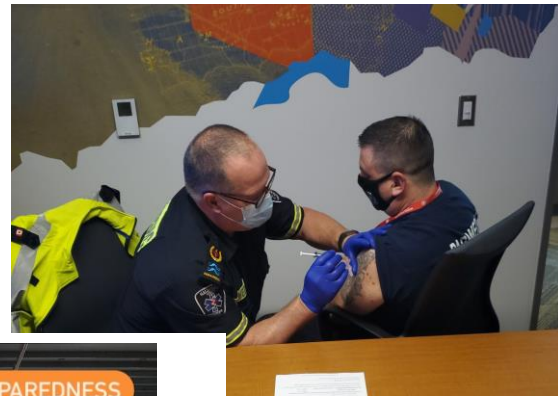
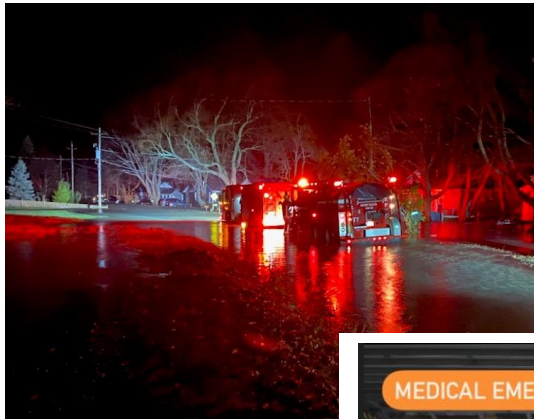


# HALDIMAND COUNTY

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## *EMERGENCY SERVICES DIVISION*



## *2020 ANNUAL REPORT*

## **Mission & Vision Statements**

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### **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**

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### **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

## 2020 Major Accomplishments

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1. Successfully obtained Certificate to provide Ambulance Services to the County, by passing the first stage of our Provincial Service Review, with only 1 observation and no recommendations to improve.
2. Trained 85% of Paramedics to swab patients for COVID.
3. Provided Flu vaccines to members of the public and Haldimand County Staff due to funding from the LHIN to temporarily fund a Community Paramedic.
4. Began the process of a temporary Community Paramedic to work with the vulnerable residents and assist with COVID vaccinations.
5. Worked with the Fleet department to add a new Fire apparatus, Squad 3 with the Jarvis station and completed the replacement of Tanker 6 in the Canboro fire station.
6. Successfully completed the New Fire Recruit training of 17 fire fighters.
7. Taken on a new EAP program which offers better support to fire fighters and their families.
8. Implemented NOCO sprayers for both the fire department and paramedic services, in order to disinfect apparatus to provide superior disinfection against COVID.
9. Provided fire fighters with additional COVID protection:
  - Personal SCBA masks with adapters and filters.
  - Personal facemasks.
10. Successful completion of hydrant flow testing and identification to NFPA standards.
11. Standardized all fire department porta tanks to assist with tanker operations for the current accreditation.



***A message from the Manager of Emergency Services/Fire Chief***

***Jason Gallagher ...***

It is an honour and a pleasure to once again present the 2020 Haldimand County Emergency Services Division Annual Report to Council, residents, and staff. Looking back on 2020, 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 2020, 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

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- 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**

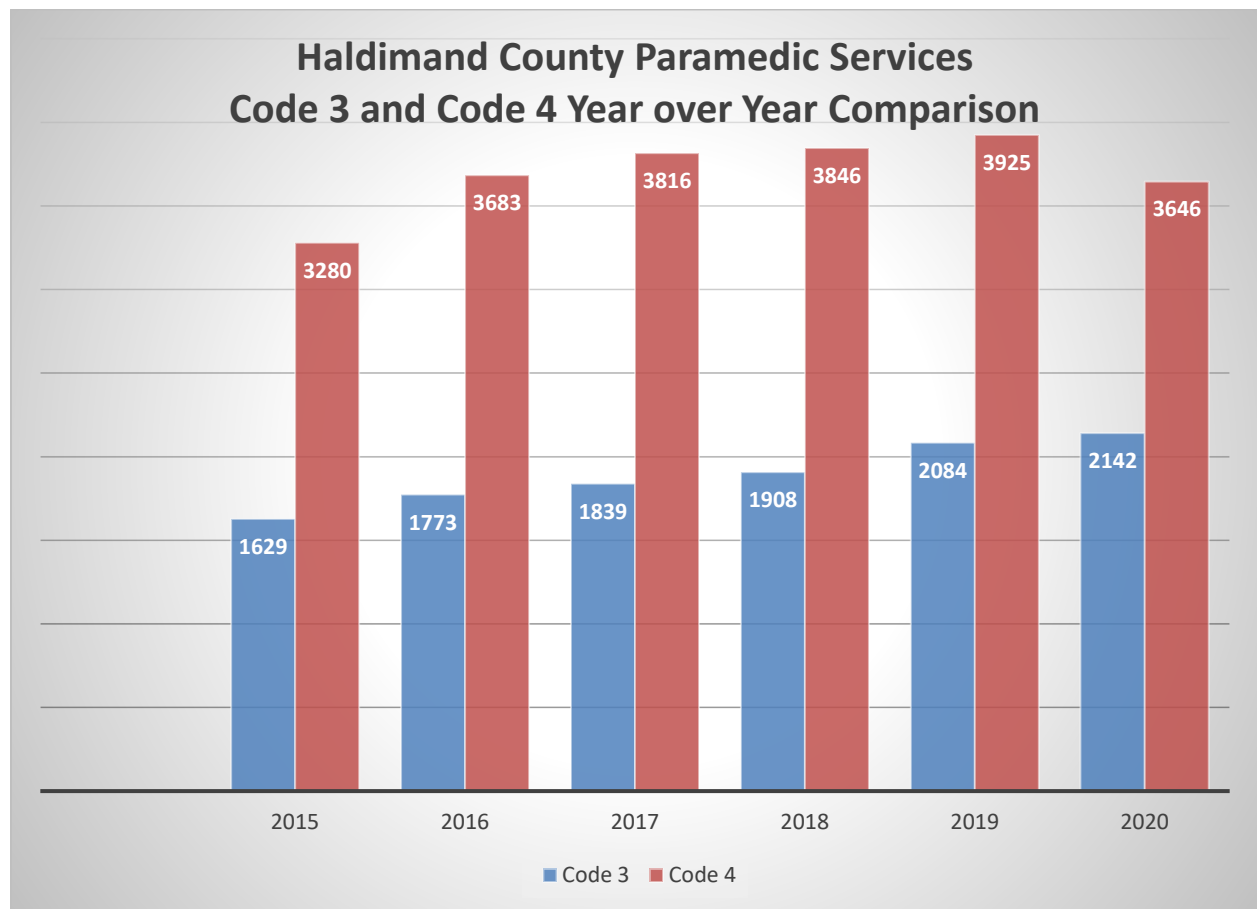
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Emergency responses include Code 4 calls, which are dispatched as potentially life-threatening emergencies such as chest pain, difficulty breathing, strokes, seizures, vehicle accidents, diabetic emergencies and major trauma and Code 3 calls which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

In 2020 the total number of emergency responses decreased from 6,009 to 5788.

