

# Emergency and Fire Services

2020 Annual Report



*Clarington*

# Clarington

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## Fire Chief's Message

On behalf of Clarington Emergency and Fire Services (CEFS), I am pleased to present the 2020 Annual Report. This report provides an overview of the activities associated with the Department's Emergency Response, Fire Prevention, Training and Mechanical Divisions.

2020 began as any other year with the typical challenges that winter weather brings. Even though we were hearing news coming out of China about a virus, no one could have predicted a pandemic would be upon us within a few short months here in Canada. It has been an uphill battle to mitigate its spread and as we scrambled to understand the coronavirus, we focused on sourcing Personal Protective Equipment (PPE), hand sanitizer and masks while we quickly changed protocols and procedures to ensure the safety of staff and the residents we serve. Unprecedented times required unprecedented change and we entered into a Letter of Understanding with Clarington's Fire Fighters' Association, Local 3139 to ensure sufficient staffing levels would be available should the need arise.

The pandemic also brought to the forefront a need for review of the Municipal Business Continuity Plan. Each pandemic can present different challenges and COVID-19 has provided many learning opportunities for management and staff, identifying areas for improvement. With municipal buildings closed to the public, staff were required to provide solutions to various services that would normally be provided in person. With the assistance of the Communications Department, CEFS created an online application process for burn permits. Although we are still working on an online payment process, the pandemic has generated a more efficient service for residents of Clarington.

The department saw unprecedented change in our human resources as well. With Council's support, we increased our fulltime Suppression complement with the hiring of four additional firefighters. Along with six new firefighters to backfill for retirements, the Training Division was challenged to train all 10 new hires as well as those that were promoted as a result of these changes.

Council's approval of the 2020 Budget allowed the department to begin phasing in electric cars to our fleet with the purchase of two new Chevrolet Bolts. Council also approved the establishment of a Motor Vehicle Collision (MVC) Cost Recovery Program. The Program allows the department to invoice non-Clarington residents for services that CEFS provides at MVC's on municipal roadways.

As I reflect on the past year, I would like to express my appreciation for the hard work and dedication each member of the department continues to provide.

Thank you Mayor Foster, members of Council and municipal staff for your continued support.

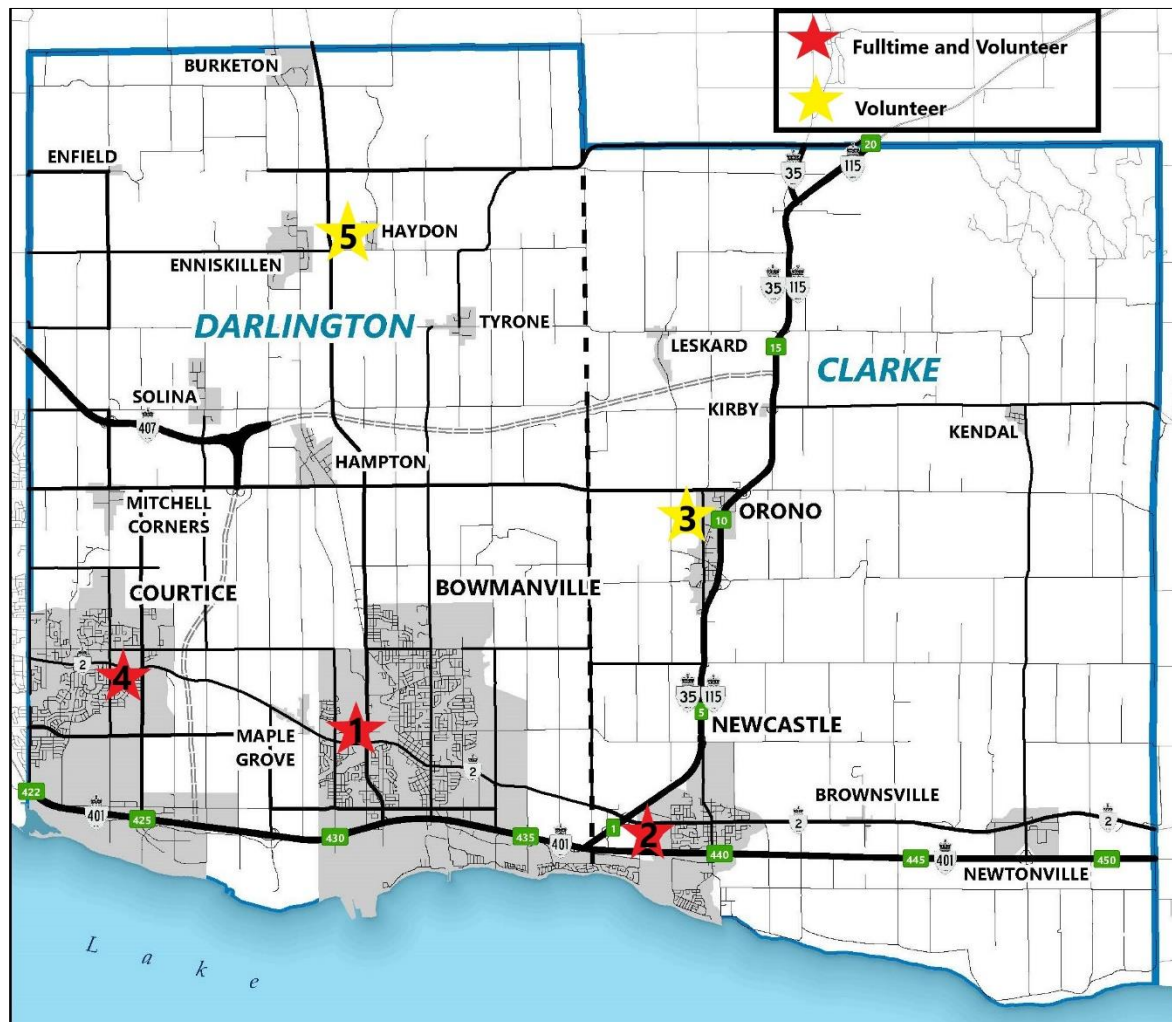


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## About Us

Clarington has fire accredited fire stations that are located in specific areas within the Municipality to provide the best emergency response and coverage of a large geographic area. CEFS is the only composite fire service in the southern area of Durham Region.



