



# TILLSONBURG FIRE RESCUE SERVICE

## 2022 ANNUAL REPORT





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## Message from the Fire Chief



It's an absolute honour to serve the 43 dedicated men and women of the Tillsonburg Fire Rescue Service, Town Council, and our community as your Fire Chief.

It's my privilege to present the Tillsonburg Fire and Rescue Service 2022 Annual Report that highlights the initiatives and accomplishments of the Fire Service over the year.

The Tillsonburg Fire Rescue Services has a long and proud history of protecting lives and property in our community. The professionalism, team work, dedication and leadership demonstrated by our members while providing exceptional fire protection services to our community makes me extremely proud to serve as Fire Chief.

I want to personally acknowledge each and every member for their valuable contributions helping us provide fire service excellence each and every day. We provide fire protection services through a comprehensive approach focusing on education, codes and standards enforcement and emergency response. Every member of our service plays a vital role in our success and keeping our community safe.

2022 has been both very busy and extremely rewarding. Our focus has been on three key areas; Community, Service, and Excellence. We have concentrated on community engagement and building partnerships that enhance both community and first responder safety.

Key Fire Service activities for 2022:

- Community Engagement and Fire Prevention Week - Open House
- Revised Emergency Management Program and Emergency Response Plan
- New Fire Communications Dispatch Agreements with Welland and negotiated agreements with South-West Oxford, Norwich, Zorra, East-Zorra Tavistock, and Blandford-Blenheim
- Received \$1,245,000 in NG-911 Grant Funding for Upgrades to Fire Communications
- 195 Lisgar Avenue Apartment Fire
- Continued Firefighter Boot, Bunker Gear, Helmet and Glove Replacement Program
- Continue Cancer, PTSD and Mental Health Risk Reduction Initiatives
- Completed Fire Service Review Objectives
- Fire Station Building Condition Assessment Report
- Member Recruitment, Promotions and Retirements

We thank the Mayor and Council, Senior Leadership Team and our community for their continued support in helping make Tillsonburg a fire safe community to live, work, and raise a family. We encourage you to review our annual report to learn more about programs and services our dedicated members provide each and every day that make our Fire Service one our community can be proud of and depend on in their time of need.

Sincerely,

Shane Caskanette, Fire Chief/CEMC



# Carbon Monoxide Safety



Often called the invisible killer, carbon monoxide is an invisible, odorless, colorless gas created when fuels (such as gasoline, wood, coal, natural gas, propane, oil, and methane) burn incompletely. In the home, heating and cooking equipment that burn fuel can be sources of carbon monoxide.

- CO alarms should be installed in a central location outside each sleeping area and on every level of the home and in other locations where required by applicable laws, codes or standards. For the best protection, interconnect all CO alarms throughout the home. When one sounds, they all sound.
- Follow the manufacturer's instructions for placement and mounting height.
- Choose a CO alarm that is listed by a qualified testing laboratory.
- Call your local fire department's non-emergency number to find out what number to call if the CO alarm sounds.
- Test CO alarms at least once a month; replace them according to the manufacturer's instructions.
- If the audible trouble signal sounds, check for low batteries. If the battery is low, replace it. If it still sounds, call the fire department.
- If the CO alarm sounds, immediately move to a fresh air location outdoors or by an open window or door. Make sure everyone inside the home is accounted for. Call for help from a fresh air location and stay there until emergency personnel declare that it is safe to re-enter the home.
- If you need to warm a vehicle, remove it from the garage immediately after starting it. Do not run a vehicle or other fueled engine or motor indoors, even if garage doors are open. Make sure the exhaust pipe of a running vehicle is not covered with snow.
- During and after a snowstorm, make sure vents for the dryer, furnace, stove, and fireplace are clear of snow build-up.
- A generator should be used in a well-ventilated location outdoors away from windows, doors and vent openings.
- Gas or charcoal grills can produce CO — only use outside.

## HOME HEATING EQUIPMENT



Have fuel-burning heating equipment and chimneys inspected by a professional every year before cold weather sets in. When using a fireplace, open the flue for adequate ventilation. Never use your oven to heat your home.

## FACTS

- ❗ A person can be poisoned by a small amount of CO over a longer period of time or by a large amount of CO over a shorter amount of time.
- ❗ In 2010, U.S. fire departments responded to an estimated 80,100 non-fire CO incidents in which carbon monoxide was found, or an average of nine calls per hour.



Public Education  
Hazard & Vulnerability Assessment  
Improved Infrastructure  
**MITIGATION**



Emergency Response Plans  
Training & Exercise  
Sirens  
**PREPAREDNESS**

**RECOVERY**  
Economic Recovery  
Debris Management  
Housing  
Health & Social Services

**RESPONSE**  
Incident Stabilization  
Property Preservation  
Evacuation & Shelter  
Mass Care





## Fire Service Overview

Tillsonburg Fire Rescue Service applies a comprehensive approach to delivering fire protection services to our community focusing on the three lines of defense; public education, codes and standards enforcement, and emergency response.

The Fire Service is responsible for the following key functions: Administration, Fire Prevention, Public Education, Suppression and Rescue, Professional Qualifications and Training, Fire Communications, Emergency Management, and Fleet and Facilities.

Tillsonburg Fire Rescue Service members protect 18,615 residents and 8,230 residential dwellings in a densely populated urban setting across 22.2 km<sup>2</sup> from one centrally located fire station at 80 Concession Street East in Tillsonburg. The Communications division provides critical fire communications services to 28 municipalities, representing 59 fire stations and serves about 275,000 people across Ontario's landscape.

The Fire Service employs a full-time Fire Chief and Community Emergency Management Coordinator (CEMC), Assistant Chief of Communications and Administration, Assistant Chief of Fire Prevention and Training, 5 full-time and 6 part-time Telecommunicator in the Fire Communications division and 30 paid-on-call volunteer firefighters in the Suppression Division. Public education programs are carried out by a Public Educator and Firefighters. Fleet is managed by the Town's fleet based Emergency Vehicle Technician and fire station by Town facilities staff.

### Mission:

To Protect Life and Property.

### Vision:

A fire safe Tillsonburg. Eliminating fire loss in our community through fire service excellence in education, codes and standards enforcement and emergency response.