In 2020 the number of Code 4 (life-threatening) calls decreased from 3,925 to 3646.

In 2020 the number of Code 3 (urgent) calls increased from 2,084 to 2,142.





## Non-emergency responses

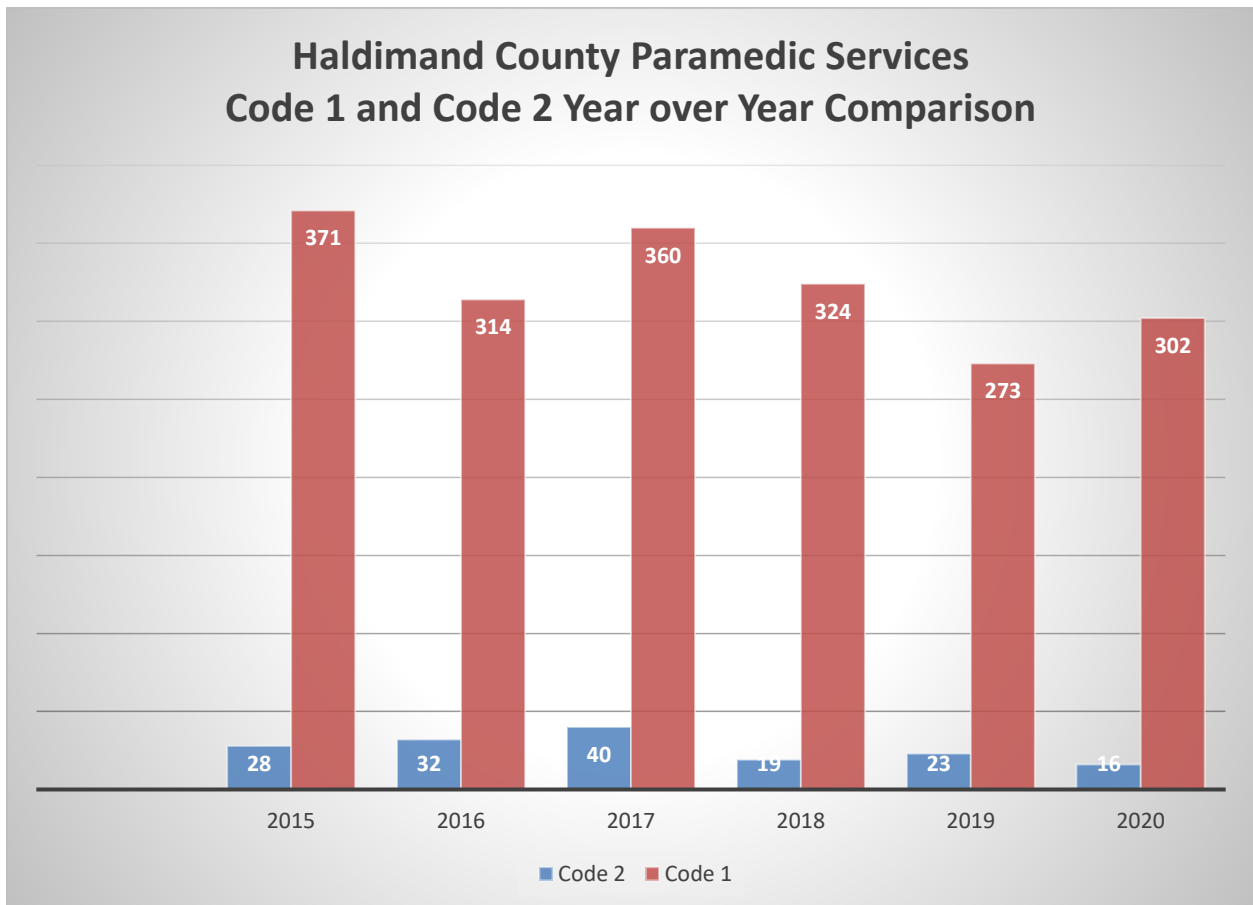
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Non-emergency responses include Code 2 calls, which are scheduled transfers between facilities, and Code 1 calls, which are non-scheduled transfers between facilities, calls to return patients from the hospital and other non-emergency calls.

In 2020 the total number of non-emergency responses increased from 296 to 318.

In 2020 the number of Code 1 (non-scheduled) calls increased from 273 to 302.

In 2020 the number of Code 2 (scheduled) calls decreased from 23 to 16.