## Our Vision

We are dedicated to a fire safe community

## Our Mission

To ensure we deliver service excellence through public education, prevention, training and emergency response

## Our Values

Every member of Clarington Emergency and Fire Services upholds the tradition of a composite Department and with their skill and knowledge respond without boundary

Our greatest asset is our personnel; a group of highly trained, dedicated individuals who pride themselves on customer service excellence.

Division	Number of Personnel
Director/Fire Chief	1
Deputy Fire Chiefs	2
Administrative Assistant	1
Clerks	2
Suppression – Fulltime	60
Mechanical Maintenance	1
Training	2
Fire Prevention	5
Suppression – Volunteers	125
<b>Total Personnel</b>	<b>199</b>

## Services We Provide

### Fire Safety Education

- Educate the public on fire/life safety through our public education programs, hall tours, safety lectures and fire safety training. Our public education programs include:
  - Alarmed for Life Program
  - Carbon Monoxide Awareness Week
  - Community Fire Safety Programs
  - Family Safety Day
  - Fire Prevention Week
  - Junior Firefighter Program
  - Portable Fire Extinguisher Training
  - The Arson Prevention Program for Children (TAPPC)

### Fire Prevention, Inspection and Enforcement

- Inspect commercial, residential, vulnerable occupancies and industrial mercantile for Fire Code compliance
- Enforce the Fire Code and related fire safety standards

## Emergency Response (Suppression)

- Respond to emergencies including:
  - Fire
  - Motor vehicle collisions
  - Medical support
  - Alarm notification
  - Natural disasters
  - Public hazards – CO incident, gas leak, power lines down, spills
  - Assistance to Police and other agencies
  - Rescue – water ice rescue, persons trapped in elevator, high angle rescue



## How The Pandemic Affected the Way We Do Business

The COVID-19 pandemic changed the way many businesses operate today, including the fire department. In addition to promoting frequent hand washing/sanitizing, social distancing and staff staying home when unwell, the Department underwent an extensive review of our operations with the safety of our staff and public at the forefront.

Following Provincial guidelines, many of the programs we provide were cancelled. This included our very popular Junior Firefighter Camp and Family Safety Day. All public education events in the community and schools were also cancelled. As a result, Fire Prevention staff implemented other methods of communicating fire safety messages to the residents of Clarington.

In order to minimize potential exposure, members of our Administration and Fire Prevention staff began working from home. Fire Chiefs throughout Durham Region also reviewed their Durham Region Medical Tiered Response Agreements with Durham Region EMS to determine if the service level provided by Fire should be reduced in order to minimize the risk of firefighters contracting the virus. Clarington's Agreement is for Level "C" - Acute Chest Pain and/or Shortness of Breath/Difficulty Breathing regardless of EMS response time.

This Agreement was temporarily downgraded to Level "A" Tiered Response:

A tiered response will be requested by the Central Ambulance Communications Centre (CACC) within one (1) minute of EMS dispatch when the EMS response time is anticipated to be greater than ten (10) minutes for the following emergency requests for service:

Acute Chest Pain and/or Shortness of Breath/Difficulty Breathing (not on calls originating from long-term care (LTC) facilities, medical facilities or other locations with an available on-site Emergency First Responder (EFR) program or higher level of care).

As a result, Medical/Resuscitator calls were approximately 34 percent of our total call volume for 2020. Prior to the pandemic, Medical/Resuscitator calls would total approximately 54 percent of all calls.

### Station Cleanliness

In addition to the increase in personal sanitization, we implemented vigorous cleaning and sanitization procedures in our stations, trucks and equipment. These changes spiked the use of cleaning and disinfectant products dramatically.



## Personal Protective Equipment (PPE)

Prior to the pandemic, firefighters would wear their bunker pants, medical gloves, SCBA or safety glasses or personal eyeglasses accompanied by a helmet face shield, N95 mask and a medical gown (as required).

During the pandemic firefighters must wear the equipment listed above as well as a Tyvek suit and face shield.



A heightened awareness of what protective measures can be applied to the way we normally do things has helped keep our staff safe with zero COVID-19 cases reported.

## Community Support during the Pandemic



## Celebrating Success

### Fire Services Exemplary Service Medal

The Fire Services Exemplary Service Medal program, created on August 29, 1985, honours members of a recognized Canadian fire service who have completed 20 years of service, ten years of which have been served in the performance of duties involving potential risks, and were employed on or after the date of creation of the medal. Exemplary service is characterized by good conduct, industry and efficiency. This year's recipients were:

Tim Calhoun, Deputy Fire Chief – [30 year Federal Bar](#)

Grant Bradley, Captain – [30 year Federal Bar](#)

Rick Vanderkooi, Captain – [30 year Federal Bar](#)

Henry Gassmann, Volunteer District Chief – [30 year Federal Bar](#)

### Ontario Fire Services Long Service Medal

The Ontario Fire Services Long Service Medal was first awarded in 1971 as an expression of appreciation and recognition of uniformed staff for 25 years of dedication and hard work within the Ontario fire service. At 30 years of service and every 5 years thereafter, a service bar may be requested and added to the medal's ribbon. Spouses of medal recipients receive a companion brooch. This year's recipients were:

Tim Calhoun, Deputy Fire Chief – [30 year Provincial Bar](#)

Grant Bradley, Captain – [30 year Provincial Bar](#)

Rick Vanderkooi, Captain – [30 year Provincial Bar](#)

Henry Gassmann, Volunteer District Chief – [30 year Provincial Bar](#)

Bryan Rogers, Firefighter – [25 year Provincial Medal](#)

Todd Stephens, Volunteer Captain – [25 year Provincial Medal](#)

Manuel Ortins, Volunteer Firefighter – [25 year Provincial Medal](#)



## Comings and Goings

### Farewell!



Chris Carnovale, Michael Kalita, Gary Dusseldorp, Thomas Stone, Mike Suess (left to right)

On January 31, 2020 Platoon Chief Gary Dusseldorp retired after almost 28 years of dedicated service to the Clarington Emergency and Fire Services Department. Gary started as a volunteer firefighter in 1992 and was promoted to Captain in 2007.