### Values:

Courage, Integrity, Service, and Community



## Fire Administration

The Fire Administration division is responsible for the strategic leadership and management support functions of a modern day fire service. The Administration Team consists of three (3) members;

- Shane Caskanette, Fire Chief
- Vanessa Devolin, Assistant Chief of Communication and Administration
- Jadie Scaman, Assistant Chief of Fire Prevention and Training





## Core Services

The Administration Division is responsible for the following core functions;

- Leadership and strategic direction of the Fire Service
- Planning / organizing / directing & controlling activities and resources
- Delivering fire protection services according to community needs and circumstances
- Providing advice and information to CAO and Council
- Capital & operating budgets
- Asset Management
- Procurement / payroll / accounts payable & receivable
- Negotiate and administer agreements
- Establish policy and procedures
- Records and information management
- Legislative compliance
- Human resources management
- Research and development
- Monitoring and evaluate performance
- Continuous improvement



## 2022 Highlights

- Building relationships with internal and external stakeholders
- Town of Tillsonburg grew 17.3% over last census period
- Reorganization of Fire Services reporting structure
- Increased fire communications dispatch partnerships
- Partner with Ingersoll, Elgin and Oxford Fire Services for Training
- Reviewed Mutual Aid Plan with Oxford, Elgin and Norfolk County
- Revised Tiered Response Agreement to better reflect response capabilities
- Increased medical training
- Revised fire suppression deployment model
- Implemented command training for senior officers
- Revised Emergency Management Program and Plan
- Achieved 2022 Emergency Management Program compliance
- Increased public education and community engagement efforts
- Increased information sharing with Council and community
- Introduced Wellness Fitness & Before Occupational Stress program
- Bunker gear, boots, helmets, and glove replacement program





## 2022 Business Plan Objectives

Objective	Comments	Status
Increase Fire Communications Partnerships	Respond to RFP's, Contract Negotiations, added Welland and lost Hanover as Fire Communications Partners	On-going
NFPA Based Professional Qualifications and Certification Firefighters, Officers, Instructors, Inspectors, Educators, Telecommunicators, Investigators	Training of All Members to NFPA Professional Qualification Standards Accomplished, Awaiting Certification Results	On-going
Revise / Update Emergency Management Program and Plan (Legislative Requirement)	Completed and adopted by Council December 2022. Reviewed Annually	On-going
Increase Fire Safety Inspection, Public Education, Public Engagement	Increase Fire Safety Inspection, Public Education, Public Engagement	On-going
Continue Cancer, PTSD, and Mental Health Risk Reduction Program	Before Occupational Stress Training, Bunker Gear Cleaning and Decontamination Policy, Apparatus Ventilation Policy, 3rd Party Gear Cleaning	On-going
Tactical Radio Channel Repeater	Recording Capability for TAC 1	Complete
Bunker Gear Capital Replacement Program	Complete for 2022	On-going
Rescue Equipment Replacement	Complete for 2022	On-going
Assistant Chief of Communications and Administration	Vanessa Devolin Successful	On-going
Assistant Chief of Fire Prevention and Training	Jadie Scaman Successful	On-going
Fire Communications Staffing	Increased Minimum Staffing to 2 and 3 as required	Complete
Increase Smoke and CO Alarm Program	Complete for 2022	On-going
Officer Development & Succession Planning	Command Training of Officers	On-going
Revise Establishing and Regulating By-law (Legislative Requirement)	Awaiting Risk Assessment and Master Fire Plan	Q3 2023
Implement objectives from Operation Review	Complete for 2022	On-going
Fire Safety Grant	\$5,000 for Educational Material Books	On-going
Fire Safety Grant	\$10,000 in Smoke & CO Alarm	On-going
NG-911 TPON Application	\$1,245,000 for Up-grade to NG-911 Infrastructure	On-going
NG-911 Upgrades to Ng-911 Infrastructure	Continuing 70% complete	On-going
Municipal Modernization Funding Application	Received up-to \$76,000 under program	On-going
Promotions & Recruitment	Recruited Firefighters, Telecommunicators & Chief Officers	On-going





## 2022 Activities

**12 Officers participated  
in Incident Command  
Training**



Conducted  
**21 Public Education  
and Community  
Events**



Conducted **116 Buildings in 2022**  
Fire Code enforcement inspections  
enhance safety of our town.



Firefighters attended  
**11 Structure  
Fires in  
2022**

**Volunteer  
Firefighters** responded to  
**379 emergencies in  
2022**



**24 Members**  
completed **Before  
Occupational  
Stress**







## 2022 Activities (Continued)



Fire Prevention members  
**Inspected and  
evaluated 12  
fire drills**

In vulnerable  
occupancies with staff

Staff completed  
**9,012 total hours  
of training** in 2022 in  
**41 subjects**



**5 new Firefighter  
Recruits and 6 new  
Communications  
Recruits trained in 2022.**



## Smoke Alarms at Home

**SMOKE ALARMS ARE A KEY PART** of a home fire escape plan. When there is a fire, smoke spreads fast. Working smoke alarms give you early warning so you can get outside quickly.



### SAFETY TIPS

- Install smoke alarms in every bedroom. They should also be outside each sleeping area and on every level of the home. Install alarms in the basement.
- Large homes may need extra smoke alarms.
- It is best to use interconnected smoke alarms. When one smoke alarm sounds, they all sound.
- Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.
- Current alarms on the market employ different types of technology including multi-sensing, which could include smoke and carbon monoxide combined.
- Today's smoke alarms will be more technologically advanced to respond to a multitude of fire conditions, yet mitigate false alarms.
- A smoke alarm should be on the ceiling or high on a wall. Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet (3 meters) from the stove.
- People who are hard-of-hearing or deaf can use special alarms. These alarms have strobe lights and bed shakers.
- Replace all smoke alarms when they are 10 years old.

### FACTS

- 1 A closed door may slow the spread of smoke, heat, and fire.
- 1 Smoke alarms should be installed inside every sleeping room, outside each separate sleeping area, and on every level. Smoke alarms should be connected so when one sounds, they all sound. Most homes do not have this level of protection.
- 1 Roughly 3 out of 5 fire deaths happen in homes with no smoke alarms or no working smoke alarms.