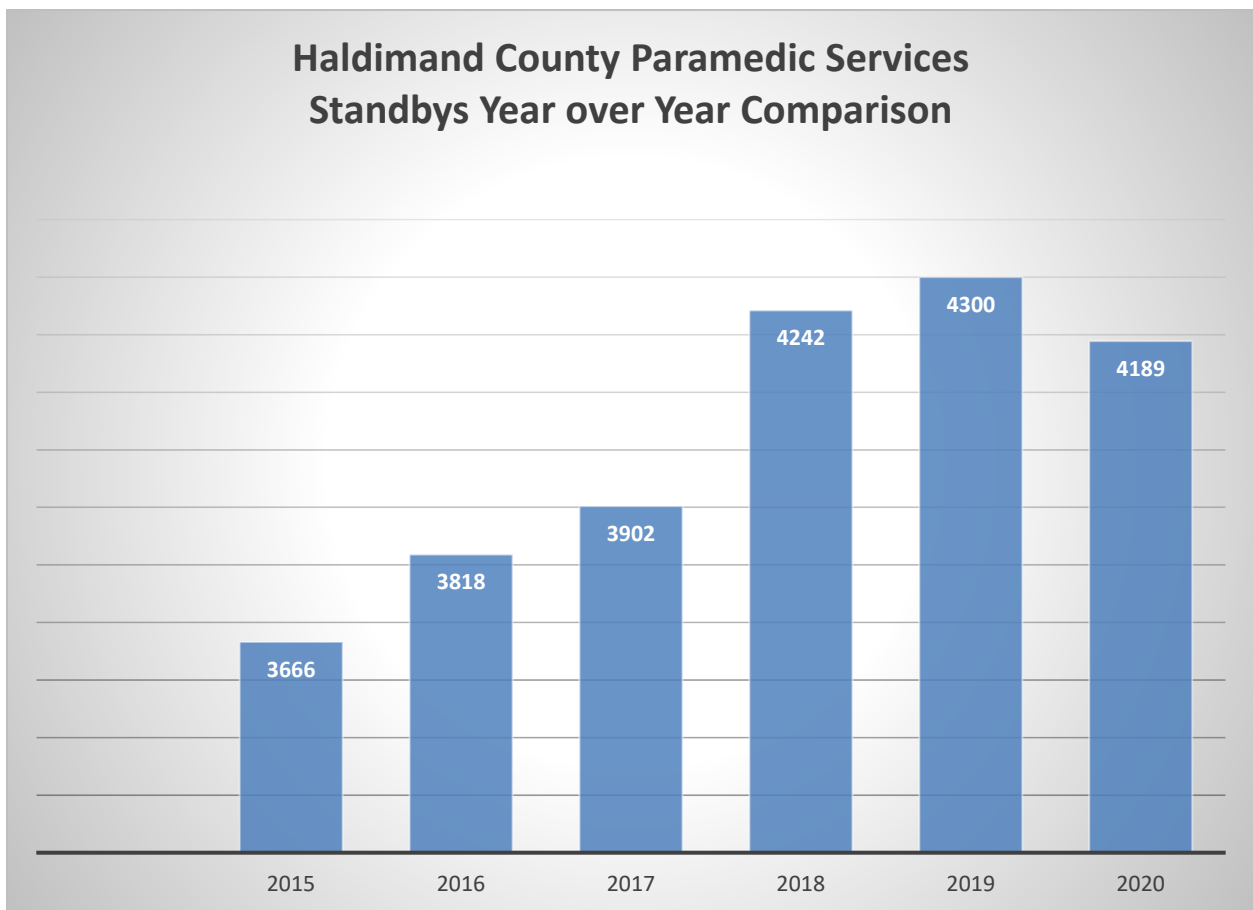


## Standbys

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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.

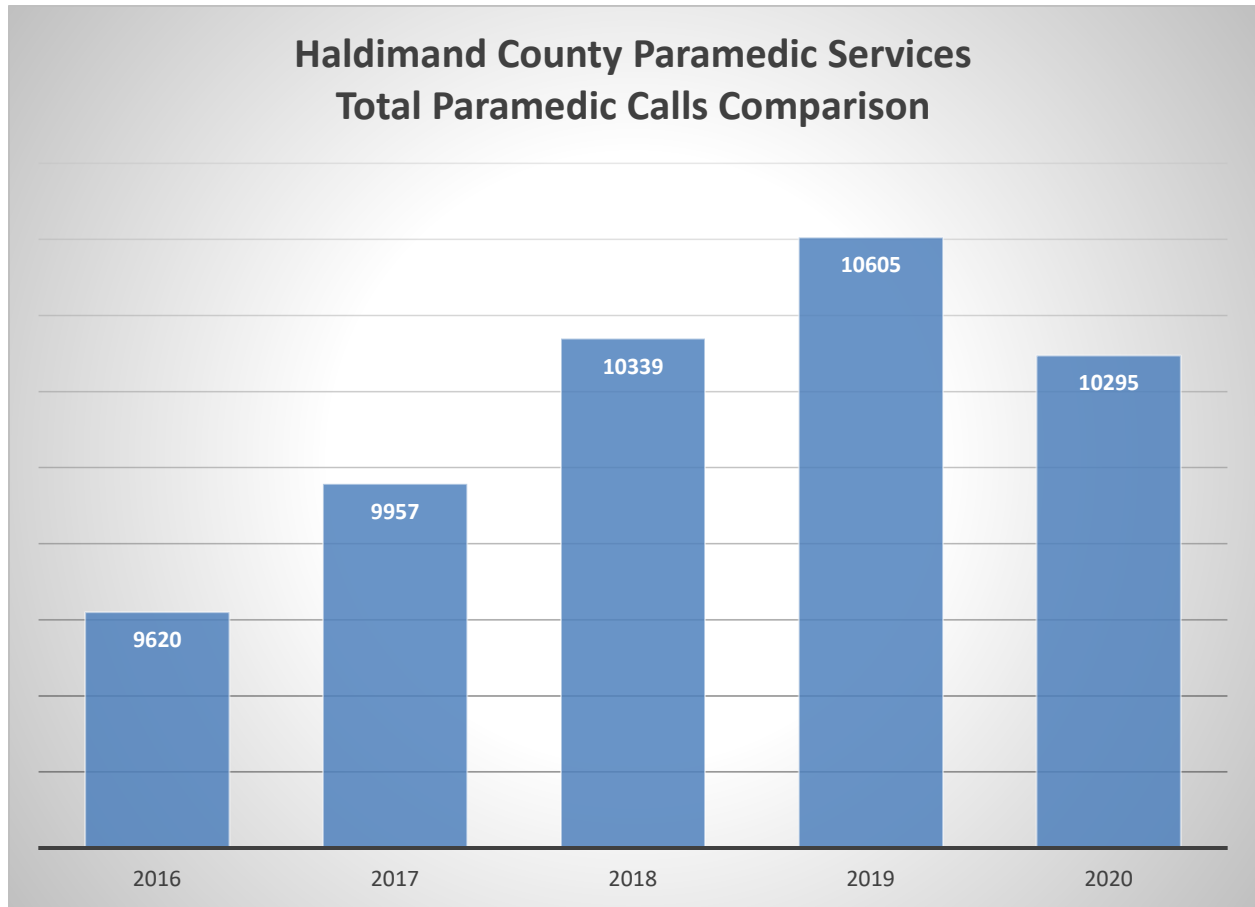
In 2020 the total number of standby responses decreased from 4300 to 4189.



