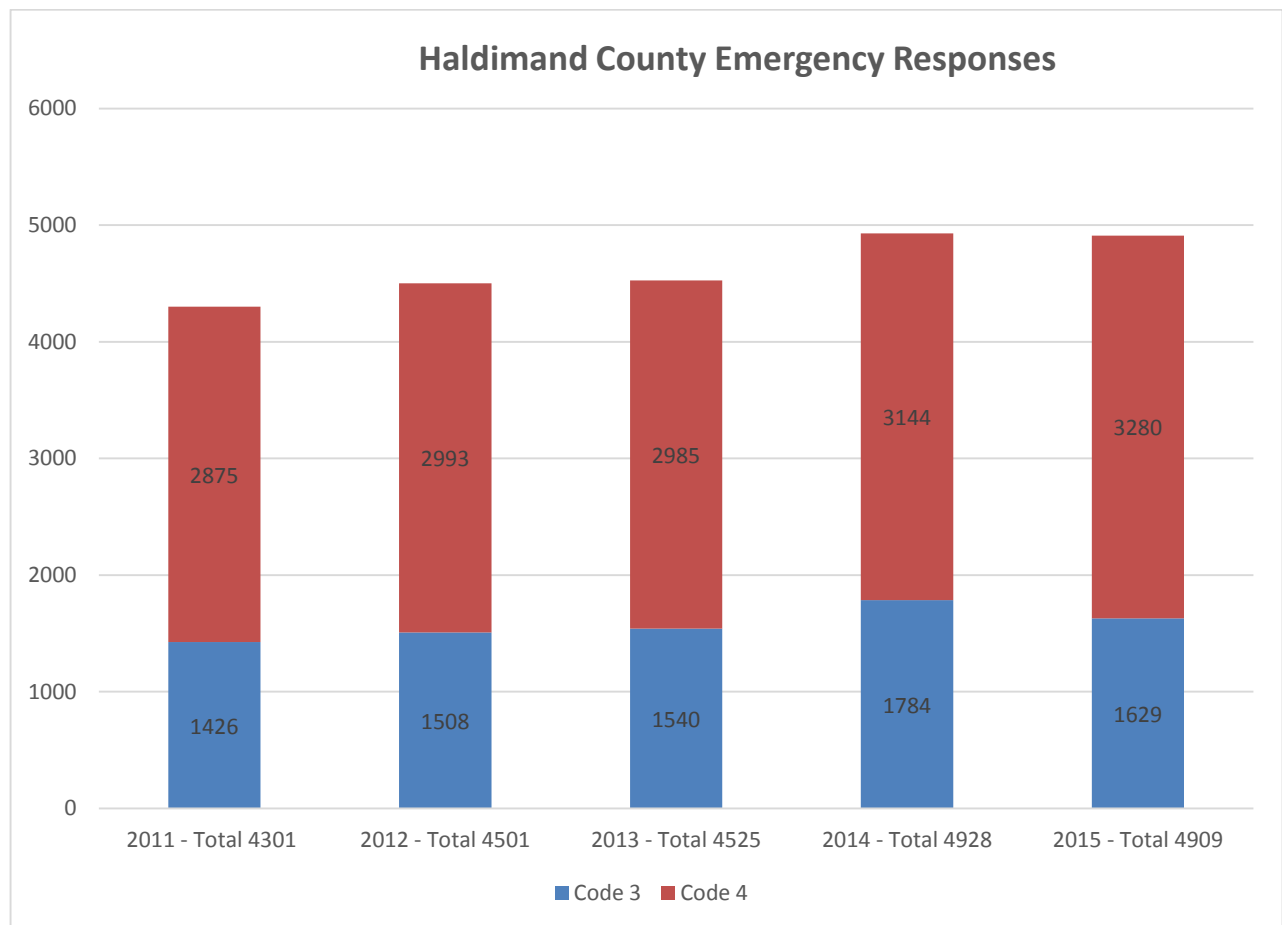
Emergency responses

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 2015 the total number of emergency responses decreased from 4,928 to 4,909.

In 2015 the number of Code 4 (life-threatening) calls increased from 3,144 to 3,280.

In 2015 the number of Code 3 (urgent) calls decreased from 1,784 to 1,629.



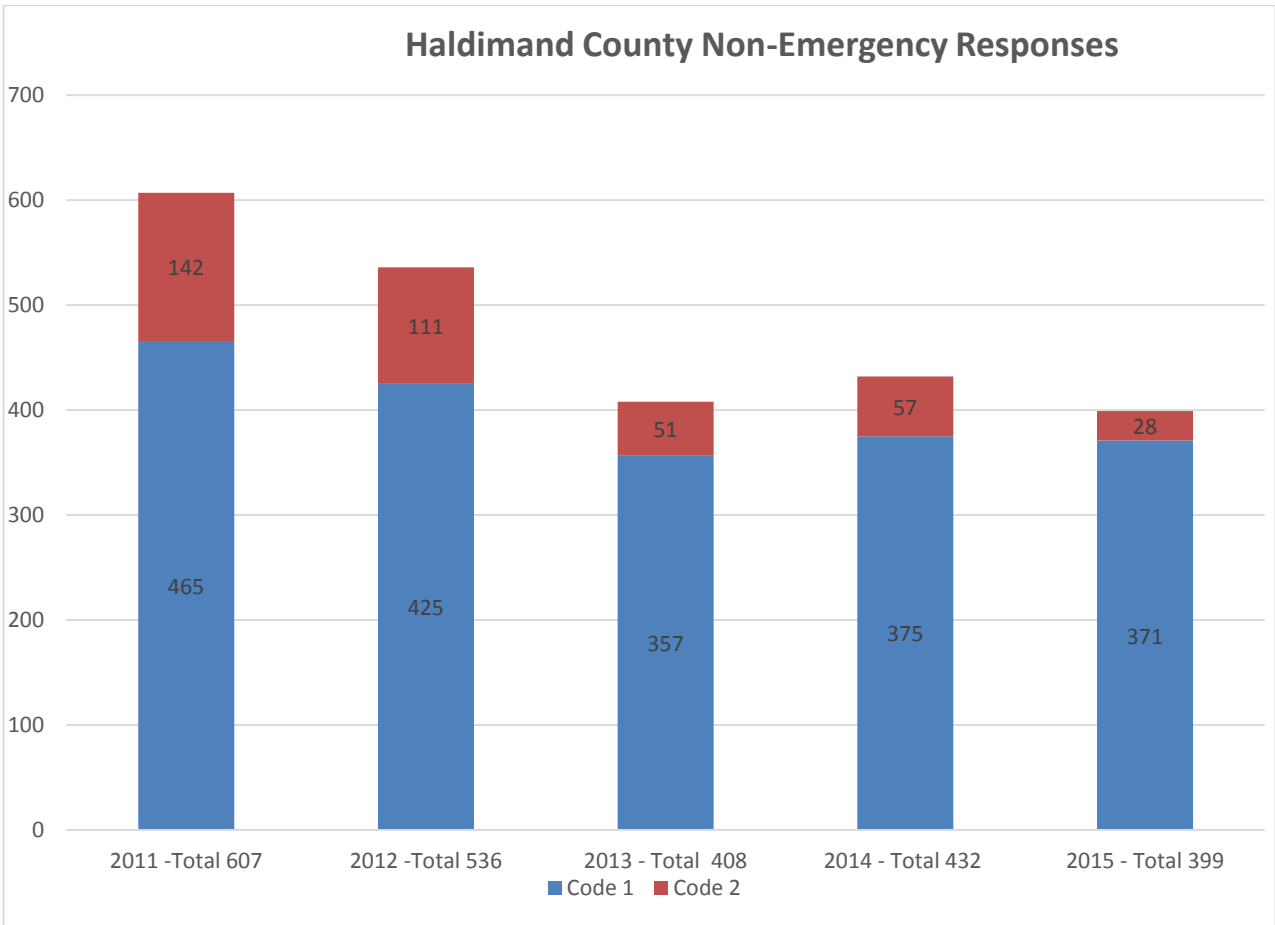
Non-emergency responses

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 2015 the total number of non-emergency responses decreased from 432 to 399.