## Promotions and Appointments

The following promotions and appointments were made during the year 2022:

- |  |                      |
|--|----------------------|
| • Assistant Chief of Communications and Administration | Vanessa Devolin      |
| • Assistant Chief of Fire Prevention and Training      | Jadie Scaman         |
|  |                      |
| • Suppression Captain                                  | Dave Henry           |
|  |                      |
| • Acting Captain                                       | Patrick Stevenson    |
| • Acting Captain                                       | Terry Hildebrant     |
| • Acting Captain                                       | Dennis Vandevyvere   |
| • Acting Captain                                       | Scott Korevaar       |
|  |                      |
| • Firefighter  | Bradley Grincevicius |
| • Firefighter  | Dylan Cremery        |
| • Firefighter  | Jennifer Reid        |
| • Firefighter  | John Rachar          |
| • Firefighter  | Emily Giesbrecht     |
| • Firefighter  | Jennifer Dean        |
|  |                      |
| • Telecommunicator (Fulltime)                          | Kristen Fansher      |
| • Telecommunicator (Fulltime)                          | Lynette Facey        |
| • Telecommunicator (Fulltime)                          | Jayde Winkworth      |
| • Telecommunicator (Fulltime)                          | Ron Demarest         |
| • Telecommunicator (Fulltime)                          | Annette Lalonde      |
| • Telecommunicator                                     | Hanna Oomen          |
| • Telecommunicator                                     | Lauren Jewell        |
| • Telecommunicator                                     | Carley Brown         |
| • Telecommunicator                                     | Lauren Dumitru       |
| • Telecommunicator                                     | Haily Orser          |
| • Telecommunicator                                     | Hunter Tucker        |
| • Telecommunicator                                     | Samantha Stevens     |
| • Telecommunicator                                     | Chelsea Stevens      |
| • Telecommunicator                                     | Danielle Persyn      |
| • Telecommunicator                                     | Halle Richardson     |
| • Telecommunicator                                     | Nicole Bogart        |



## Last Alarms in 2022

Robert (BOB) Smith (Retired Firefighter and Town Councillor in Tillsonburg)





## Retirements

Captain Suppression

Lawrence Chesterman

## Resignations

- |                    |                   |
|--------------------|-------------------|
| • Firefighter      | Criss Rachar      |
| • Firefighter      | Aaron Myny        |
| • Firefighter      | Andy Metselaar    |
| • Firefighter      | Shawn Sandham     |
| • Firefighter      | Shawn Ward        |
| • Telecommunicator | Hanna Oomen       |
| • Telecommunicator | Lauren Jewell     |
| • Telecommunicator | Hunter Tucker     |
| • Telecommunicator | Samantha Thompson |
| • Telecommunicator | Nicole Bogart     |



## Special Service Awards & Medals

### Fire Service Citation - Distinguished Service Medal

Platoon Chief Tony Hietkamp

The Tillsonburg Fire Rescue Service Medal of Distinguished Service is the first of its kind and was presented to Platoon Chief Tony Hietkamp for 33 years of distinguished service above and beyond the call of duty. Chief Hietkamp's dedication and service to our community has set the gold standard for others to follow. Thank You Chief Tony for your distinguished service to the Town of Tillsonburg and Tillsonburg Fire Rescue Service.

## Years of Service Awards

- David Henry 15 Years
- Terry Hildebrant 15 Years
- Ben Nichols 15 Years
- Dave Metselaar 15 Years
- Vanessa Devolin 15 Years
- Barry Lasook 15 Years
- Jayde Winkworth 10 Years
- Annette Lalonde 5 Years
- Dennis Vandevyvere 5 Years
- Sarah Barclay 5 Years
- Scott Korevaar 5 Years





## Fire Suppression Division

### Overview

The highly skilled and trained paid-on-call volunteer suppression firefighters of Tillsonburg Fire Rescue Service provide emergency response to the citizens and visitors of our community.

30 dedicated firefighters operating on 2 platoons respond to a variety of emergency situations, including fires, emergency medicals, hazardous materials, motor vehicle accidents, ice & water rescue, rope rescue smoke and CO alarm activations, and other public hazards. Our firefighters also play a major role in public education, public relations activities, and community engagement.

### Core Services

- Emergency Response
- Operation of Specialized Apparatus and Equipment
- Public Fire Safety Education
- Home Fire Protection Inspections
- Public Relations
- Community Engagement
- Preplan/Building Profile
- Apparatus and Equipment Testing and Maintenance
- Station Maintenance



### Major Structure Fires

- Dec 14 22 - 114 Broadway
- Dec 8 22 - 72 Devonshire Avenue
- Nov 24 22 - 145 Simcoe Street
- Oct 9 22 - 9 Bear Street
- Aug 17 22 - 278 Broadway
- Jul 6 22 - 6 Demeyere Avenue
- Jun 22 22 - 5 Ridout Street East
- Apr 13 22 - 4 Woodside Drive
- Mar 8 22 - 195 Lisgar Avenue
- Mar 7 22 - 65 Frank Street
- Feb 24 22 - 76 Vienna Road







## Fire Communications Division

### Overview

The Tillsonburg Fire Communications Service (TFCS) has been providing reliable emergency communications services for well over sixty years. Originally, only dispatching for the local police and fire departments, Tillsonburg realized an opportunity to grow Fire Communications in the early 2000's when several local Police Services like Tillsonburg's transitioned to the Ontario Provincial Police. Tillsonburg's Fire Communications expansion began in 2007 to include most of Elgin County and we have been serving a growing number of communities and first responders ever since. TFCS has continued to evolve over the past fifteen (15) years leveraging advances in technology and developing significant expertise in the delivery of quality, customizable, fire centric fire communications and dispatching services.

TFCS has built a reputation as an innovator and leader in fire communications industry. Our competitive advantage is our ability to provide customizable "fire centric" high availability fire communications and dispatch services within our successful partnership model. Our requirement to ensure we invest and upgrade and update key radio components to high reliability public safety grade may not be the least expensive option but we believe it is absolutely critical to safely achieving redundancy and industry standards for delivery of fire communications and ultimately enhance both public and first responder safety by ensuring our communities and our first responders get the help they need, when they need it, always.