Captain Rick Vanderkooi retired after 30 years of dedicated service to the Department on July 31, 2020. Rick started as a volunteer firefighter in 1990 and was promoted to Captain in 2014.



Platoon Chief Peter Lomax retired after almost 33 years of dedicated service to the Department on May 31, 2020. Peter started as a volunteer firefighter in 1987 and was promoted to Captain in 1999.



Acting Captain Bryan Rogers retired after 25 years of dedicated service to the Department on July 31, 2020. Bryan started as a volunteer firefighter in 1995 and was promoted to Acting Captain in 2014.

**The Department also said farewell to the following volunteer staff:**

Captain Lonny Gibson (Station 2), 27 Years of Service

Captain Jonathan Burns (Station 4), 15 Years of Service

Captain Dan Prest (Station 4), 15 Years of Service

Firefighter Manuel Ortins (Station 1), 25 Years of Service

Firefighter Chris Staples (Station 3), 15 Years of Service

**The Municipality of Clarington thanks you for your dedication and services provided to keep our community safe.**

## Promotions

Captains Murray Dennis, Jeff Dawson, Bob McCutcheon were promoted to the rank of Platoon Chief.

Acting Captains Rob Staples, Darryl White, Stewart Richardson and Tony Santos were promoted to the rank of Captain.

Firefighters Duane Tyte, Eric Dion, Michael Kalita and Aaron Pudlis were promoted to the rank of Acting Captain.

The retirement of suppression members in 2020 provided us the opportunity to promote firefighters Rob Van Wees, Myles McCaul, Aidan Preston, Phil Harrison and Kurt Zauerhagen to fulltime from our volunteer ranks. Council also approved a budget to increase our fulltime firefighter complement from 56 to 60. Firefighters Pierce Warwick, Cody Carson, Ryan Mulrooney and Ryan Stafford were promoted to fulltime from our volunteer ranks. This increase in staff will enhance our delivery of fire protection services.

Deputy Chief Randy Cowan was promoted from the Suppression Division in September 2020. Reporting directly to the Fire Chief, Deputy Cowan is responsible for the Suppression and Training Divisions of CEFS. He has over 30 years of fire service experience and brings a wealth of knowledge.

Deputy Cowan's promotion created a vacancy in our suppression staff providing us the opportunity to promote Steven Lester to a fulltime firefighter.



## Fire Prevention

### Fire Safety Education

Fire Prevention staff perform a variety of functions in accordance with the FPPA and policies of the Department with one goal in mind; creating a fire safe community.

#### Alarmed for Life (AFL)

AFL core components:

- **Smoke Alarms**; educate residents on the importance of working smoke alarms. Smoke alarms are critical for live safety and are required on all levels of your home and outside all sleeping areas. Alarms must be replaced within the time specified in the manufacturer's instructions.
- **Carbon Monoxide Detectors**; must be located outside all sleeping areas if you have an attached garage, a fireplace and/or a fuel fired appliance such as natural gas and oil.
- **Home Escape Plan**; communicating the importance of having a home escape plan with recommendations of practicing the plan with 2 ways out to a predetermined spot.

#### Fire Prevention Week

The National Fire Protection Association (NFPA) is the official sponsor of Fire Prevention Week for more than 90 years. This year's Fire Prevention Week campaign focused on fire safety in the kitchen. It is imperative to stay in the kitchen when you are frying, boiling, grilling or broiling food.



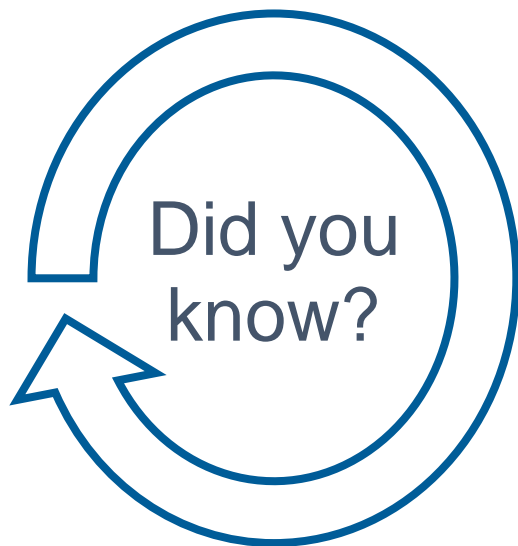
Fire safety materials are available to residents at [Clarington.net/Town-Hall/Fire-Safety](http://Clarington.net/Town-Hall/Fire-Safety).

## Fire Inspections

Our team of inspectors perform inspections and fire investigations following a complaint, request, retrofit, or when self-initiated in accordance with the Fire Protection and Prevention Act (FPPA) and policies of the department.

A total of 311 inspections were conducted in 2020. The table below lists the total number of inspection services performed.