In 2015 the number of Code 1 calls decreased from 375 to 371.

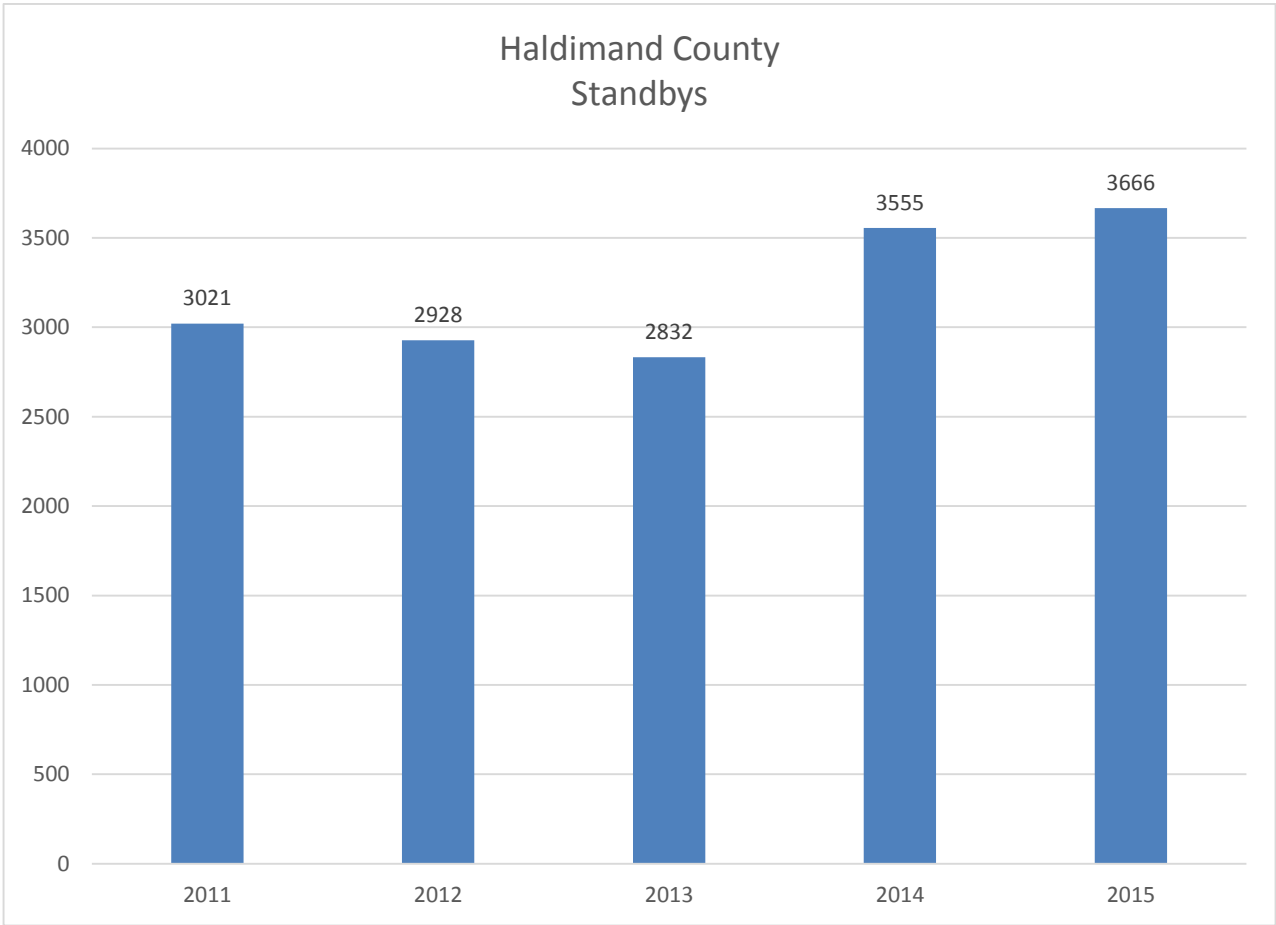
In 2015 the number of Code 2 (scheduled) calls decreased from 57 to 28.



Standbys

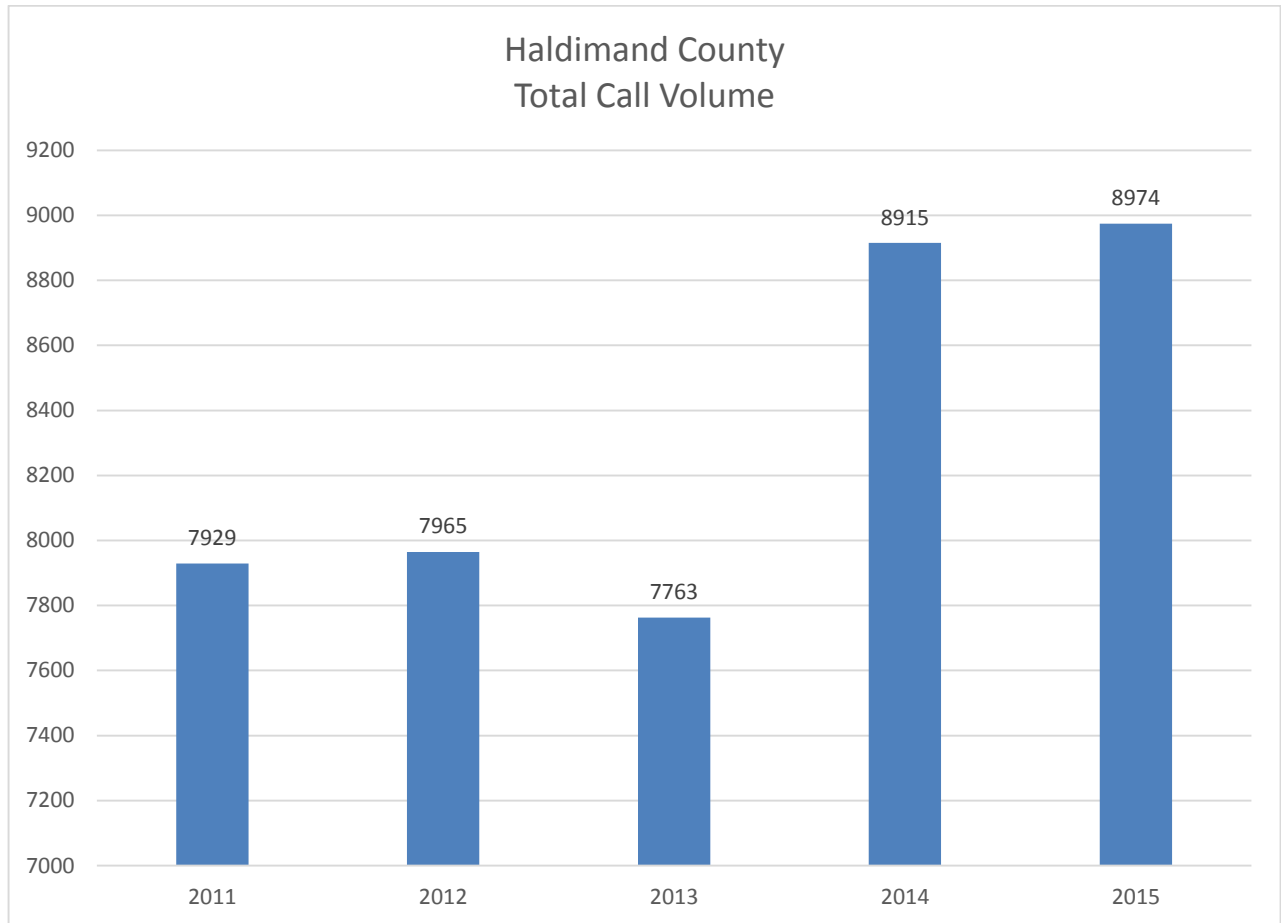
Standbys are Code 8 calls where an ambulance is moved from one station or location to another station or location for the purpose of providing coverage. The majority of Code 8 calls are standbys within Haldimand County to ensure adequate coverage, while other Code 8 calls require Haldimand County vehicles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

In 2015 the total number of standby responses increased from 3555 to 3666.