TFCS proudly serves twenty-eight (28) municipalities, Fifty-nine (59) fire stations alongside hundreds of dedicated first responders helping to protect about 275,000 people across Ontario's landscape.

### Partnership Model

TFCS continues to expand upon its unique fire communications partnership model throughout Ontario. TFCS believes in the partnership approach to fire communications and shares in upfront start-up costs to demonstrate our commitment to the partnership model. This partnership approach focuses heavily on dedicated telecommunications professional, refined processes, and communications technology to provide sustainable, customizable and affordable fire specific communications to all fire service partners. This unique model allows partners to maintain professional fire specific communications services that leverage the latest computer, radio, and phone related technology while realizing economies of scale by dispersing escalating fire communications, labour and technology costs equitably among all TFCS partners.



### Fire Centric Communications

Being fire centric has its advantages. TFCS staff provide only emergency fire communications services. They do not answer or process the many redundant emergency cell phone 911 calls hampering PSAP's when an emergency occurs or spend time dispatching emergency police or EMS priorities. This approach builds fire expertise and ensures Telecommunicators are available for fire specific call taking, processing, dispatching, scene and incident reporting support which reduces incident reporting times, improves data quality and enhances business intelligence and decision support for TFCS partners.



## Staffing

Our Telecommunicators are key to our success. Our people are passionate about serving our communities and their role in public and responder safety. To meet NFPA 1225 staffing requirements TFCS is staffed with sixteen (16) Telecommunicators and one (1) Assistant Chief of Communications and Administration.

NFPA call answering and call processing performance measures are monitored daily to ensure compliance with NFPA 1225 and staffing is monitored and adjusted as required to maintain compliance. Two (2) Telecommunicators are on duty 24/7/365 and the Asst. Chief of Communications ensures adequate supervision, quality control, training, IT support and issue management as well as acts as a 3rd dispatch when required.

Our staffing model consists of full and part time Telecommunicators which permits flexibility allowing staffing levels to quickly adjust to service demands for large or complex incidents, storms, or at the request of Incident Commanders or Fire Chiefs.



## Backfilling

For responder and public safety reason we only backfill TFCS with our dedicated pool of NFPA 1061 trained Telecommunicators experienced with the technology and call taking and dispatching procedures. We do not assign Firefighters to backfill in TFCS due to the specific skills required to proficiently operate the sophisticated telecommunications technology and number of municipalities we proudly serve.

## Customization

Many communications service providers require “customers” to conform to their dispatch and communications processes. TFCS has learned to adapt and embrace differences in fire service delivery by leveraging advancements in CAD, radio, telephone and computer technologies to offer customized communications solutions to better suit our partner’s specific requirements.

## Quality Assurance

Continuous improvement is key. Problems occur and mistakes happen, however, we aim to ensure problems do not recur.

Telecommunicators are trained in continuous improvement processes. When problems occur Telecommunicators are encourage to identify the root cause, and implement fixes or procedural changes to resolve the issue. All issues and resolutions are identified on the end of shift report. Issues that are not resolved at the Telecommunicator level are escalated to the Asst. Chief of Communications for resolution.



## Mission

To ensure our communities and first responders get the help they need, when the need it, always.





## Vision

People communicating through technology to enhance public and first responder safety.

## Values

- People
- Safety
- Partnerships
- Communication
- Technology
- Redundancy

## Core Services

- Answer emergency and non-emergency alarms and calls
- Solicit information regarding incident details from caller and allied agencies
- Timely dispatch and tracking of appropriate emergency and non-emergency resources
- Control radio, phone and computer communications
- Communications
- Maintain unit status
- Operate CAD, telephony, recorder radio and IT related equipment
- Log information on phone, CAD, recorder, and RMS
- Maintain accurate information and incident details
- Verify information accuracy and transfer standard incident report data to partners
- Coordinate and liaise with internal and external partners
- Maintain emergency contact list
- Anticipate needs of Incident Command and first responders
- Maintain running assignments and mapping
- Program and maintain CAD, computer, phone, recorder, software and IT resources and infrastructure
- Customer service and issue management
- Continuous improvement initiatives
- Respond to RFP for communications services
- Contract negotiation and administration



## 2022 Accomplishments

- Applied for and received 1.245 million in Provincial funding to upgrade NG-911 infrastructure
- Maintained minimum staffing of 2 100% of the time
- 3 person staffing 40% of the time and 4 as required
- Trained and certified 100% of Telecommunicators to Level I and II NFPA standards
- Implement sit-stand desks





- Relocated communications in a larger space to accommodate 4 position
- Before Occupational Stress training for all Telecommunicators
- Continue to upgrade to infrastructure to NG-911 standards
- Increased partnerships onboarding Welland Fire and Emergency Service Dec 01, 2022
- Negotiated service contract with 5 rural Oxford Fire Services commencing in March 01, 2023

## Fire Prevention & Education

### Overview

Fire Prevention encompasses various core functions aimed at reducing the risk of fires and promoting safety. Here are some of the key functions involved in Fire Prevention

**Education and Awareness:** Fire prevention efforts focus on educating the public about fire safety measures, potential hazards, and the importance of fire prevention. This includes disseminating information through campaigns, workshops, school programs, and community outreach initiatives.

**Fire Code Enforcement:** Fire codes and regulations are developed to establish minimum safety standards for buildings, structures, and occupancies. Fire prevention professionals enforce these codes by conducting inspections, ensuring compliance, and addressing any violations to mitigate fire hazards.

**Fire Safety Planning:** Developing and implementing fire safety plans is crucial to fire prevention. This includes creating emergency evacuation plans, establishing fire drills, ensuring adequate fire detection and suppression systems, and promoting the use of fire-safe materials and construction practices.

**Public Education:** Fire prevention professionals engage in public outreach programs to promote fire safety and prevention. This may involve organizing safety seminars, distributing educational materials, conducting fire safety demonstrations, and collaborating with local communities to raise awareness about fire hazards and prevention measures.

### Core Services

**Fire Safety Codes and Standards Development:** Fire prevention contribute to the development and revision of fire safety codes and standards to ensure they reflect the latest knowledge and technologies for preventing and mitigating fire incidents. These core functions work together to enhance fire prevention efforts, reduce the risk of fires, and ultimately save lives and protect property.