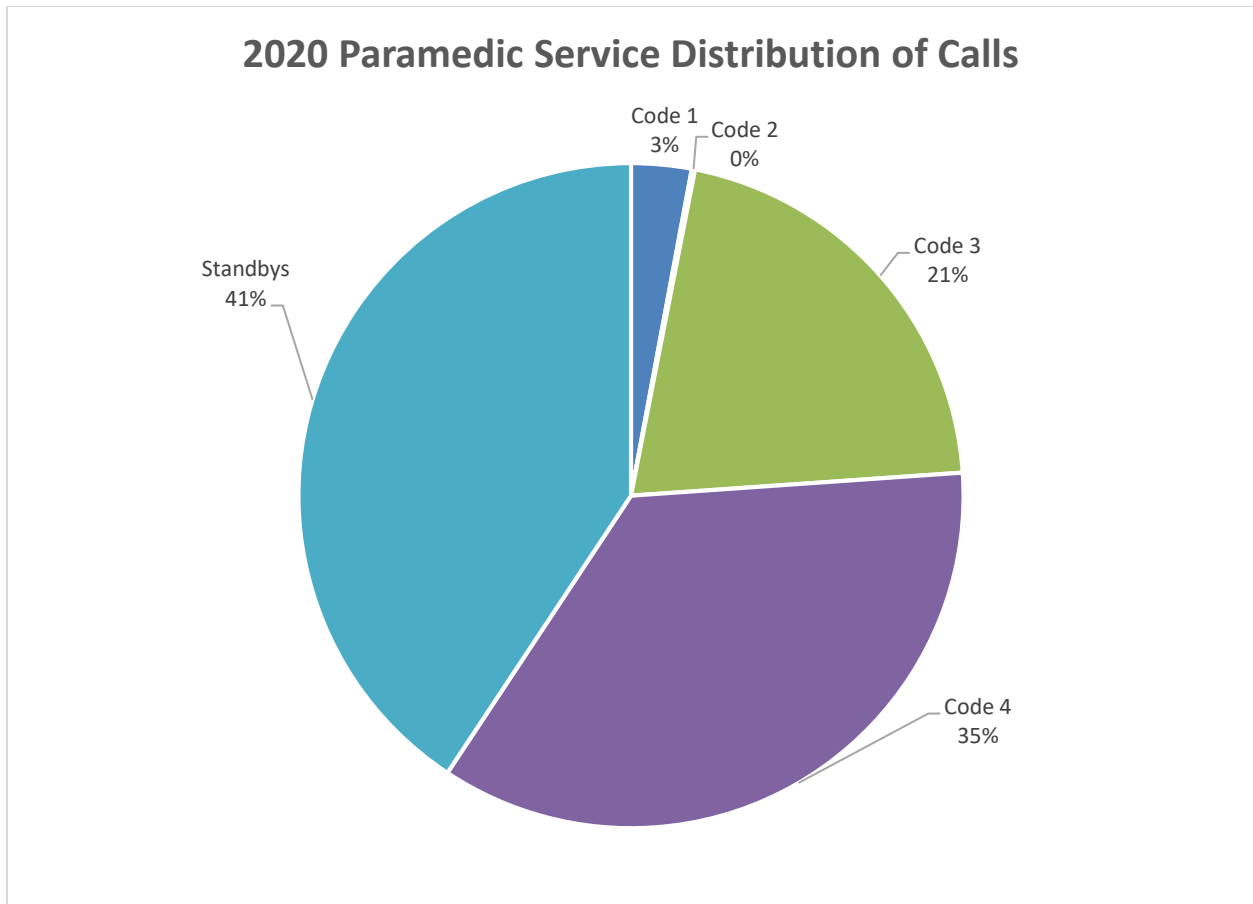
## Total Call Volume

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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

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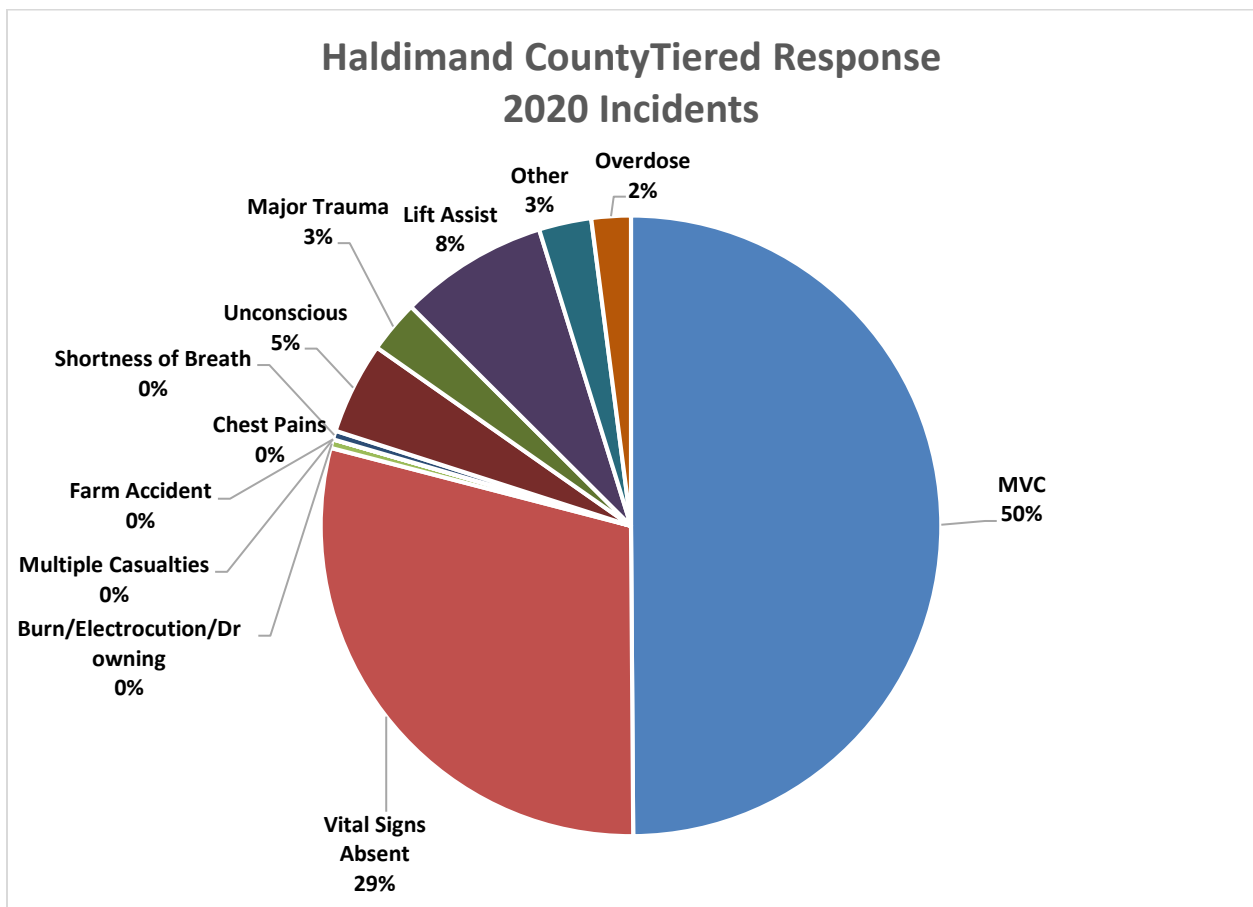
Haldimand County response times are monitored throughout the year as a benchmark of service delivery. The most generally accepted ambulance response time measurement is the use of the 90<sup>th</sup> percentile response time to Code 4 (life-threatening) calls. The 90<sup>th</sup> percentile measures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

In 2020 the 90<sup>th</sup> percentile response time was 16:53. This means that Haldimand County Paramedics were able to respond to 90% of Code 4 (life-threatening) calls in 16 minutes and 53 seconds or less. Conversely this means that 10% of life-threatening calls waited longer than 16 minutes and 53 seconds for an ambulance to arrive.