Total Call Volume

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



Response Time Statistics

Haldimand County EMS 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 2015 the 90th percentile response time was 16:09. This means that Haldimand County EMS was able to respond to 90% of Code 4 (life-threatening) calls in 16 minutes and 09 seconds or less. Conversely this means that 10% of life-threatening calls waited longer than 16 minutes and 09 seconds for an ambulance to arrive.

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

2011	16:53
2012	16:36
2013	16:50
2014	16:34
2015	16:09

Ambulance response times can also be assessed by evaluating the “average” time to respond to a Code 4 (life-threatening) call. Using the average response time would indicate how long the average caller had to wait for an ambulance to arrive from the time that the ambulance was dispatched to the 911 call.

In 2015 the Haldimand County EMS average response time to life-threatening emergency calls was 8 minutes and 02 seconds (8:02).

The chart below details the average response times (to Code 4 calls) for the previous 5 years, showing a decreasing trend which provides better service to our residents and visitors in case of emergency.

2011	8:51
2012	8:25
2013	8:20
2014	8:10
2015	8:02



EMERGENCY MEDICAL SERVICES

PROFESSIONAL DEVELOPMENT & TRAINING AND QUALITY ASSURANCE

- **Paramedic Training & Certification**
 - **Ambulance Call Reviews**
 - **Compliance Audits**
 - **Paramedic Chart Audits**
 - **Performance Appraisals**
 - **Patient Surveys**
 - **Investigations**

Paramedic Training & Certification

Haldimand County's Training & Quality Assurance programs are overseen by Deputy Chief Lianne Park. On-going continuing medical education and professional development is extremely important for paramedics to maintain their existing skills, as well as keep pace with the constantly evolving world of medicine.

Paramedics attended 24 hours of practical training in 2015, in addition to numerous self-directed education initiatives.

In January, Haldimand County paramedics attended an 8 hour classroom session with the Centre for Paramedic Education & Research, to complete their annual recertification of advanced patient care skills and receive training on anaphylaxis.

In June, Haldimand County paramedics attended an 8 hour classroom session which focused on the following topics:

- MVC Trauma Management
- ETCO2 Education and Utilization

In September, Haldimand County paramedics attended an 8 hour classroom session which focused on the following topics:

- CPR Recertification
- Chest Trauma
- Cardiac Arrests
- I-Medic Generation 2
- Traffic Protection

In addition to the above, Haldimand County paramedics continue to educate themselves through on-line courses and information within our e-medic program.



Quality Assurance

Haldimand County EMS maintains a robust Quality Assurance Program to ensure that all patient care is delivered in accordance with standards, legislation, and policies. Quality Assurance is also important to ensure that the service delivered to the public is of high quality. Paramedics are responsible for documenting all information pertaining to their patient and procedures and events of the call to which they attend. In 2015 Haldimand County EMS made advancements in using an Electronic Patient Care Report System (EPCR). Through this new system we are able to extract multiple layers of information to assist in measuring performance, vehicle utilization and community needs. Through this new technology we are able to monitor call types, frequencies, paramedic skills, call volume and community needs. With this information we are able to provide important feedback to the paramedic as well as develop future initiatives and training. We are also continuing to measure performance through the following Quality Assurance Program components:

- Call reviews (a thorough review of all call details including reaction time, response route, response speed, use of warning systems, response time, scene time & destination determination)
- Compliance audits (a random audit of a paramedic to ensure that they are meeting all necessary operational requirements, policy compliance and have completed all required training)
- Performance evaluations (a Deputy Chief attends a call with a paramedic crew to observe performance first-hand)
- Patient surveys (randomly selected patients are asked to rate our service)
- Performance appraisals (annual written performance appraisals for all paramedics)
- Ambulance call evaluations (an audit of ambulance call reports to provide feedback on patient care & documentation to ensure provincial standards are met)



EMERGENCY MEDICAL SERVICES

FLEET, FACILITIES & EQUIPMENT

- **Purchasing and Maintaining Ambulances & Emergency Response Vehicles**
 - **Equipment Purchases, Maintenance and Repairs**
 - **Maintaining EMS Stations**

Fleet

Haldimand County's EMS fleet is overseen by Deputy Chief Jason Gallagher. In 2015 one Emergency Response Vehicle was added.

Vehicle type and quantities:

Ambulances	7
Emergency Support Unit	1
Emergency Response Vehicle	3



Equipment



In 2015 Haldimand County EMS replaced its front-line response bags, added Ketorolac administration to the paramedic skill set and added an increased level of infection control personal protective equipment.

Facilities

Haldimand County EMS facilities are overseen by Deputy Chief Dan Williston.

Haldimand County EMS operates out of 4 EMS stations:

- 117 Forest Street East, Dunnville
- 11 Thorburn Street South, Cayuga
- 124 Main Street South, Hagersville
- 10 Kinross Street East, Caledonia





EMERGENCY MEDICAL SERVICES

PUBLIC EDUCATION

- **Public Access Defibrillation Program**
 - **Community Events**
 - **Bike Medic Program**

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 68 AEDs placed throughout the County in community centers, administration facilities, arenas, libraries, museums, public pools and schools. Haldimand County Emergency Services is responsible for the maintenance, inventory and inspection of these devices. Haldimand County Emergency Services also works with private organizations to encourage and assist with the placement of AEDs in their facilities to increase the complement of these life saving 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.

Public Education

Haldimand County paramedics were very busy in the community in 2015, participating in the following community initiatives:

Paramedic Services Week Barbeque



On Saturday May 23rd Haldimand County paramedics hosted a Paramedic Services Week barbeque at Foodland in Cayuga. The event was a big success, with paramedics taking the opportunity to engage the public and provide information on safety and Paramedic Services.

Bike Medic Program



Our Bike Medic program saw another successful year, being able to provide a quick response to patient's at county events and providing initial emergency care until an ambulance arrives. A new defibrillator was added to the bike medic equipment in 2015. The Bike Medic's attended many events throughout the County including:

June – Dunnville Mudcat Festival
July – Caledonia Canada Day
July – Cayuga Fest
July – Hagersville Rocks
September – Hagersville Summers End Festival
September – Haldimand Motors
October – Caledonia Fair

School Visits

Throughout the year Haldimand County paramedics visited numerous schools doing presentations and distributing colouring books to students. These visits allow for an excellent opportunity to familiarize children with paramedics and discuss safety and injury prevention.

Public Donations

Haldimand County Emergency Services values its ongoing partnerships with both local and national businesses and organizations. In 2015, Emergency Services was in receipt of donations from some of its partners:

- Enbridge - through its *Safe Community Program*. The monetary donation will be used to assist with the purchase of EMS training materials and firefighting equipment. Rob Grimwood, Manager of Emergency Services stated “The donations will help support the purchase of training materials for paramedics as well as foam and nozzles for our firefighters.”



- Bennett Insurance – donated carbon monoxide detectors at our Grand Openings for the Cayuga Fire/EMS Station as well as for the Hagersville Fire/EMS Station.



- Union Gas – Made a monetary donation towards our very successful School Sparky Program.