## 2022 Accomplishments

- Participated in Christmas Parade Food Drive
- Supported MADD Red Ribbon Campaign
- Fire Prevention Week annual Open House
- First Hot Summer Night Event
- Tim Hortons Camp Day
- Community Services Bonspiel

## Professional Qualifications & Training

### Overview

The Professional Qualifications and Training develops, facilitates, and coordinates the training requirements for the department. It ensures that personnel develop and maintain core competencies in Suppression, Prevention, Public Education, Communications and Officer development.



### Core Services

Ensures the department completes ongoing training curriculum training as part of the NFPA Standards and job specifications. Provides new recruits with knowledge, skills and tools to be successful, Identifies and evaluates training programs and recommendations to comply with the industry best practices. Develops training for new equipment, and firefighting strategies and maintains all training records.

## 2022 Accomplishments

- WHMIS
- Before Occupational Stress
- Occupational Health and Safety Act Worker/Supervisor
- Accessibility for Ontarians With Disabilities Act
- Electrical Safety Training
- 20 NFPA Certifications Exams
- Officer I
- Elevator Rescue Training
- Live Fire Training
- Special Operations Training (Ice/Water Rope)
- Regular Maintenance Training
- Driver Operations
- Pump Operations NFPA 1002
- Instructor I
- Telecommunicator I, II
- Telecommunicator Recruit Program (6)
- Command Training







- Pump Operations Training
- Fire & Life Safety Educator I
- SCBA Fit Testing
- Auto Extrication
- Electrical Vehicle Training
- Recruit Firefighter Training Program (6)

**Emergency Preparedness Week 2023:**  
A Safe, Practiced and Prepared Ontario



## Emergency Management

### Overview

The Town of Tillsonburg Emergency Management Program and Emergency Response Plan is developed and maintained in accordance with provincial standards to help the Town and its residents prepare, mitigate, respond, and recover from the impacts of large scale emergencies in our community.

The Town of Tillsonburg Emergency Management Program establishes a framework for responding to a number of risks the Town faces. Developed with key officials, agencies and departments, it is a plan that outlines collective and individual roles and responsibilities in responding to and recovering from an emergency.

### Core Services

- Designate a Community Emergency Management Coordinator
- Establish an Emergency Management Program Committee
- Establish a Municipal Control Group to Manage Emergencies
- Adopt Emergency Response Program and Plan (By-Law #2022-083)
- Establish an Emergency Operations Centre
- Identify Critical Infrastructure and Hazard Analysis
- Annual Training and Exercise of Key Members
- Appoint Emergency Information Officer
- Public Educations and Awareness Program
- Annually Verify Program exceeds Provincial Standards



### 2022 Accomplishments

- Achieved 2022 Compliance with Provincial Standards
- Public Education and Social Media Awareness Campaigns
- Conducted Annual Training and Exercise
- Revised the Emergency Management Program and Plan
- Critical Infrastructure and Hazard Analysis Reviewed & Updated
- Activated EOC for COVID 19 meetings and 195 Lisgar Fire
- Technology Improvements in Emergency Operations Center





- Emergency Program and Plan Adopted By-Law and Council
- Implemented 1st Test of Everbridge Emergency Notification System
- Test of Provincial Alert Ready Emergency Notification System

## Tillsonburg Fire Rescue Services

### Contact Information

Fire Administration 519-688-3009 (4902)

Fire Prevention 519-688-3009 (4903)

Fire Communications 519-688-3009 (4912)

E-mail [fire@tillsonburg.ca](mailto:fire@tillsonburg.ca)

Internet [www.tillsonburg.ca](http://www.tillsonburg.ca)



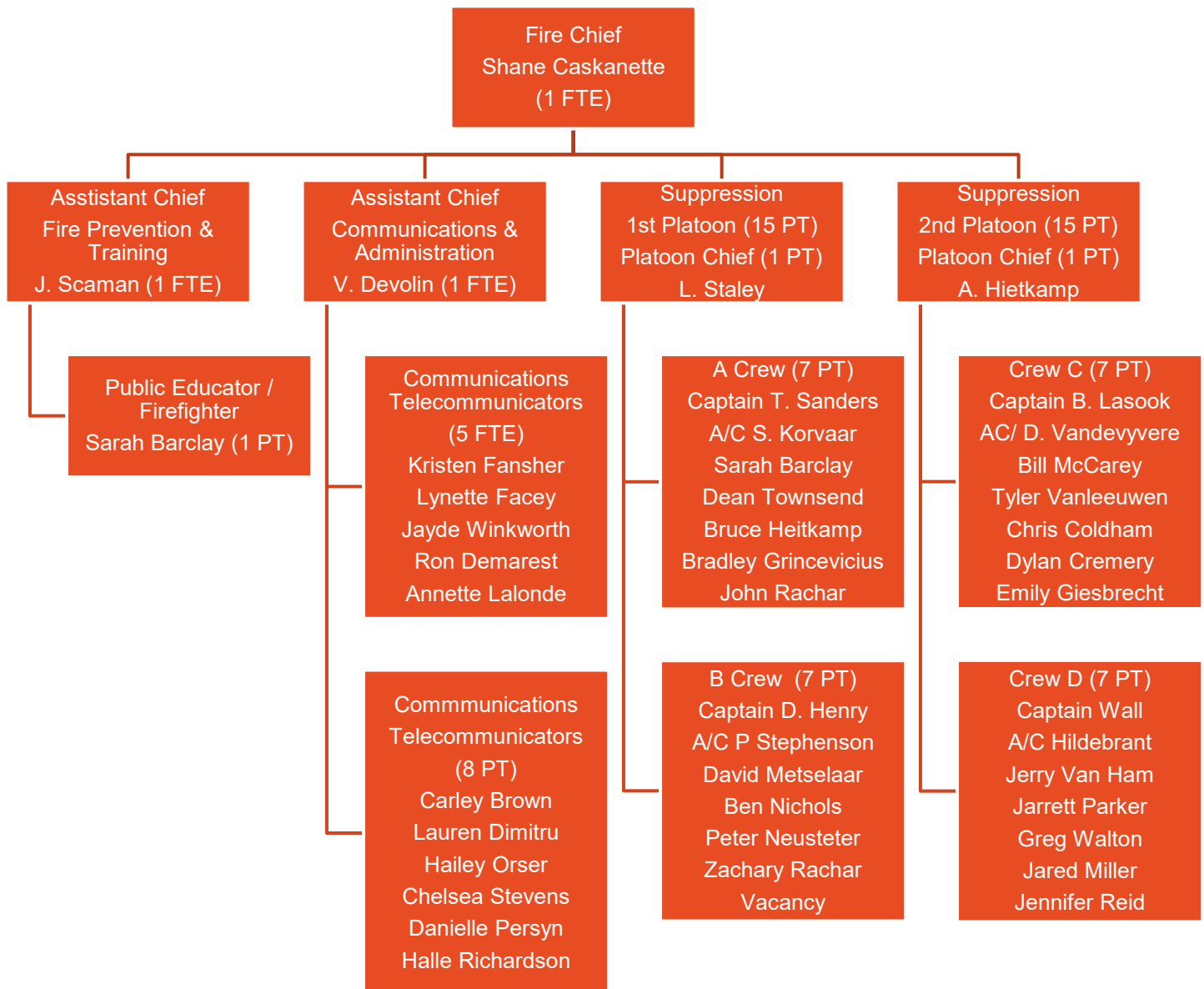
### Town of Tillsonburg Data (2021 Census)

