

Sault Ste. Marie
Fire Services

2022

Annual Report





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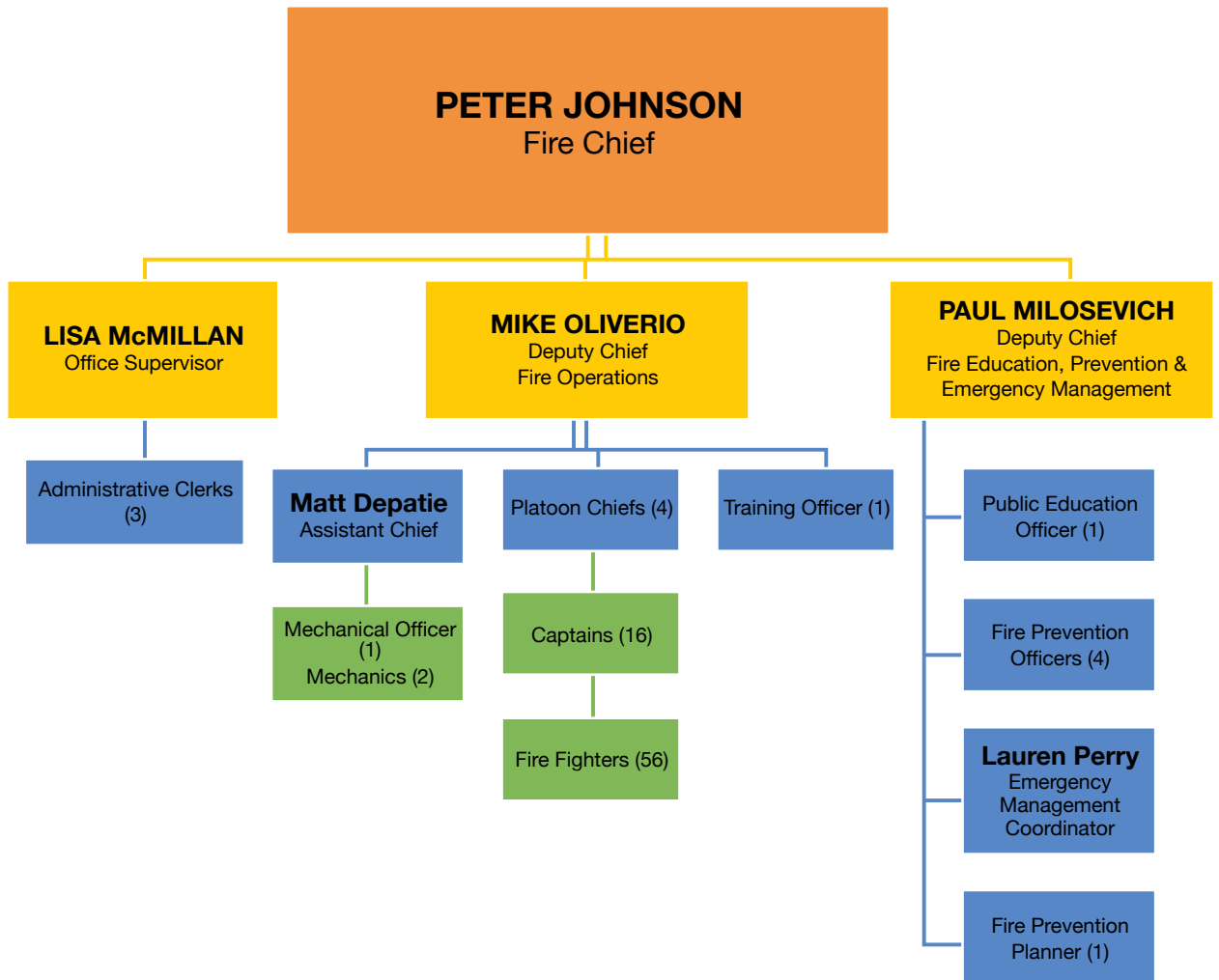
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SAULT STE. MARIE FIRE SERVICES ORGANIZATIONAL CHART





FIRE CHIEF'S MESSAGE



On behalf of the Sault Ste. Marie Fire Service, it is my pleasure to present the 2022 Annual Report. Each day our committed team of professionals deliver exceptional emergency services to our community. To accomplish this, we follow our values - Public Safety, Employee Safety, Customer Service, Integrity and Honesty.

This report will provide insight to assist in understanding the details of the services provided by the Sault Fire Services staff. The 2022 annual report highlights the call volume, types of responses, public education programs and inspections completed. The goal is to create a fire safe community.