Haldimand Motors – Great Tricycle Race

Special thanks to Haldimand Motors for their very successful, annual, community based Great Tricycle Race. The spotlight is on community service groups as well as volunteer firefighters. The 2015 theme was “At Your Service” and was held on September 11th, 2015. Stations received monetary donations for participating in the parade as well as in the Firefighter Challenge Games. They also had an opportunity to win more funds through how creative their floats were as well as how they placed in the games. Thanks to Haldimand Motors for the community support.





FIRE SERVICES

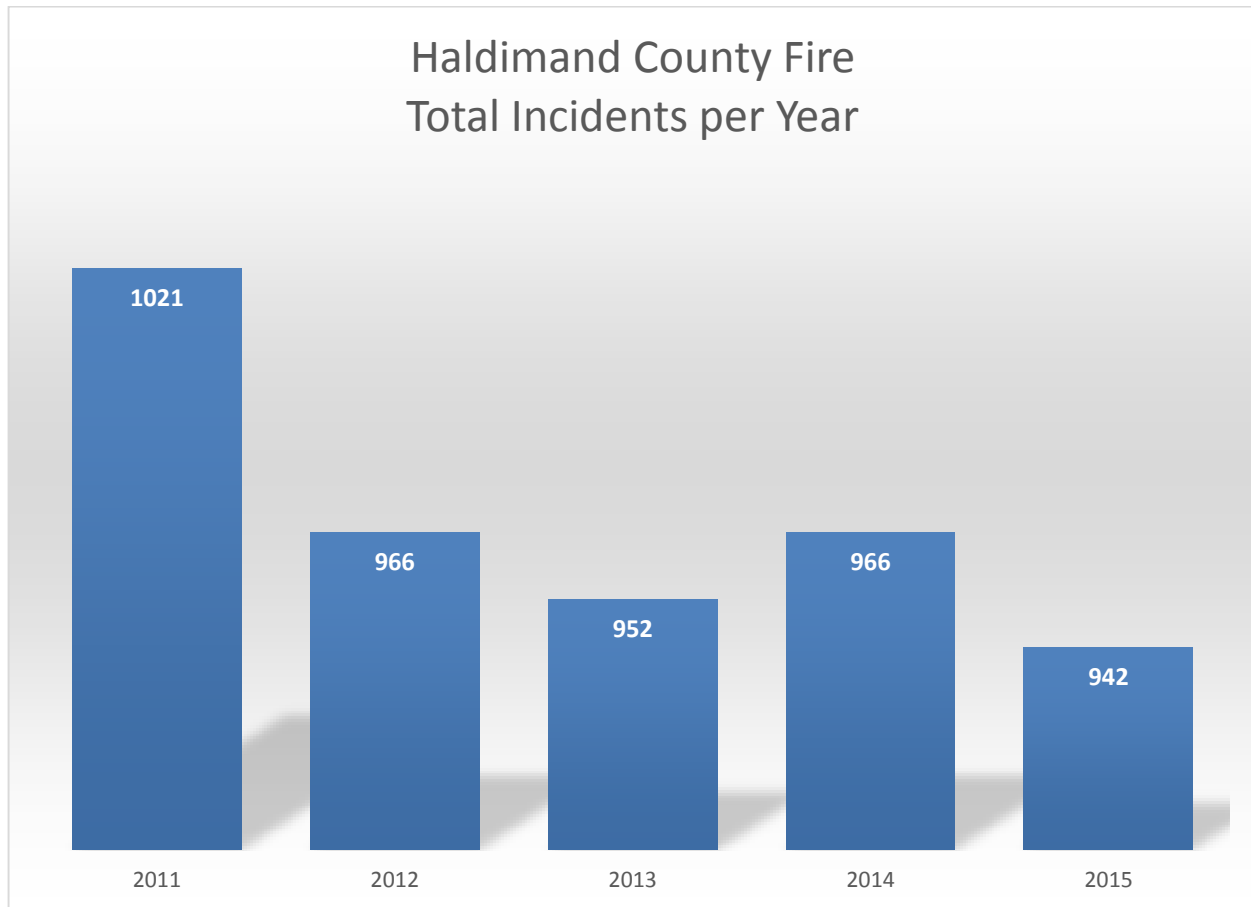
ADMINISTRATION

- **Capital & Operating Budget Preparation and Management**
 - **Purchasing**
 - **Council Reporting**
- **Statistic & Data Preparation and Reporting**
 - **Health & Safety**
- **Compliance with Standards and Regulations**
- **Recruitment and Personnel Management**

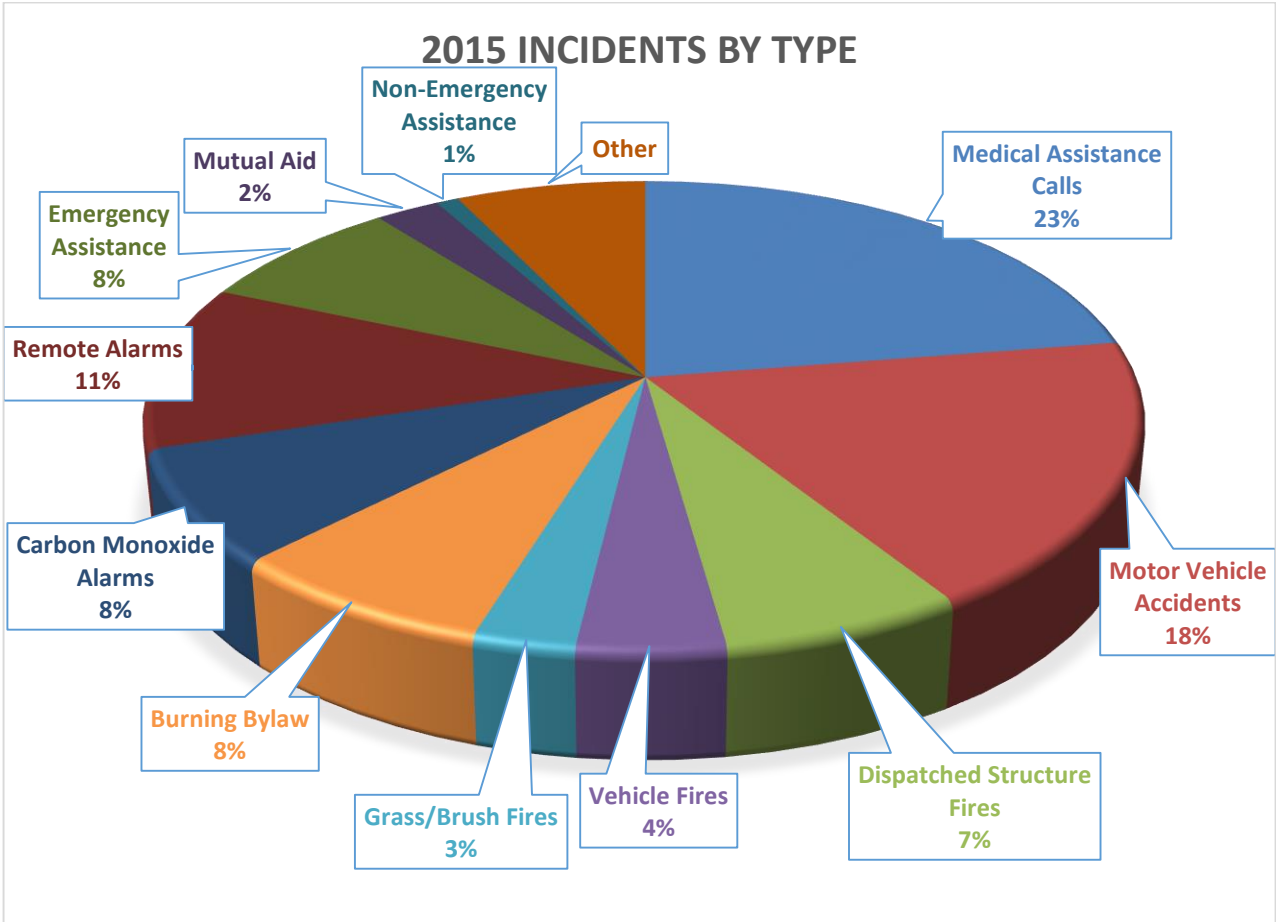
2015 Fire Department Response Statistics

The Haldimand County Fire Department responded to a total of 942 calls in 2015. This was a decrease of 24 calls from 2014.