Population:	18,615
Area:	22.2 km/2
Population Density:	838.6 km/2
Total Private Dwellings	8,494
Average Age:	46.9
Population Over 65:	31.4%
Population Under 14:	13.4%
Population 15-64 Years:	55.3%





## 2022 Organizational Chart

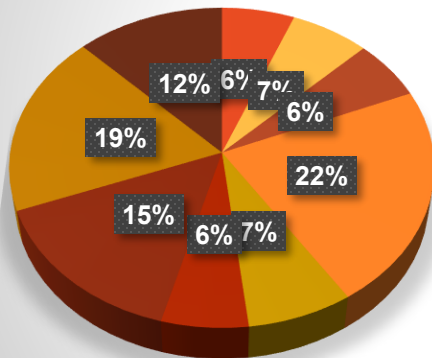






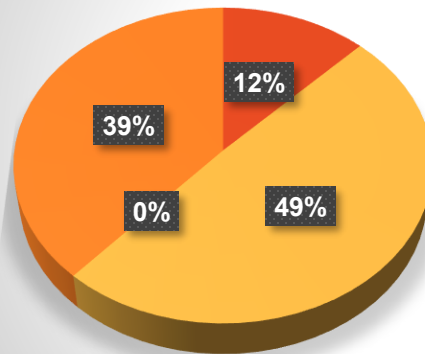
## 2022 Statistics

### Fire Incidents



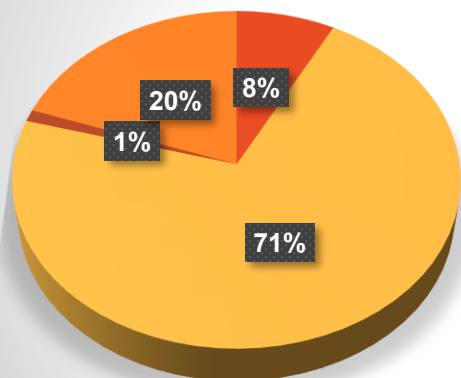
- Property Fires/Explosions (23)
- Burning Controlled (25)
- Pre Fire Conditions/ No Fire
- False Fire Alarm Activations (23)
- False Carbon Monoxide Alarms (84)

### Fire Prevention Inspections



- Fire Prevention Inspection (75)
- Ongoing Inspections (299)
- Legal Action (0)
- Closed (233)

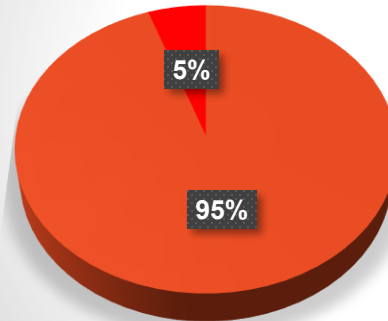
### Public Education



- Public Education Events -21
- Public Education - Social Media - 193
- Emergency Management Events - 3
- Emergency Management Social Media -53

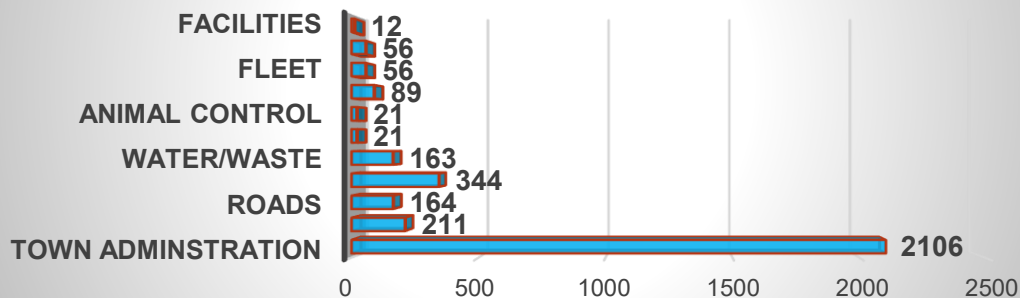


## Fire Communications Dispatched Incidents

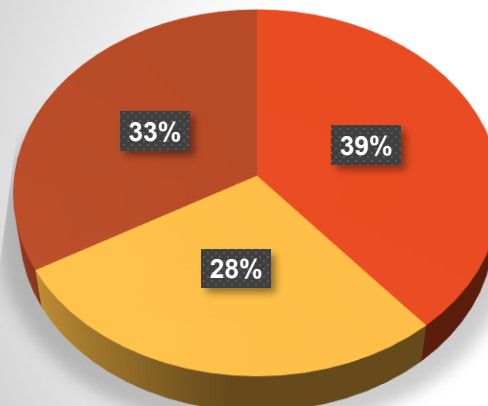


- COMMUNICATION PARTNERS = 6,696
- TILLSONBURG = 379

## Town of Tillsonburg After Hours Calls



## Fire Communications Phone Lines



- Administration Lines = 14,611
- Burn and Alarm Lines = 10,524
- Emergency Lines = 12,505