Looking ahead to 2023, Fire Services will work towards being NG-911 compliant, progressing towards attaining mandatory certifications for Firefighter Training as per Ontario Regulation 343/22 and commencing the update to our Community Risk Assessment (CRA) and Fire Master Plan (FMP) as per Ontario Regulation 378/18. Updating the CRA and FMP will provide Council with a framework and strategic planning for the next 5 to 10 years.

I would like to congratulate all the retirees from 2022. Thank you for your commitment to our service and for serving the community. Also, congratulations to all our new employees at Fire Services. I wish you all the very best as you commence your career with our outstanding service.

It takes all members of our organization to make a difference in this community. We are all committed to our Vision, Mission and Core Values; they are at the forefront of everything we do. As Fire Chief, I am honoured to lead this exceptional team. The employees here at Sault Ste. Marie Fire Services are our greatest asset. Thank you all for your continued support.

Peter Johnson

Fire Chief





VISION

"Committed to Provide Effective and Efficient Emergency Service in a Caring Manner to Create a Safe Community"

MISSION

"A Proud Partner within Our Community That Provides Exceptional Service through Prevention, Education, Protection and Wellness"

VALUES

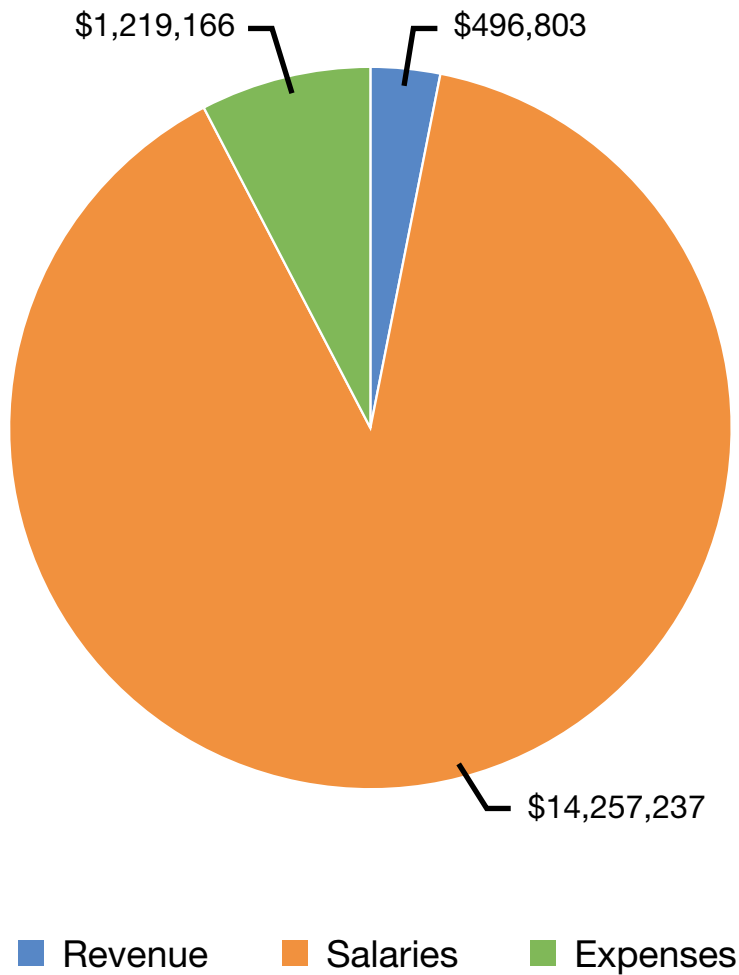
Public Safety, Employee Safety, Customer Service, Integrity and Honesty



FIRE ADMINISTRATION

The Fire Administration team is responsible for managing all divisions of Sault Ste. Marie Fire Services (SSMFS). It oversees and directs the day-to-day operations including current and long-range Strategic Planning, Capital and Operational Budgets, Fleet Management, Labour Relations and Policy Development. Sault Ste. Marie Fire Services continues to implement the approved Comprehensive Risk Assessment (CRA) and Fire Master Plan (FMP). The FMP was developed to provide the Mayor and Council with a strategic framework for the delivery of fire protection services. The FMP contains legislative responsibilities and industry best practices that are accompanied by recommendations to enhance the delivery of fire protection services for the community of Sault Ste. Marie.