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



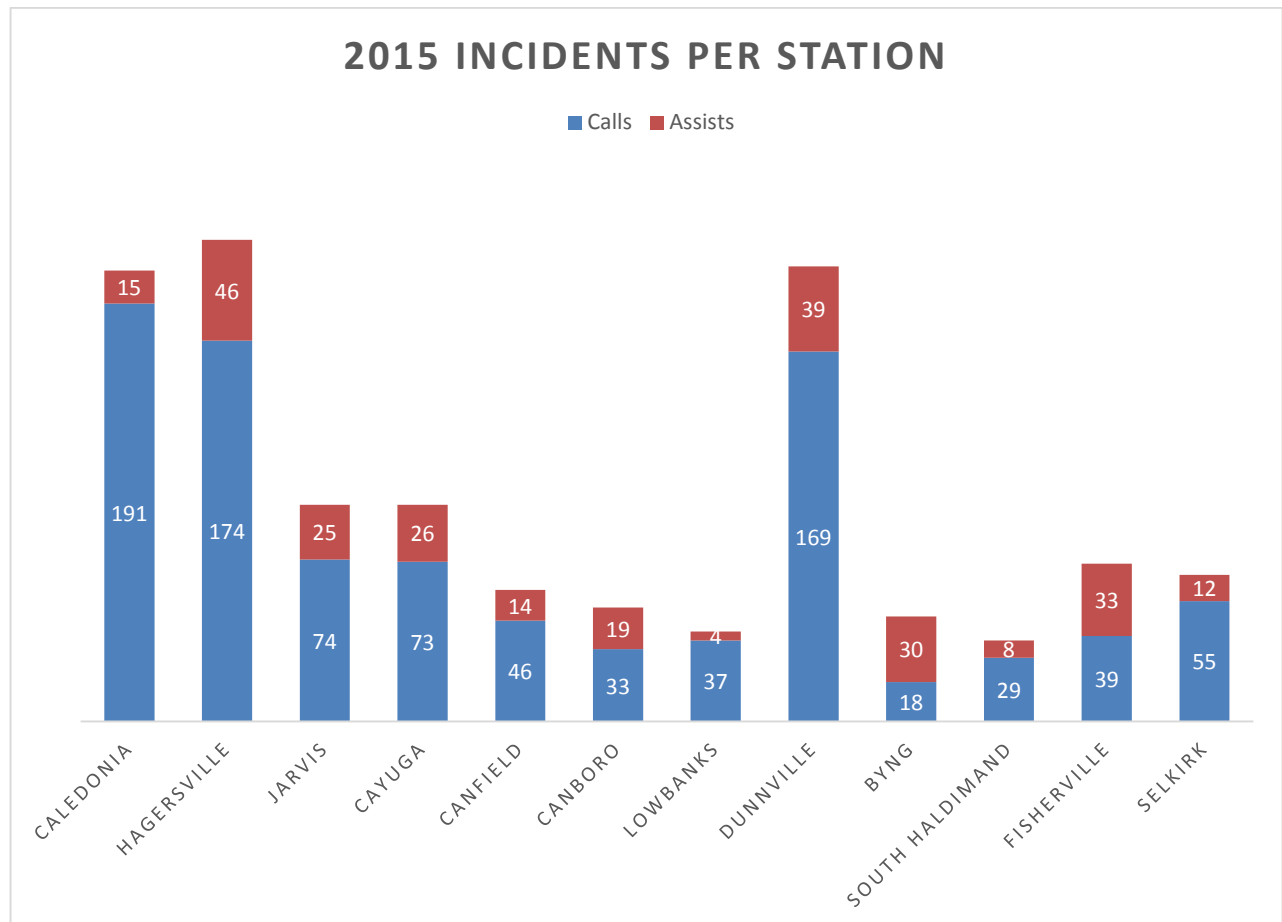
The chart below depicts the distribution of all emergency responses that the Haldimand County Fire Department responded to in 2015 by type of call:



Station Responses

There were 1,161 total responses by Haldimand County firefighters in 2015. Several of the 942 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.

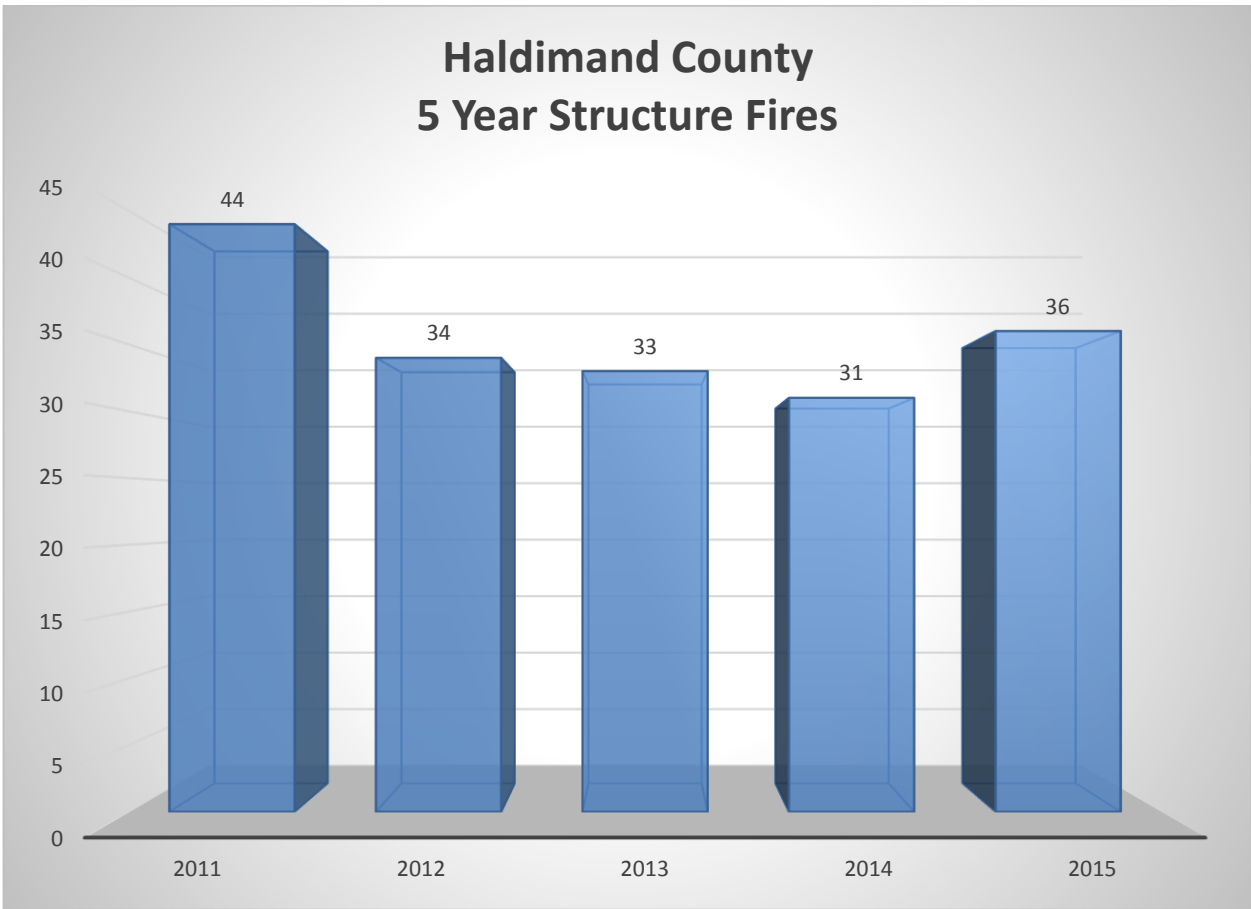


Structure Fires

The Haldimand County Fire Department responded to 36 structure fires in Haldimand County in 2015. Haldimand County also provides fire service for the Mississaugas of the New Credit Indian Reserve. In 2015 there was 1 additional structure fire that occurred on that property.