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

2016	16:36
2017	16:52
2018	16:55
2019	16:48
2020	16:53

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 2020 Haldimand County Fire Department responded to 439 tiered response calls, below is the breakdown:



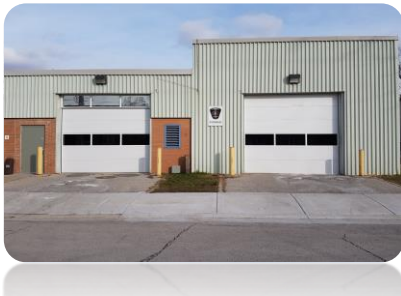
**Haldimand County Paramedic Services operates out of 4 strategically placed stations:**



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



# FIRE SERVICES

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- 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

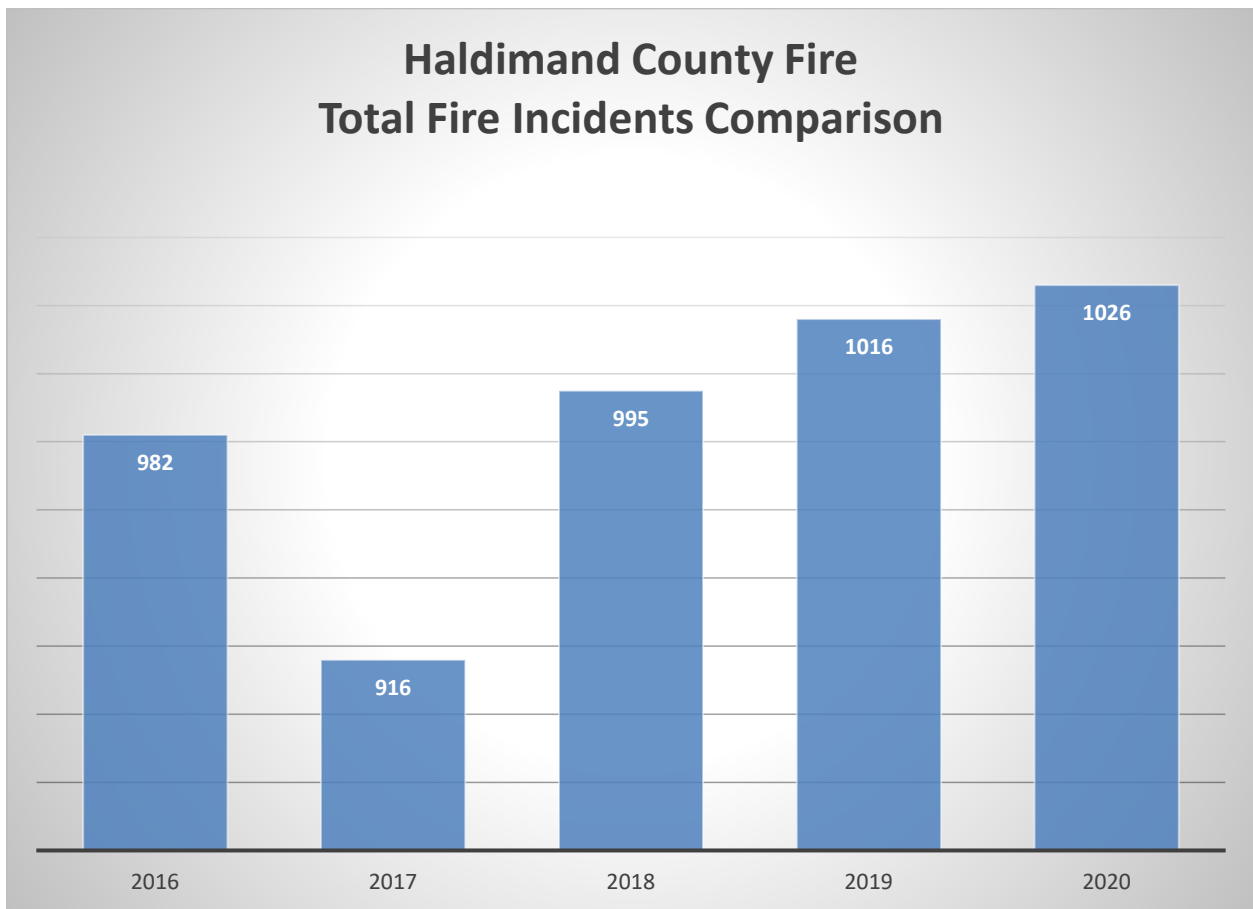
As well as the full time office staff, Haldimand County Fire Services has 274 volunteer firefighters strategically placed throughout 11 fire Stations that are the dedicated and professional front line volunteers that represent our service as the high quality provider that we strive to be.