Inspection Service	Volume
Inspections	311
Complaints Response	97
Burn Permits	162
Fire Safety Plans Review	423
General Plans Review	163
Site Visit	62
Fire Investigations	8
FPPA Part 3 Charges Laid	3
FPPA Part 1 Charges Laid	0
<b>Total</b>	<b>1,229</b>



- Cooking is the #1 cause of home fires and home fire injuries.
- Unattended cooking is the leading cause of fires in the kitchen.
- You can keep a small kitchen fire from getting out of control by sliding a lid over the pan and turning off the burner.
- Clearing away clutter around cooking appliances lessens the chance of a kitchen fire.

For more cooking safety tips please visit [NFPA.org - Fire Prevention Week](https://www.nfpa.org)

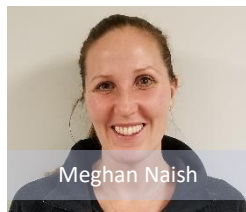
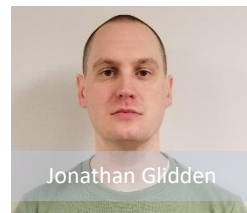
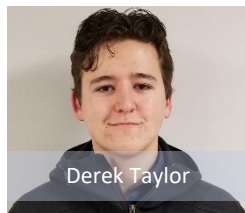
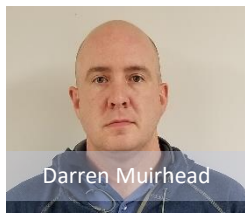
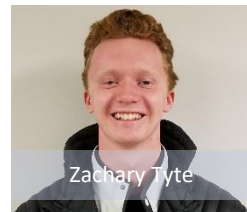
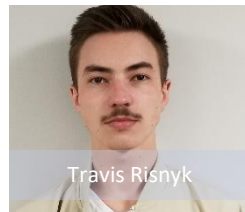
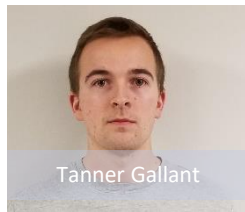
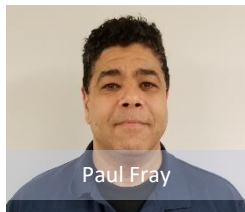
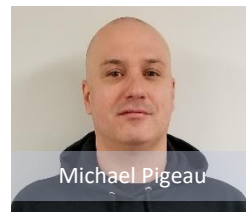
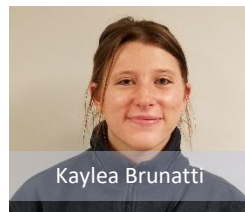
## Fire Suppression

Our highly trained fire suppression staff provide assistance and respond to a variety of emergencies and situations. Core services provided by staff include fire suppression in both an offensive and defensive mode and search and rescue operations, forcible entry, ventilation, protecting exposures, salvage and overhaul as appropriate. Staff provide emergency pre-hospital care that includes medical acts such as defibrillation, standard first aid, CPR, and EPIPEN assistance.

Other core services include: Special Rescue – extrication, rope rescue, water/ice rescue; Defensive Hazardous Material Emergency Response – conducted to the operations level by fulltime staff and awareness by volunteer firefighters; Confined Space.

## Volunteer Recruits

CEFS hired 17 new volunteer firefighters targeting our full complement of 25 volunteer firefighters for each of our five stations.





## Training

Every year staff perform vital training necessary to meet the legislative requirements of the *Ontario Fire Prevention and Protection Act (FPPA)* and the *Occupational Health and Safety Act of Ontario (OHSA)*. Training expanded in the following areas for 2020.

**Rope Rescue – Rapid Deployment Bag;** staff received extensive training in the use of a new Rapid Deployment Bag (RDB). Our Rope Rescue Technicians provided instruction on what the RDB is used for, how to use it and when it should be used. The RDB allows for one firefighter to secure themselves to an anchor and lower themselves to a trapped person within a matter of minutes. Then they are able to secure the person and provide some medical care if required while the remainder of the crew is setting up the rope rescue equipment.

**Tanker Operations;** through the efforts of the Training Division and Volunteer Captains, CEFS successfully trained 13 volunteer firefighters in Tanker Operations. All suppression staff are required to have a DZ license. Although licensed to drive a Tanker, each driver must learn how to operate the various equipment on the apparatus. This training consists of a road course, tanker familiarization, pump operations, tanker shuttle and water evolutions. At a fire scene the driver must remain with the apparatus at all times as they are responsible for hooking up the hose, maintaining water supply to fire operations and shuttling water from a source to the fire scene.

**Pumper Operations;** all fulltime staff are trained on Pumper Operations within the first year of becoming a fulltime firefighter. Firefighters rotate their position within the apparatus each shift allowing each member to utilize their skills at various calls. Pumper Driver/Operator training encompasses the standards established by the National Fire Protection Association, Standard 1002. Seven volunteers and one fulltime firefighter were trained in Pumper Operations.