Structure fire types comprise all residential, 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 5 years:





FIRE SERVICES

PROFESSIONAL DEVELOPMENT & TRAINING

- **Recruit Firefighter Training**
- **Officer Development Program**
- **Firefighter Promotional Exams**
- **Firefighter Curriculum Training**
- **Co-ordination of Specialized Training Modules**
 - **Annual Fire School**

Professional Development and Training

The Haldimand County Fire Department Professional Development and Training Section is coordinated by Training/Health & Safety Coordinator Dave Barton. 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
- 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 Awareness
- DZ Driver Licensing / Driver Training
- Officer Development
- Recruit Training
- Annual Fire School
- First Aid / CPR / AED Certification
- Live Fire Training



The Professional Development and Training Section continues to research new equipment, methods, technology and programs that will improve departmental functions and ensure the safety of all personnel. Routine tasks for the Training Section include:

- Development of new training programs
- Revision of existing training curriculum and programs
- Maintenance of instructor skills
- Acquisition of new training materials
- Participation in promotional testing

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

Professional Development and Training

2015 saw an overwhelming number of firefighters participate in training.

These courses included:

- Recruit Training Program - 19 new recruit firefighters trained
- Pumper Operations - 12 firefighters trained/certified
- Auto Extrication - 12 firefighters trained/certified
- Live Fire Training Course – 33 firefighters trained
- Air Brake Endorsement Course – 8 firefighters trained/certified
- Ice Rescue Technician Course – 10 firefighters trained to the technician level
- Water Rescue Instructor Course – 14 instructors re-certified
- Firefighter Survival / Rapid Intervention Teams (RIT) – 24 firefighters trained
- Advanced Patient Care – 16 firefighters trained
- Incident Command – 22 firefighters trained



Firefighters package a downed firefighter during weekend Survival/RIT training.



Water Rescue Instructors manipulate Class 2 rapids during re-certification.

The Haldimand County Fire Department continues to provide an in-house officer development program. This program was established to provide specific training to officers that focused on their role as an incident supervisor. Officer development sessions are held twice a year. In 2015 the following officer development sessions were held:

- Incident Safety Officer - 57 personnel trained
- Managing a MAYDAY - 68 personnel trained

Annual Fire School

The 2015 Haldimand County Fire School was hosted by Fire Station #4 (Cayuga). This was the 14th Annual Fire School requiring participants to train, over a full weekend, in Pumper Operations, Auto Extrication, New Recruit Courses, Incident Command Courses and Patient Care. A large amount of time and effort goes into the preparation of this event. Having the dedicated firefighters that we do contributes to the success of these Schools. Firefighters from across Haldimand County were instructors, participants, organizers and various other helpers. Keeping skills fine tuned is essential for providing the highest quality service to the residents and visitors of Haldimand County.



Auto Extrication Training – Fire School



Patient Care Training – Fire School



Recruit Training – Fire School



Pumper Operations – Fire School

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



FIRE SERVICES

FIRE PREVENTION

- **Enforcement of the Ontario Fire Code and the Fire Protection and Prevention Act**
 - **Public Fire Safety Education**
 - **Fire Safety Inspections**
 - **Fire Investigations**
 - **Fire Safety Plan Reviews**
 - **Plans Examinations**

Public Education

The Haldimand County Fire Prevention Bureau is comprised of full-time Fire Prevention Officers Alan Gee and Alan Krajcir and a number of dedicated public educators.

2015

Firehall Tours:

Haldimand County Fire was host to many tours of the fire stations. Children from schools and daycares across Haldimand County were fortunate enough to get a tour from our firefighters to show them the trucks and the various equipment that they work with. This is always exciting for the children especially when they are able to have items to take home and show off as well!



Fire Prevention Trailer:



Haldimand County's Fire Prevention Trailer travels from place to place to promote fire safety education. In 2015, the trailer had hundreds of children visit and learn about fire safety. Below is a list where the trailer was in 2015:

- Cayuga Fire/EMS Station Open House
- Hagersville Fire/EMS Station Open House
- South Haldimand Fire Station Open House
- Dunnville Agricultural Fair
- Camp Oneida
- Lowbanks family fun day
- Doors Open Haldimand

Without the dedication of our Public Educators and Volunteer Firefighters, this would not be possible.

Fire Prevention Week 2015

The Fire Prevention Bureau continues to provide educational information in regards to smoke alarms, carbon monoxide alarms, home escape planning and general fire safety messages through its commitment to be visible in the community, as was evident during Fire Prevention Week events at Foodland in Hagersville and Foodland in Cayuga.



Fire prevention and public education are key components of ensuring that Haldimand County remains a fire safe community.

A partnership with 92.9 FM allowed for the Fire Prevention Officers to broadcast reminders on the importance of fire safety and the use of smoke alarms.



Investigations

In 2015 the Fire Prevention Bureau refined their fire investigation processes. Our Fire Prevention Officers/Inspectors will be trained to NFPA 1033 Fire Investigation. The Fire Investigator will have the knowledge and skill required to examine a fire scene, make an educated determination regarding origin, cause and circumstances of fires, when fires are not deemed to be incendiary and / or not meet the reporting criteria as set in OFMEM Directive 2011-1.

Better investigation findings can lead to public education components that can be incorporated into educational programs to prevent further incidents from occurring. Establishing preventative measures can greatly reduce future loss incidents and result in a well educated public.

Smoke Alarm Program including Carbon Monoxide Alarms

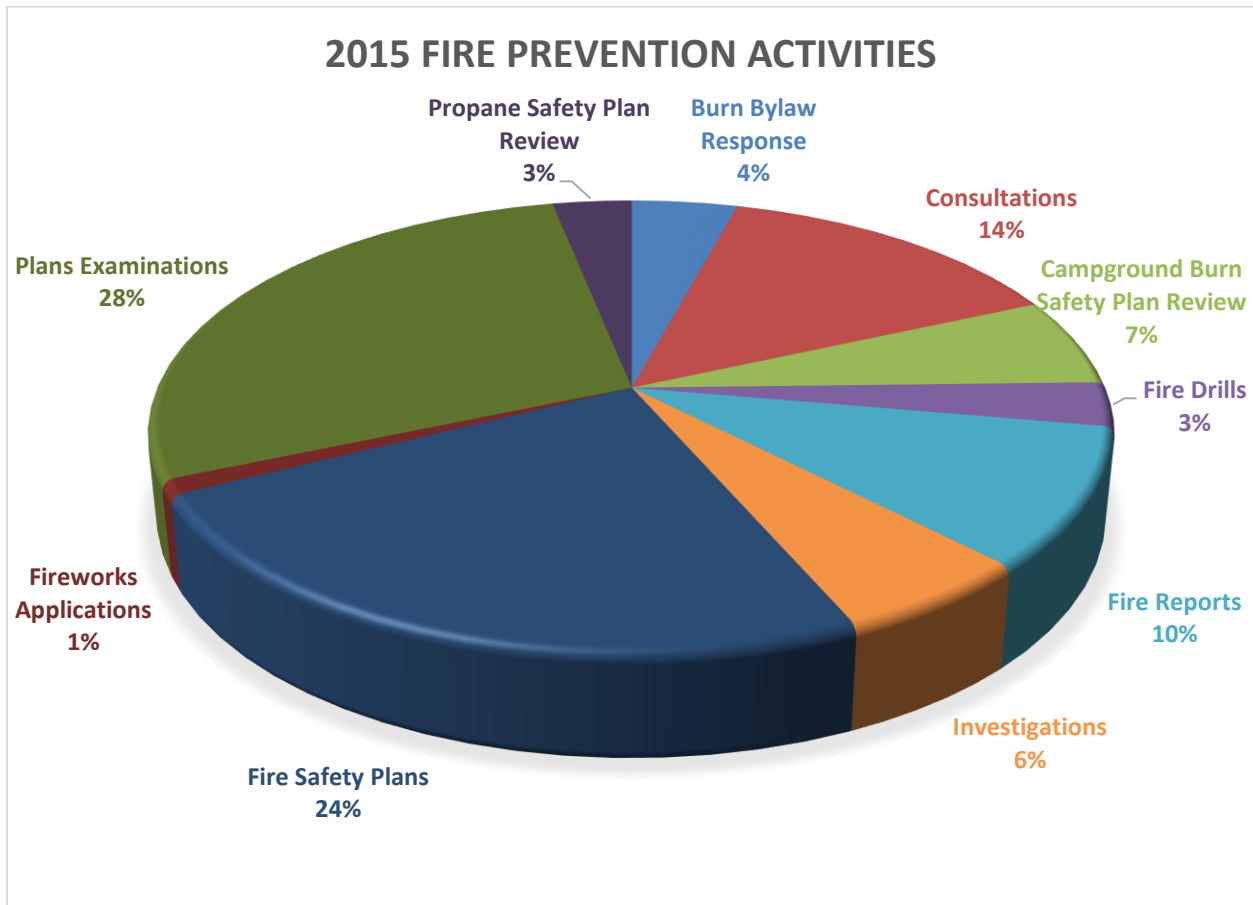
The Fire Prevention Bureau, the Public Educators and Volunteer Firefighters develop and deliver programs to educate citizens on the importance of maintaining working smoke alarms, home escape planning as well as new carbon monoxide alarm regulations.