## 2020 Fire Department Response Statistics

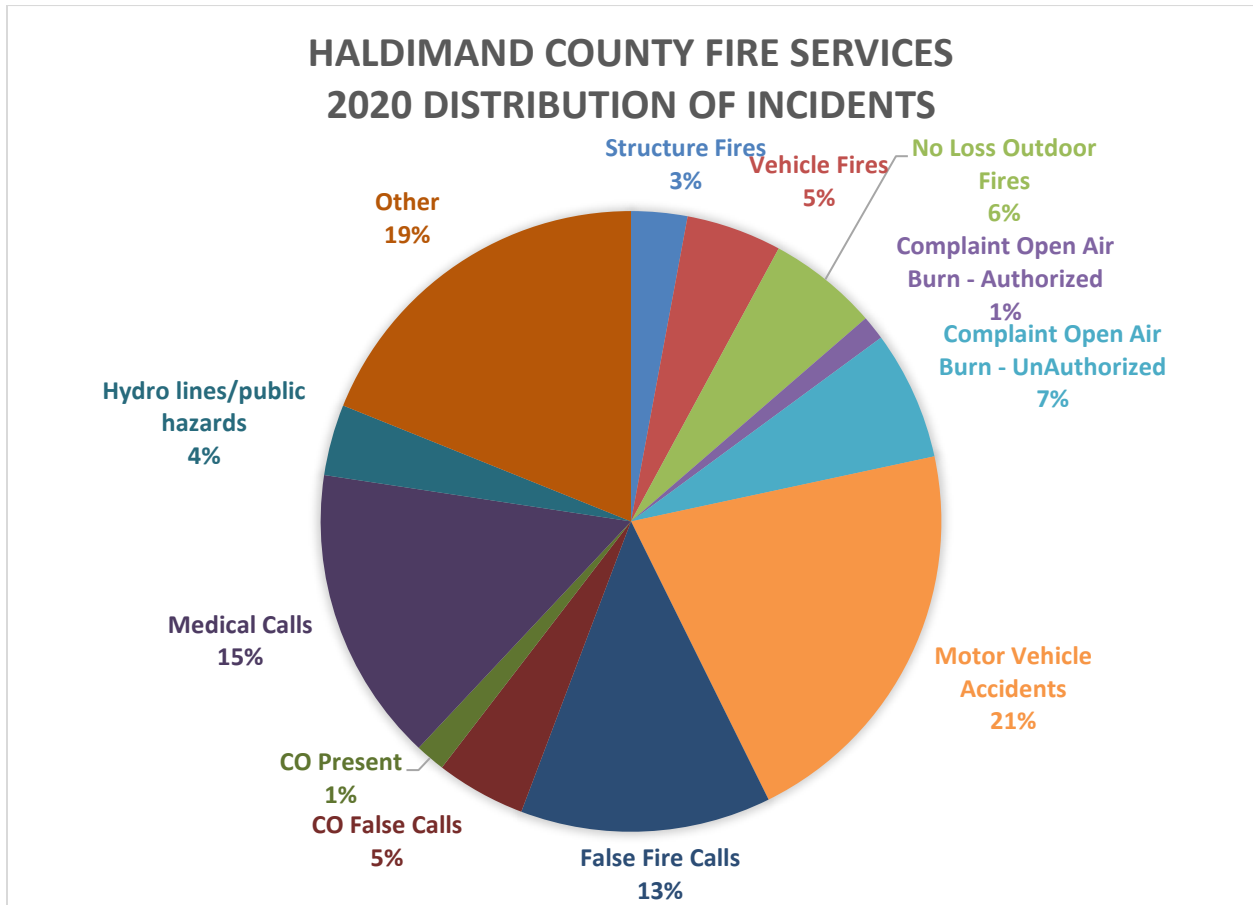
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The Haldimand County Fire Department responded to a total of 1026 calls in 2020.

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 2020 by type of call:

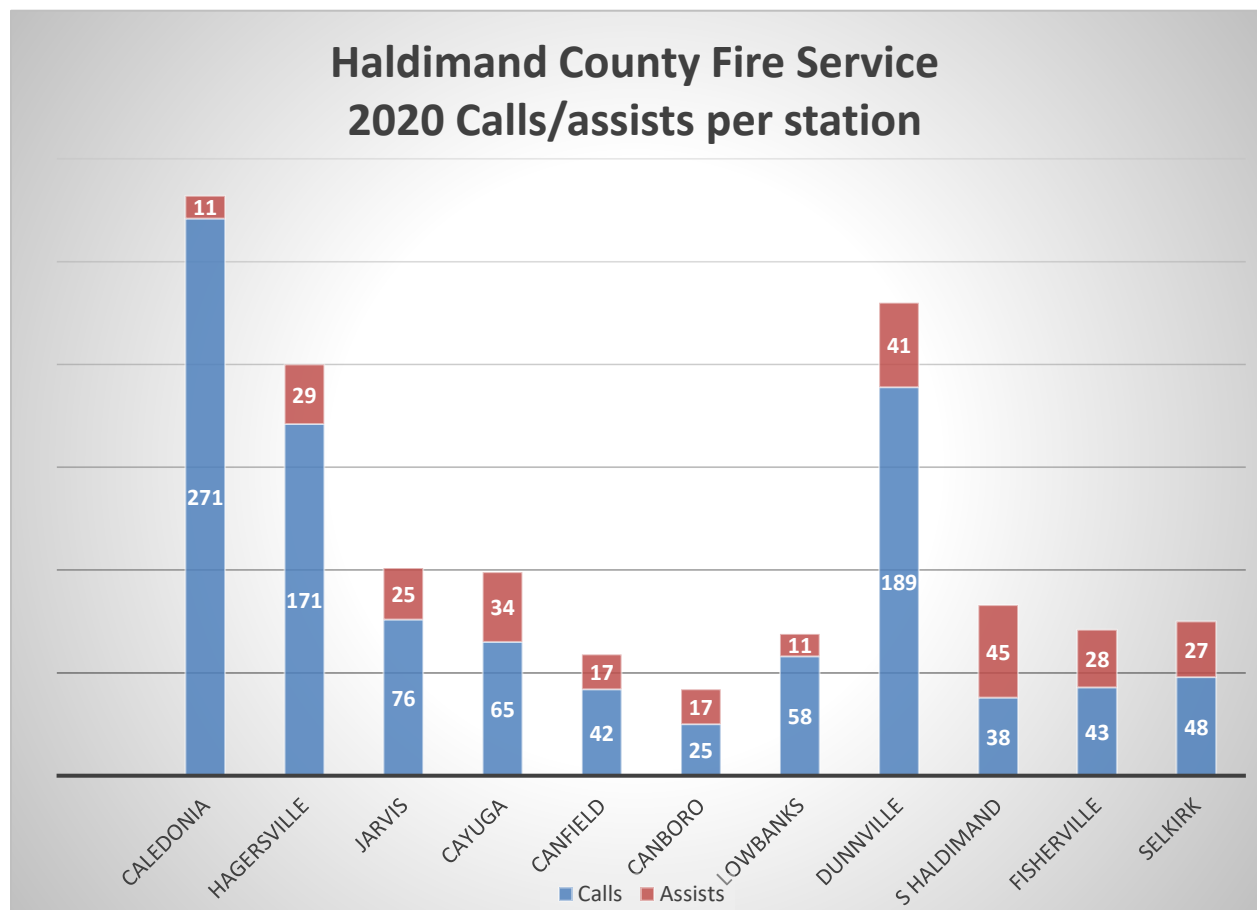


## Station Responses

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There were 1,311 total responses by Haldimand County firefighters in 2020. Several of the 1,026 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