## 2022 Financial Report Q4 Year End

Operating Budget (Period Ending December 31, 2022)

	2022	2022	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
Grants					
User Charges	796,200	838,284	42,084	(5%)	1
Total Revenues	796,200	838,284	42,084		
Expenditures					
Labour	1,426,000	1,390,482	35,518	(2%)	2
Purchases	202,100	193,223	8,877	(4%)	
Contracted Services	130,700	70,822	59,878	(46%)	3
Contribution to Reserves	45,000	45,000		0%	
Inter-functional Adjustments	325,000	325,059	-59	(0%)	
Debt Principal & Interest	90,800	91,661	-861	(1%)	
Total Expenditures	2,219,600	2,116,247	103,353		
Total Net Levy	(1,423,400)	(1,277,963)	145,437		

### Notes

1 New Fire Communications Partners

2 Net labour under - offsetting from NG-911 Federal Grant

3 Equipment Maintenance, Contract Expense under \$60,700 - offsetting from NG-911 Provincial Grant





## Capital Budget (Period Ending December 31, 2022)



## Quarterly Reports - Capital

For period ending December 31, 2022

	2022	YTD	YTD	Budget	Project
	Budget	Budget	Actuals	Variance	Status
<b>150 Fire</b>					
Capital					
096 Hoses-Nozzles-Appliances					
5425 Sp Proj Exp			1,084	-1,084	
Total 096 Hoses-Nozzles-Appliances			1,084	-1,084	Complete
146 Next Generation 911					
3825 Debt - User pay	-95,000	-95,000	-95,000		
5425 Sp Proj Exp	95,000	95,000	18,147	76,853	
Total 146 Next Generation 911			-76,853	76,853	Complete
147 NG 911 Phase 3					
3205 Grants&S-Prov			-320,658	320,658	
5425 Sp Proj Exp			320,658	-320,658	
Total 147 NG 911 Phase 3					Complete
151 Tech Rescue Eqpt					
5425 Sp Proj Exp	10,000	10,000	9,845	155	
Total 151 Tech Rescue Eqpt	10,000	10,000	9,845	155	Complete
152 Tactical Channel RadioRecorder					
5425 Sp Proj Exp	8,000	8,000	6,853	1,147	
Total 152 Tactical Channel RadioRecorder	8,000	8,000	6,853	1,147	Complete
153 PPE Bunker Gear					
3905 Contr from DC Res	-1,900	-1,900	-1,431	-469	
5425 Sp Proj Exp	15,000	15,000	14,531	469	
Total 153 PPE Bunker Gear	13,100	13,100	13,100		Complete
156 Digital Road Sign					
3705 Donation Rev			-1,000	1,000	
5950 Contrib to Res			1,000	-1,000	
Total 156 Digital Road Sign					Complete
Total Capital	31,100	31,100	-45,971	77,071	



## Fleet and Facilities

### Overview

#### Fleet

The Town's Fleet Services Division has a certified Emergency Vehicle Technicians (EVTs) that is specially trained to inspect, service and maintaining our fire apparatus and vehicles. This ensures our fleet is inspected, maintained and ready to respond safely to emergencies. Our fleet staff provide routine scheduled maintenance program on apparatus, vehicle, small engines, generators, SCBA compressors to ensure operational readiness of apparatus and equipment.

#### Facilities

The Town's Facilities Division inspect, maintain and coordinate repairs of the Fire Station and grounds. The Fire Station and grounds routine maintenance schedule ensures that routine maintenance and repairs are completed as required around the Fire Station.

#### Core Services

- Regular inspections and maintenance on all vehicles and apparatus to ensure operational readiness
- Annual testing of the fleet's ground ladders
- Annual testing of fire pumps
- Non Destructive Testing (NDT) of aerial devices
- Maintaining of the facilities for optimum operation
- Annual SCBA bench testing
- SCBA Compressor inspection, maintenance and testing of air quality
- Generator Inspection and maintenance
- Regular care and maintenance of Fire Station Facility and Grounds
- Routine up keep, cleaning, and repairs around station
- Grass cutting, snow Removal, tree trimming



#### 2022 Accomplishments

- Painting
- LED Lighting Installation
- Relocated Communications Room
- Wireless Access Points
- Air Conditioner Replacement
- Mold Report and Remediation
- Bay Floor Drain Grates & Cleaning
- Bay Heater Replacement
- Blue Emergency Lights





## Fire Service Fleet Inventory

### PUMP # 1

Unit Number	70
Year/Make	2016 Pierce Saber
Type	Pumper Truck
Odometer	18959 KM
Pump Capacity	1050 Gallons Per Minute @150 PSI 3974 Liters Per Minute @ 1000 KPA
Tank Capacity	820 Gallons 3104 Liters
Foam Capacity	3 Gallons Per Minute 11 Liters Per Minute
Delivery Method	Centrifugal Force Pump
Usage	Suppression/Rescue Services



### Pump # 2

Unit Number	71
Year/Make	2012 KME Predator
Type	Pumper Tanker Truck
Odometer	23294 KM
Pump Capacity	1600 Gallons Per Minute @ 150 PSI 6051 Liters Per Minute @ 1000 KPA
Tank Capacity	2010 Gallons 7611 Liters
Foam Capacity	95 Gallons Per Minute 360 Liters Per Minute
Delivery Method	Centrifugal Force Pump
Usage	Suppression/Rescue Services



### RESCUE # 3

Unit Number	72
Year/Make	2016 Dodge Ram 5500
Type	Rescue Truck
Odometer	6342 KM
Usage	Rescue Services







## AERIAL #4

Unit Number	73
Year/Make	2018 E-One Cyclone
Type	Aerial Truck
Odometer	31938 KM
Pump Capacity	2006 Gallons Per Minute @ 150 PSI 7593 Liters Per Minute @ 1000 KPA
Tank Capacity	300 Gallons 1135 Liters
Foam Capacity	N/A
Delivery Method	Centrifugal Force Series/Parallel Pump
Usage	Suppression/Rescue Services



## TRUCK 35

Unit Number	35
Year/Make	2021 Chevrolet Silverado 2500
Type	Support Vehicle
Odometer	34821 KM
Usage	Support Services



## CAR # 1

Unit Number	38
Year/Make	2011 Ford Escape Hybrid
Type	Command Vehicle
Odometer	92156 KM
Usage	Command/Support Services







## Photo Gallery

### Lithium-Ion Battery Safety

Lithium-ion batteries supply power to many kinds of devices including smart phones, laptops, e-scooters and e-bikes, e-cigarettes, smoke alarms, toys, and even cars. If not used correctly, or if damaged, these batteries can catch on fire or explode.