**Aerosol Transmissible Diseases (ATD);** after successfully completing this training, staff can:

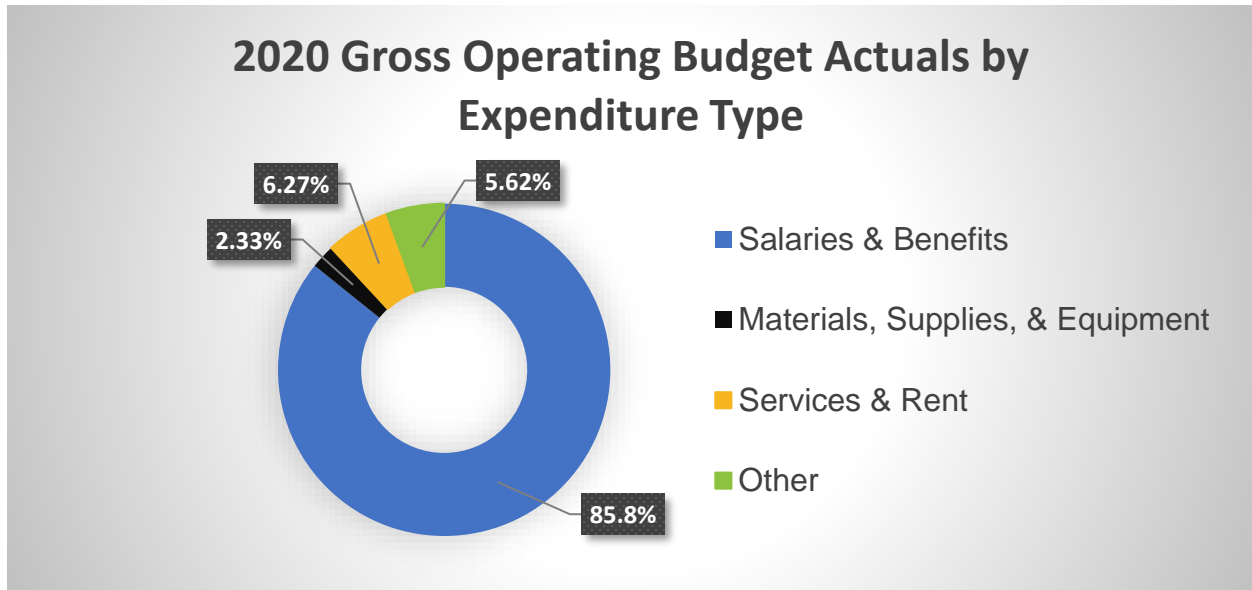
- Recall the various kinds of aerosol transmissible diseases
- Describe the contents of the aerosol transmissible diseases standard
- Identify the various modes of transmission
- Recognize the signs and symptoms of ATDs
- Describe when and how to use respiratory protection
- Summarize the procedures for disinfecting and decontaminating equipment, etc.



## Financial Highlights

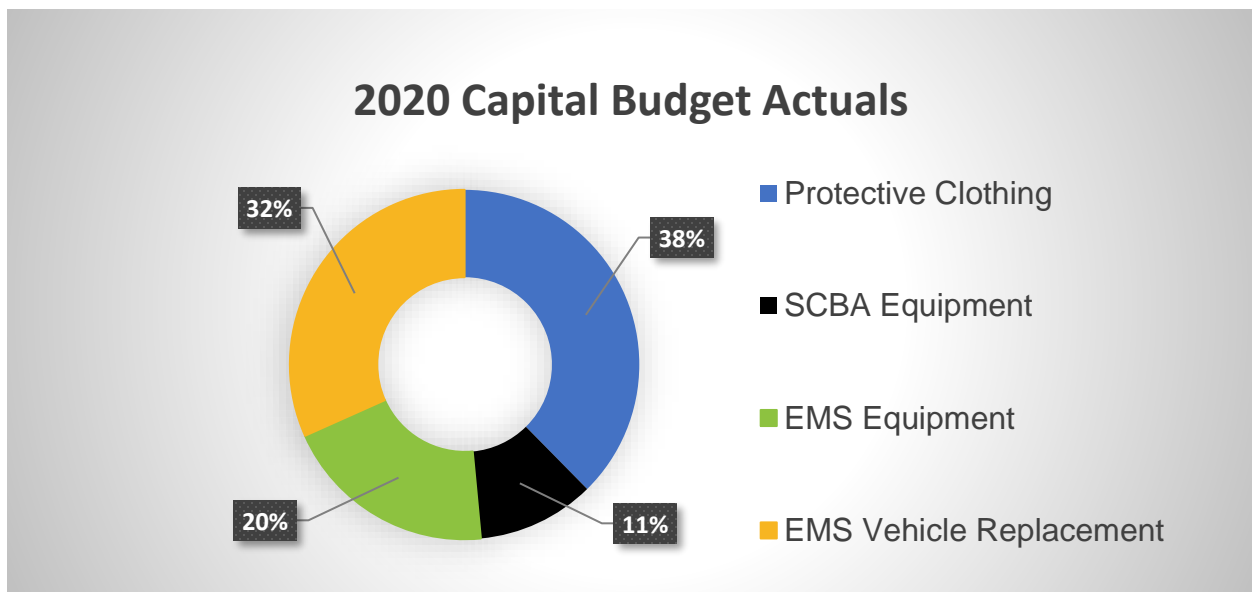
### Operating Budget

Gross Operating Budget spending in 2020 was \$13,293,549.87. Salaries and benefits encompassed over 85% of the budget.



### Capital Budget

The 2020 Capital Budget spending was \$307,908.74. Protective clothing encompassed 38% of the budget. Protective clothing includes items such as firefighting boots, gloves, bunker gear and helmets.



## Emergency Response Statistics

In 2020, crews were dispatched to a total of 2,626 emergency incidents of which 197 (7.5%) were fires with an estimated dollar loss of \$12,719,370. The following is a summary of emergency incidents by response type.