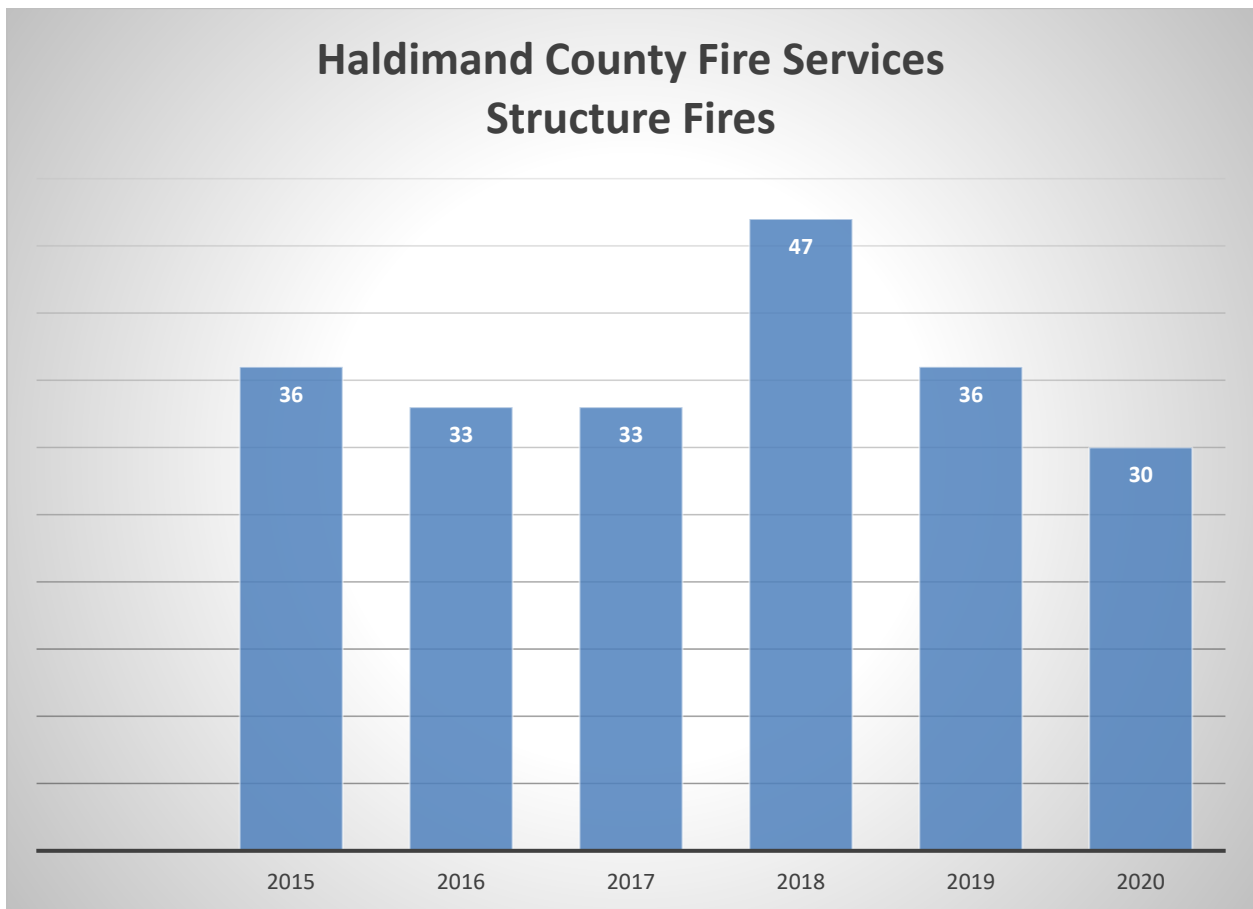
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The Haldimand County Fire Department responded to 30 structure fires in Haldimand County in 2020. Most of the structure fires in 2020 were preventable. Unattended cooking, smoking and hot work around combustibles were some of the causes.

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:

Associated fire loss values to these structure fires was \$4,965,450.00



## Professional Development and Training

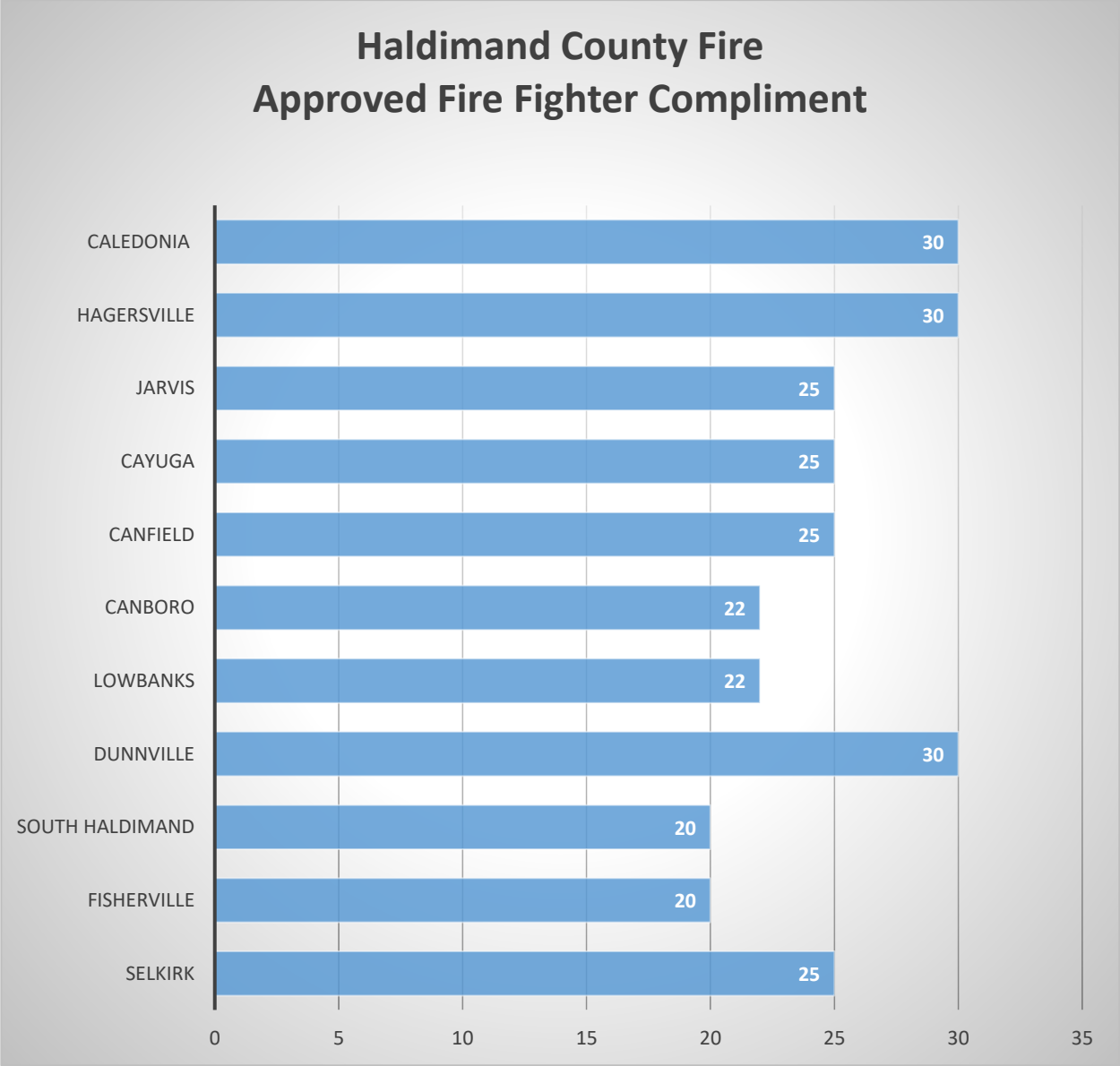
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The primary focus of the Training Division is to develop and provide the highest quality training and education to the members of the Haldimand County Fire Department, from the new recruits to the District Chiefs. Compliance with provincial legislative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