The program was again a success in 2015 with our Volunteer Firefighters providing information and offering to check smoke alarms all across Haldimand County during Fire Prevention Week.

Providing information to the residents of Haldimand County is always of priority to ensure fire safety.

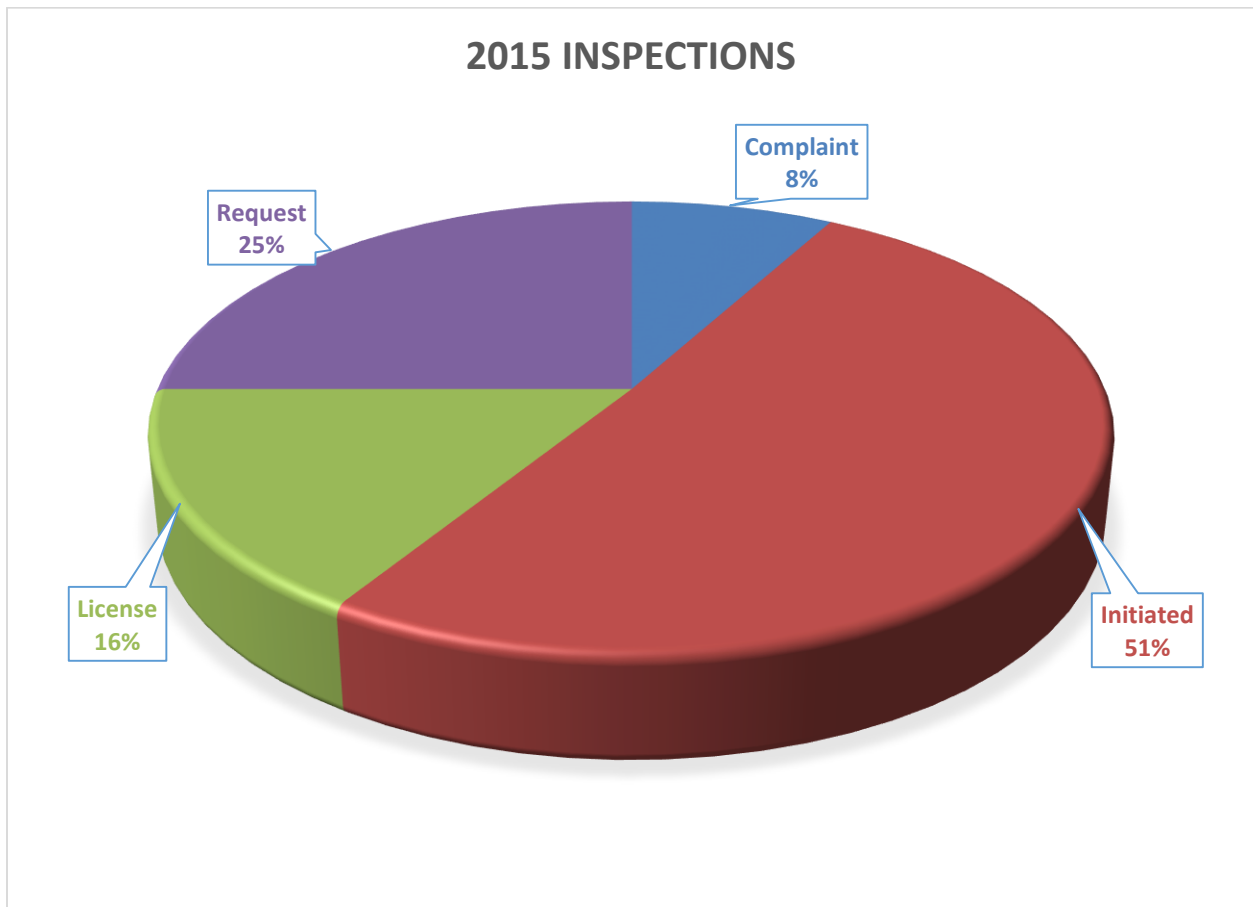
Fire Prevention Activities

The Fire Prevention Bureau is also responsible for conducting fire safety inspections, enforcing the Ontario Fire Code, assisting with the prosecution of Fire Code offences, as well as reviewing development applications, site plans, fire safety plans and demolition permits to ensure they comply with fire safety regulations.



Fire Safety Inspections

In 2015, the distribution of inspections completed by the Fire Prevention Bureau is shown below. The Fire Prevention Bureau completed inspections received as complaints, requests and for licensing requirements, as well as initiating over half of the total inspections for areas such as vulnerable occupancies and multi residential units. These occupancies are of high concern due to their nature and amount of residents. Inspections of this type require longer times to complete.





FIRE SERVICES

FLEET, FACILITIES & EQUIPMENT

- **Purchasing, Maintaining and Repairing Apparatus**
- **Equipment Purchases, Maintenance and Repair**
 - **Maintaining Fire Stations**

Fleet

Deputy Fire Chief Rodger Hill, in conjunction with Haldimand County's Fleet division, has the overall responsibility for the care, maintenance, testing and management of all apparatus. Under the direction of the Fleet division, stations are responsible for ensuring that all vehicle and equipment checks are carried out to ensure a state of readiness in the event of an emergency call. The Fleet division also has the responsibility of annually ensuring that:

- All mandatory Ministry of Transportation inspections are completed on schedule
- Ground & aerial ladder inspections and testing are conducted on both aerial devices
- Pump and ground ladder testing is completed on all pumper & rescue/pumper trucks
- All fire suppression vehicles are serviced on schedule
- All support vehicles are serviced on schedule
- All rescue equipment, boats, trailers, etc. are serviced on schedule
- Instrumental in the design and purchasing of all new fire apparatus
- Conduct pre and post delivery inspections on all fire trucks

The fleet division currently has the responsibility of ensuring that Haldimand County Fire Department's 46 pieces of apparatus are in a state of readiness in the event of an emergency.