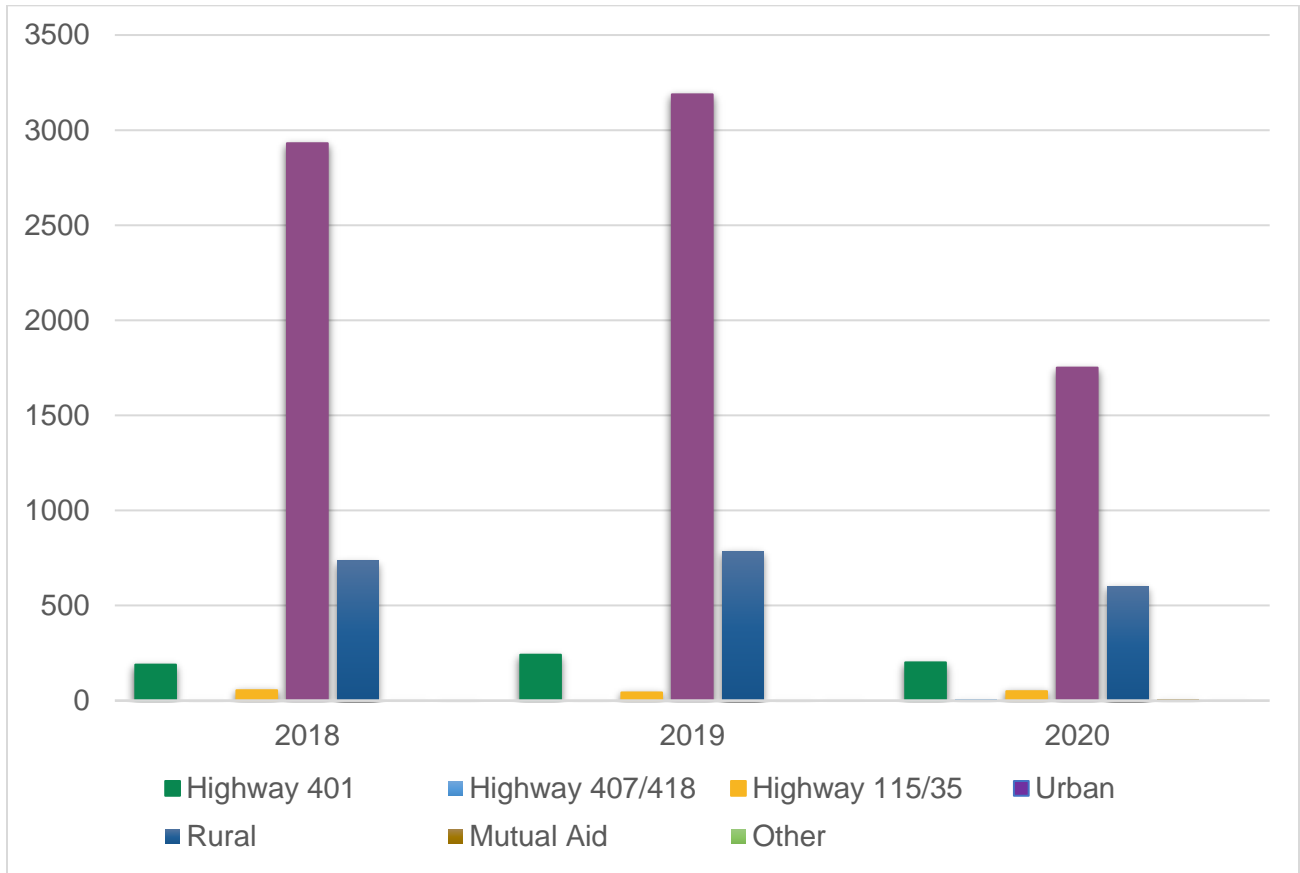
### 2020 Incident Breakdown

Response Type	2019 Volume	2020 Volume	% Change Volume	2020 % of Total Incidents
Property Fires / Explosions	86	102	+18.6%	3.88%
Outdoor (No Loss Fires)	43	95	+120.93%	3.62%
Burning Controlled	80	132	+65%	5.03%
CO False Calls	166	152	-8.43%	5.79%
False Fire Calls	350	320	-8.57%	12.18%
Medical/Resuscitator Call	2313	892	-61.44%	33.97%
Other Response	502	292	-41.83%	11.12%
Overpressure Rupture/Explosion (No Fire)	1	5	+400%	0.19%
Pre Fire Conditions/No Fire	81	80	-1.23%	3.05%
Public Hazard	170	168	-1.18%	6.4%
Rescue	476	388	-18.49%	14.78%

### Call Volume by Geographical Area

Geographical Area	Call Volume
Bowmanville and surrounding area	1,221
Newcastle and surrounding area	473
Orono and surrounding area	170
Courtice and surrounding area	641
Enniskillen and surrounding area	121