#### The problem

- These batteries store a large amount of energy in a small amount of space.
- Sometimes batteries are not used the right way; batteries not designed for a specific use can be dangerous.
- Like any product, a small number of these batteries are defective. They can overheat, catch fire, or explode.

#### Safety Tips

- Purchase and use devices that are listed by a qualified testing laboratory.
- Always follow the manufacturer's instructions.
- Only use the battery that is designed for the device.
- Put batteries in the device the right way.
- Only use the charging cord that came with the device.
- Do not charge a device under your pillow, on your bed, or on a couch.
- Do not keep charging the device or device battery after it is fully charged.
- Keep batteries at room temperature when possible. Do not charge them at temperatures below 32°F (0°C) or above 105°F (40°C).
- Store batteries away from anything that can catch fire.

#### Signs of a Problem

Stop using the battery if you notice these problems: odor, change in color, too much heat, change in shape, leaking, or odd noises. If it is safe to do so, move the device away from anything that can catch fire. Call 9-1-1.

#### Battery Disposal

- Do not put lithium-ion batteries in the trash.
- Recycling is always the best option.
- Take them to a battery recycling location or contact your community for disposal instructions.
- Do not put discarded batteries in piles.

#### Charging an E-bike

Charge your battery in a flat, dry area away from children, direct sunlight, liquids, tripping hazards, and in a location where the e-bike is not at risk of falling.



Emergency preparedness starts with you  
**be prepared**



make a plan



build a kit



stay informed





## Cooking Safety

Cooking brings family and friends together, provides an outlet for creativity and can be relaxing. But did you know that cooking fires are the number one cause of home fires and home injuries? By following a few safety tips you can prevent these fires.

### "COOK WITH CAUTION"

- Be on alert! If you are sleepy or have consumed alcohol don't use the stove or stovetop.
- Stay in the kitchen while you are frying, boiling, grilling, or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
- If you are simmering, baking, or roasting food, check it regularly, remain in the home while food is cooking, and use a timer to remind you that you are cooking.
- Keep anything that can catch fire — oven mitts, wooden utensils, food packaging, towels or curtains — away from your stovetop.

### If you have a small (grease) cooking fire and decide to fight the fire...

- On the stovetop, smother the flames by sliding a lid over the pan and turning off the burner. Leave the pan covered until it is completely cooled.
- For an oven fire, turn off the heat and keep the door closed.

### If you have any doubt about fighting a small fire...

- Just get out! When you leave, close the door behind you to help contain the fire.
- Call 9-1-1 or the local emergency number from outside the home.



### Cooking and Kids

Have a "kid-free zone" of at least 3 feet (1 metre) around the stove and areas where hot food or drink is prepared or carried.

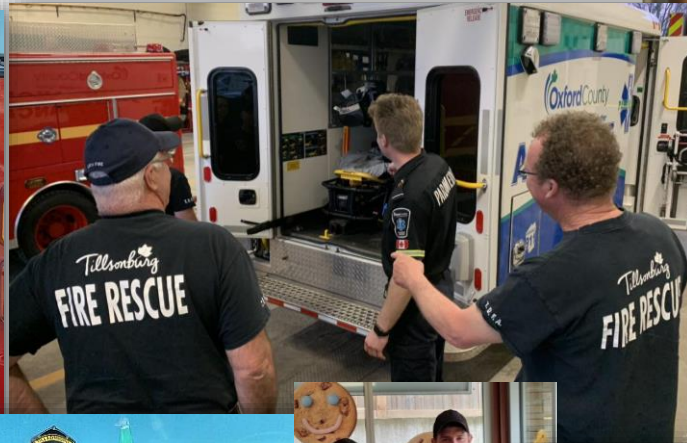
### FACTS

- ❗ The leading cause of fires in the kitchen is unattended cooking.
- ❗ Most cooking fires in the home involve the kitchen stove.





# TILLSONBURG FIRE RESCUE SERVICE 2022 ANNUAL REPORT







# Smoking & Home Fire Safety



The place where we feel safest — at home — is where most smoking-materials structure fires, deaths, and injuries occur. Smoking materials are the leading cause of fire deaths. Smoking material fires are preventable.

## Smoking Safety

- » If you smoke, use only fire-safe cigarettes.
- » If you smoke, smoke outside. Most deaths result from fires that started in living rooms, family rooms and dens or in bedrooms.
- » Keep cigarettes, lighters, matches, and other smoking materials up high out of the reach of children, in a locked cabinet.

## Put It Out

- » Use a deep, sturdy ashtray. Place it away from anything that can burn.
- » Do not discard cigarettes in vegetation such as mulch, potted plants or landscaping, peat moss, dried grasses, leaves or other things that could ignite easily.
- » Before you throw away butts and ashes, make sure they are out, and dousing in water or sand is the best way to do that.

## Smoking and Medical Oxygen

Never smoke and never allow anyone to smoke where medical oxygen is used. Medical oxygen can cause materials to ignite more easily and make fires burn at a faster rate than normal. It can make an existing fire burn faster and hotter.

## ELECTRONIC CIGARETTES

Fires have occurred while e-cigarettes were being used, the battery was being charged, or the device was being transported. Battery failures have led to small explosions. Never leave charging e-cigarettes unattended. E-cigarettes should be used with caution.

## FACTS

- ❗ The risk of dying in a home structure fire caused by smoking materials rises with age.
- ❗ One out of four fatal victims of smoking-material fires is not the smoker whose cigarette started the fire.



**Your Source for SAFETY Information**

NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

Name of Organization Goes Here

Contact Information Goes Here