Vehicle type and quantities:

Staff vehicles	5
100' Platform aerial trucks	2
Pumper/rescues	5
Pumpers	10
Tankers	11
Heavy rescue trucks	6
Light rescue/utility trucks	3
Rescue boats and trailers	4
Public education vehicle	1
Fire safety trailer	1



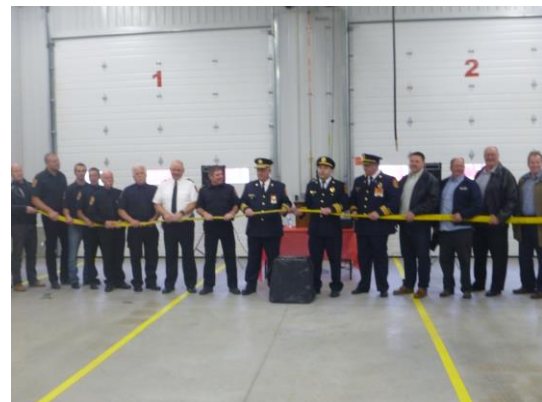
Facilities

Deputy Fire Chief Rodger Hill has the overall responsibility of coordinating the care, maintenance, repairs and upkeep of all fire stations. Station officers have the responsibility to ensure that they are routinely inspected for any health and safety issues as well.

The Haldimand County Fire Department operates out of 11 fire stations:

- Station 1 – Caledonia
- Station 2 – Hagersville
- Station 3 – Jarvis
- Station 4 – Cayuga
- Station 5 – Canfield
- Station 6 – Canboro
- Station 7 – Lowbanks
- Station 9 – Dunnville
- Station 11 – South Haldimand
- Station 12 – Fisherville
- Station 13 – Selkirk

Construction was completed in 2015 for the South Haldimand Station #11, with Grand Opening ceremonies on November 14th, 2015.



Equipment

Deputy Fire Chief Rodger Hill has the responsibility of coordinating the care, maintenance, testing, replacement, repairs and management of all firefighting tools and equipment. Stations have the responsibility to ensure that all tools and equipment are inspected to ensure equipment is in a state of readiness in the event of an emergency. Routinely, various equipment is scheduled to be inspected, tested and maintained according to manufacturer recommendations or legislated requirements including:

- Function testing of breathing apparatus
- Hydrostatic testing of breathing air cylinders
- Maintenance, testing and air sampling of breathing air compressors
- Preventative maintenance on all small equipment, portable pumps, inverters, generators, chainsaws, rotary saws, ventilation saws, etc.
- Preventative maintenance on all auto extrication equipment
- Calibration of all gas detection units, Drager 2000/2500 4 gas monitors, Sensit P100 Hydrogen Cyanide monitors, as well as additional Sensit P100 carbon monoxide monitors located on medical bags
- Testing/inventory of all hose on fire apparatus
- Bunker gear / PPE inspections, repairs and replacement.

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 2015 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

2015 Emergency Management Program Highlights

- 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 emergency plan and the emergency operations centre
- Members of the Emergency Control Group ran a table-top exercise managing a simulated infectious disease emergency
- Personal emergency preparedness information was distributed as part of the Emergency Services Division public education program

Volunteer Firefighter Recognition Event: October 15th 2015

“The Strength of the team is each individual member. The Strength of each member is the Team.”



20 Year Service Awards:

Lee Wilson, Bart Barnes, Ennis Wolfe, Brian Wagter,
Jamie Austen, Jeff Boer, Mike Doughty



25 Year Service Awards:

Greg Jenkins (absent), Randy Parkin, Terry Gifford



30 Year Service Awards:

Neil Hedley, Ralph Corlis, Brian Hartwick, Brad Bird, Jim Czepek, Al Mark



40 Year Service Awards:

Don Ricker and Dave Warnick

Recruits/Promotions/Retirements

Recruits:

Station 2 – Hagersville
Andrew Davidson
Michael Reaney
Danayre McKinnon
Nicholas Duns
Andrew Pow-Blacklock



Station 3 – Jarvis
Jeremy McLachlan
Mark Miller
Colton Broadhead

Station 4 – Cayuga
Michael Aldred

Station 5 – Canfield
Ryan Brown
Colin Hedley
Steve Wilkieson
Jacob Deuxberry

Station 12 – Fisherville
Brian Blyleven
Carter Ryce
Joshua Trebych

Station 13 - Selkirk
Charles Heaslip
Will Rowntree
Mark Wedman



Promotions:

Chris Kett – Captain – Station 3 Jarvis
Ryan Lawrence – Captain – Station 11 South Haldimand
Patrick Police – Captain – Station 12 Fisherville



Retirements / Resignations:

Fire Department members leaving after a minimum of 15 years of service are considered to retire. Members leaving with less than 15 years service are considered to resign.

Retirements

Mike Doughty	Stn #3 Jarvis	Jeff Case	Stn #10 Byng
Al Mark	Stn #5 Canfield	Jim Czepek	Stn #10 Byng
Jeff Boer	Stn #6 Canboro	Al Parker	Stn #11 South Haldimand
Steve Squires	Stn #9 Dunnville	Joe Hill	Stn #11 South Haldimand
Jim VanderKnyff	Stn #9 Dunnville	Jeff Flear	Stn #12 Fisherville

Resignations

Doug Church – Stn #1 (Caledonia)
Mark Welt – Stn #2 (Hagersville)
Adam Matthews – Stn #3 (Jarvis)
Anthony Veldstra – Stn #3 (Jarvis)
James Drury – Stn #3 (Jarvis)
Jason Misner – Stn #3 (Jarvis)
Rob Williams – Stn #3 (Jarvis)
Lance Cowan – Stn #4 (Cayuga)
Eric Ricker – Stn #6 (Canboro)
George Sierdsma – Stn #6 (Canboro)
Jesse LaHaise – Stn #7 (Lowbanks)
Mark Vanderknyff – Stn #9 (Dunnville)
John Case – Stn #10 (Byng)
Allan Silverthorne – Stn #11 (South Haldimand)
Mike Burke – Stn #12 (Fisherville)



Haldimand County EMS

New Hires

Andrew Garriock
Carmen Doernenburg
Cory Annett
Lindsay Swick
Melanie Garlow
Stacey Ritter
Trevor Dixey



EMS Medal Award Recipients

5 Years of Service

Jackie DiPaolo
Ryan Marshall

10 Years of Service

Courtney Reid
Ellen Stager
Janice Fifer
Lindy Brunarski



15 Years of Service

Don McCord
Jeremy Simington
Joe Leo
Nicole Selby
Tonia Lariviere



20 Years of Service

Scott Howard

30 Years of Service

Mark Schweyer

35 Years of Service

Ched Zivic



2016 Objectives

1. Review and revise divisional policies & operating guidelines to ensure compliance with legislative requirements and consistency with modern research & developments.
2. Develop a paramedic quality assurance program that leverages the use of the electronic patient care reporting system and coordinates call audits with the Centre for Paramedic Education & Research.
3. Complete the purchase of 3 rescue trucks (tendered in 2015)
4. Implement a more effective EMS equipment procurement, stock maintenance, preventative maintenance, repair & replacement program.
5. Complete the replacement of the fire dispatch system (tendered in 2015)
6. Continue to develop community partnerships to enhance the Fire Safety Public Education Program. Better utilize media & social media to provide fire safety education messages to the public.
7. Develop a formal preventative maintenance program for all stations and conduct station building condition assessments that guide future repair and replacement schedules.
8. Implement a community paramedicine program.
9. Conduct a fire department core services review and revise establishing and regulating by-law.
10. Implement an improved Critical Incident Stress Management (CISM) and Wellness Program for all paramedics & firefighters.
11. Implement new provincial paramedic standards, including the addition of Naloxone to the paramedic skill set. Train all paramedics on revised Canadian Triage & Acuity Scale (CTAS) guidelines.
12. Conduct a large-scale/multi-agency emergency exercise.