### Call Volume by District

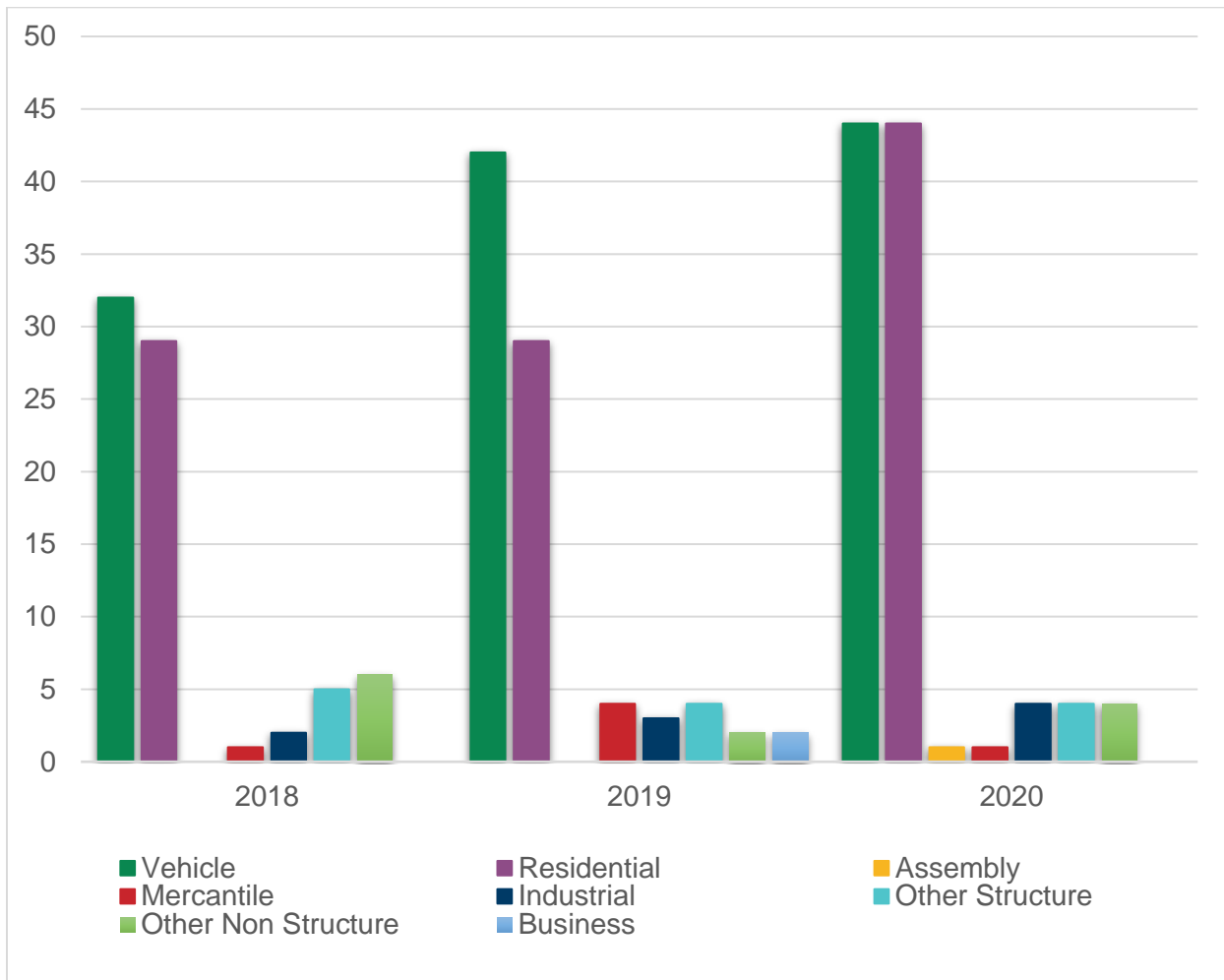


### Annual Totals

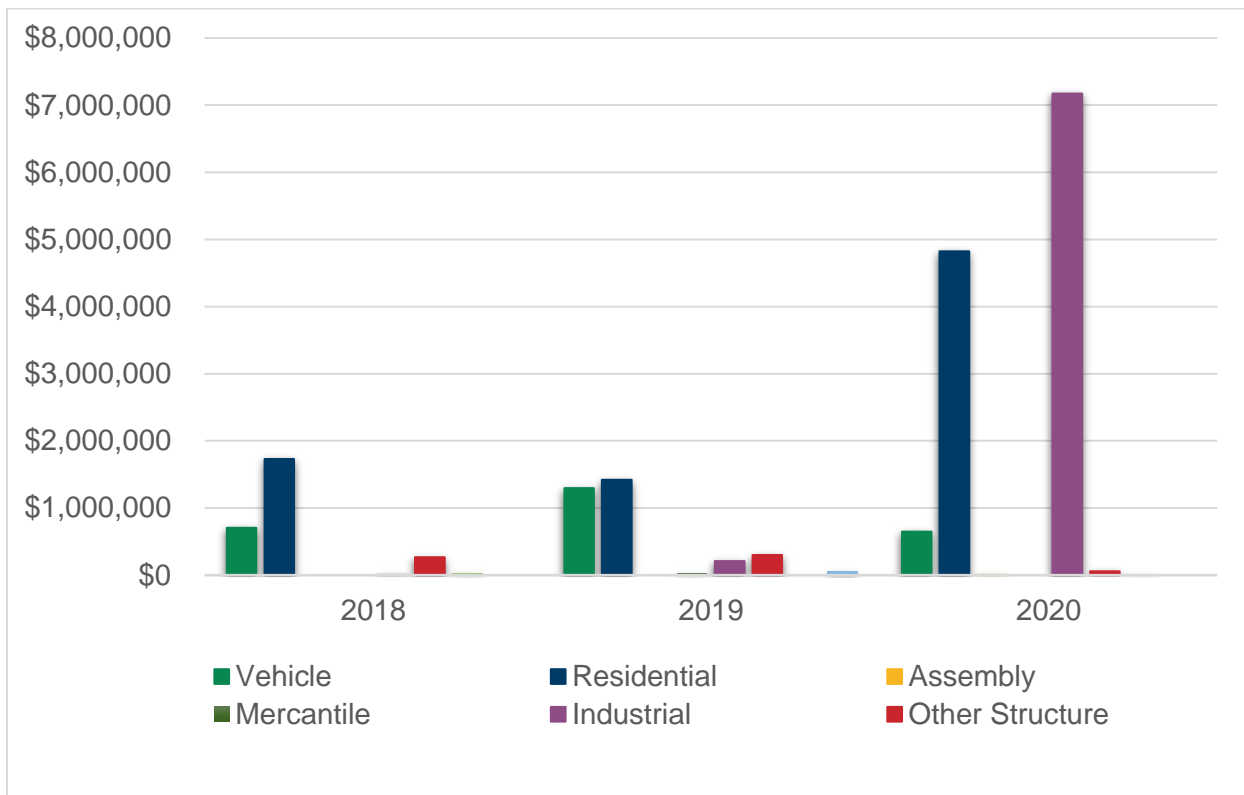
Event Type	2016	2017	2018	2019	2020
Call Volume	3,737	3,675	3,929	4,268	2,626
Civilian Injuries	5	1	1	7	1
Firefighter Injuries	0	0	0	1	2
Fatalities	0	0	0	0	0
Dollar Loss	\$6,248,757	\$4,244,699	\$2,738,750	\$3,317,011	\$12,719,370