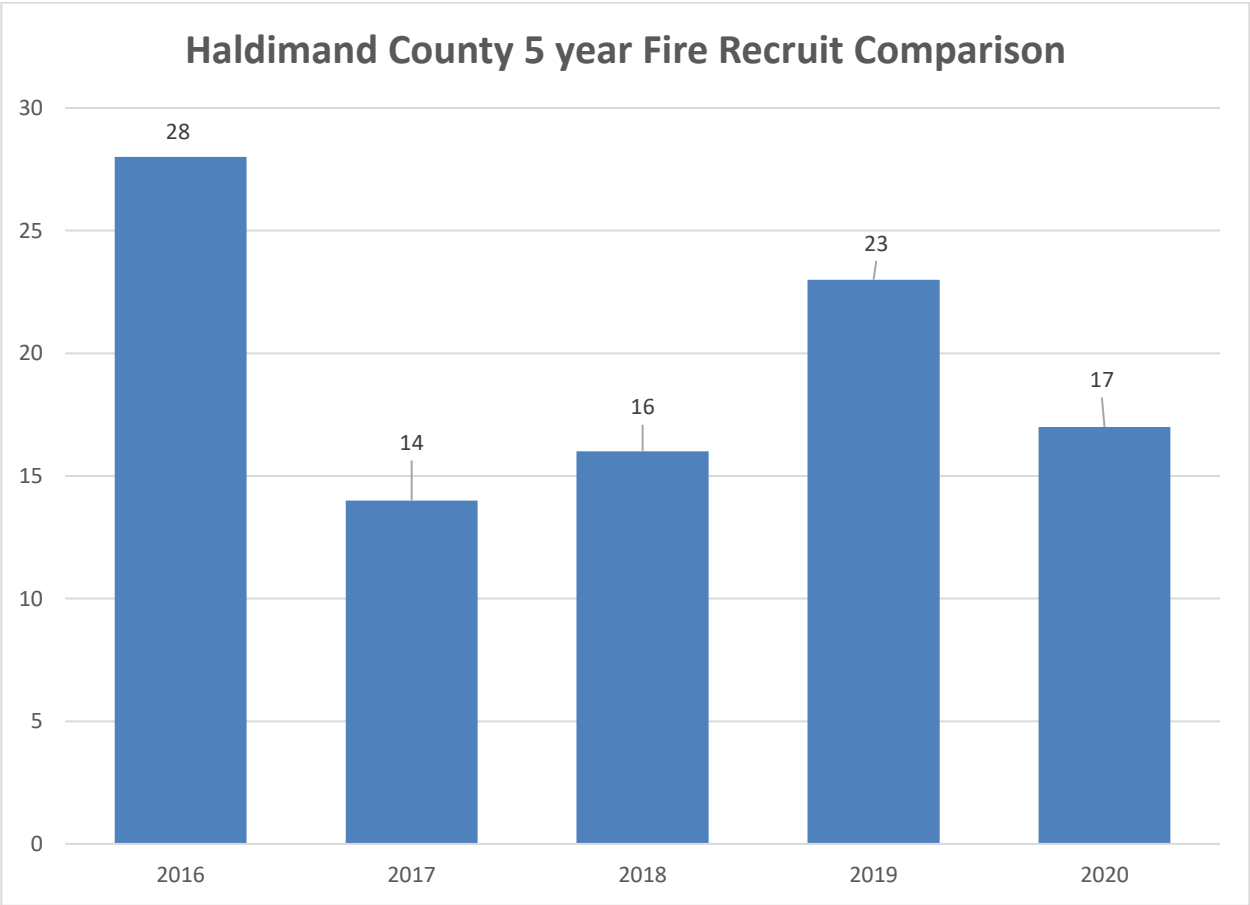
- NFPA (National Fire Protection Association) Standards using the IFSTA (International Fire Service Training Association) Firefighter Essentials Curriculum
- Fire Suppression and Emergency Operations
- Vehicle Extrication
- Water and Ice Rescue
- Firefighter Survival and Rescue (Rapid Intervention Teams)
- 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
- First Aid / CPR / AED Certification (both adult & pediatric)
- Live Fire Training

The Training Division consists of 1 Training Co-ordinator and 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 Bureau

### 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 Smoke/Carbon Monoxide Alarm Program. With 2020 being the year for COVID, our program took a different turn. Haldimand County fire fighters went door to door and left **1150 door knockers** on doors across Haldimand County to provide education on the importance of having working smoke and CO alarms.

During incidents where we are called as an emergency 911 call, our firefighters checked some smoke / CO alarms. In 2020, 68 homes were checked and the compliance rates are as below:

- 88% compliant where smoke alarms were needed to be installed
- 88% compliant where CO alarms were needed to be installed
- 87% compliant where faulty batteries only needed to be replaced.

### Public Education:

The challenges of 2020 with the COVID pandemic made it more difficult to be out in the community providing public education. Our Fire Prevention/Public Education Bureau made great use of our Social Media Accounts, Twitter, Facebook and Instagram, to provide an educational component to our followers. Safety messages, updates, and educational videos were among the virtual information that was pushed out. Having almost 3,000 followers on Twitter shows how quickly information can be shared and passed along. The virtual platform allows a safe way to get information out to our followers like some of these examples below:



*Don't be this Person. Clean off your vehicle before you hit the road.*



**Inspections:**

The Fire Prevention Bureau is responsible for ensuring inspections of buildings occur as per legislation. As a department, we are mandated to complete required inspections based on the following areas as represented in the below chart, breaking down the volume of inspections as a percent of total.

The largest percent falls under initiated. This is where our Fire Prevention Officers follow a schedule as to what buildings are to be inspected during the appropriate year. This ensures fire safe buildings for the public/workers/residents. Safety is our First Priority.