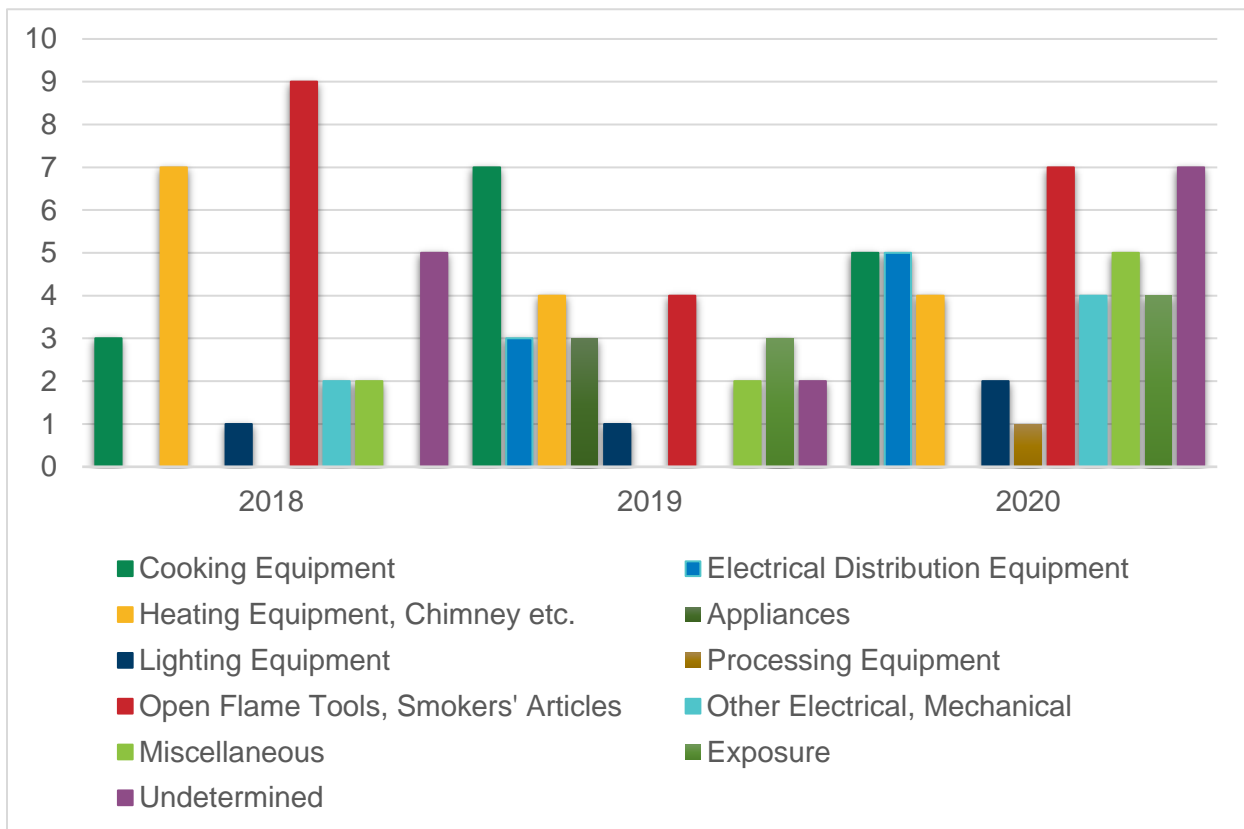
### Fires by Property Type



### Dollar Loss by Property Type



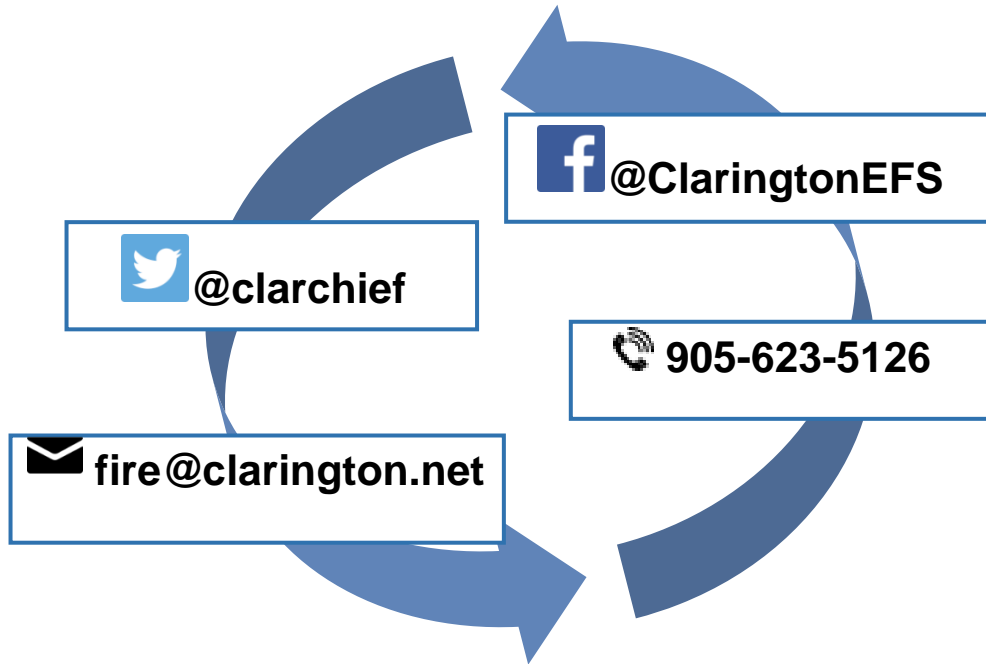
### Ignition Sources – Residential Fires



## Connect With Us

Inquiries or questions?

Contact us at:



or visit Station 1, 2430 Highway 2, Bowmanville ON L1C 6C8