2022 Fire Services Budget \$14,979,600



2022 FIRE STATISTICS

2022 Emergency Call Summary		Total Calls 2279
Injuries Reported	Civilian	10
	Firefighter	3
	Fatalities	1
Estimated Loss	Outdoor	\$1,113,150
	Structure	\$11,118,050
	Vehicle	\$390,700
Fire Calls		158
Loss reported	Outdoor	20
	Structure	83
	Vehicle	36
No Loss reported	Outdoor	4
	Structure	13
	Vehicle	2
Outdoor - No Loss		71
Non-Fire Calls		2050
	Burning	103
	CO False Calls	94
	False Fire Calls	577
	Medical Calls	421
	Other	326
	Overpressure/ruptured/explosion	0
	Pre Fire/no fire	169
	Public Hazard	193
	Rescue	167
Emergency Response in other Municipalities		
Garden River		0
Prince		2
Rankin		28

MAJOR FIRES in 2022 (loss over \$100,000)

Date	Location	Structural Type	# of Firefighters on Scene
January 21, 2022	Allard Street	Residential	17
February 2, 2022	Wallace Terrace	Residential	16
February 8, 2022	Millcreek Drive	Residential	18
March 26, 2022	Third Line West	Industrial	15
April 5, 2022	Wellington Street East	Residential	19
April 17, 2022	Blake Avenue	Residential	20
June 6, 2022	Dundas Street	Residential	16
June 24, 2022	Old Goulais Bay Road	Industrial	16
July 31, 2022	Great Northern Road	Commercial	24
August 3, 2022	Chapple Avenue	Residential	16
August 5, 2022	Goulais Avenue	Residential	24
August 7, 2022	West Street	Industrial	15
August 28, 2022	Patrick Street & Lyons Avenue	Non-Classified Structure/ Properties	9
September 10, 2022	Shafer Avenue	Residential	31
September 11, 2022	East Balfour Street	Residential	21
September 17, 2022	East Balfour Street	Assembly	18
October 24, 2022	Boundary Road	Residential	16
December 9, 2022	Bloor Street West	Residential	21

PERFORMANCE METRICS - SSMFS Response Time

Response Time refers to the elapsed time between SSMFS “First Unit en Route” to the arrival of the “First Unit on Scene” of the emergency.

SSMFS Average Response Time in 2022 was 03:09min

SSMFS 90% of incidents maximum elapsed time	05:19min
SSMFS 95% of incidents maximum elapsed time	06:16min



FIRE PREVENTION & PUBLIC EDUCATION

The Sault Ste. Marie Fire Prevention Division remained proactive and as visible as restrictions would permit throughout the pandemic. With the end of restrictions, the division returned to the previous approach described as the ‘three lines of defense’.

These lines of defense consist of public education, enforcement and emergency response. Continuing this mandate is crucial to ensuring the safety of the citizens, business operations and visitors to our community. Dating back to 2006, the division has undertaken many different initiatives to improve delivery and quality of fire safety education/enforcement to the community. Since this time and during the pandemic, the resulting effort continues to indicate declining rates of fatalities, injuries and property loss values.

Annually assessing known historical data from the previous year(s) and quantifying that data is critical in creating risk mitigation strategies. With this information, public education programs and Ontario Fire Code enforcement methods are employed to address known risks.

Although incident rates are steadily declining, ‘Class C-Residential occupancies’ remain the primary building stock of concern. As a result, focused public education and enforcement efforts targeted these occupancies, which resulted in increased community safety.

Public Education Programs – The First Line of Defense

In 2022, various public education methods including radio, electronic messaging, social media, billboards and hanging sign boards were extensively utilized. Additionally, “Project ASAP” has steadily gained traction, which is focused solely on seniors’ fire safety. With the end of pandemic restrictions, station tours and fire safety presentations to local groups resumed.

Of the many education opportunities, the following primary programs are utilized:

• **Primary School Program**

In 2022, the primary school program was back to in-person delivery. The program delivered to grade 1 to 3 students focused on the theme “I Spy Fire Safety” which coincided with the overall theme of Fire Prevention Week. The main objective of the program was for students to recognize the sights and sounds of fire safety. At the same time, there was a particular focus on home escape plans, smoke alarms, calling 911, as well as an introduction to Emergency Preparedness. The program was delivered to over 3,000 students in the community. The grade 8 program focused on fire safety for young adults in today’s world. This included smoke and carbon monoxide alarm awareness, kitchen fire safety, emergency preparedness as well as an overview of Sault Fire Services in relation to services and positions within the department.

• **Secondary School Program**

In 2022, the secondary school program was delivered in-person. There were three main presentations delivered to local high school students. This included Kitchen Fire Safety in Foods & Nutrition courses, Fire Service Recruitment for Careers courses, and Fire & The Law for grade 11 & 12 law courses. Over 500 students participated from our local secondary schools.



• Fire Prevention Week

The theme for Fire Prevention Week in 2022 was *"Fire Won't Wait, Plan Your Escape."* The Fire Prevention Week campaign was delivered virtually and in-person and included a social media campaign, a radio campaign and recorded television commercials. All elementary schools were provided with an overview of the home escape plan theme with a mini lesson plan and giveaways for each student. The theme focused on the importance of home escape plans and practicing them with all members of the household. Sault Fire Services opened the fire halls to the public for appointment only station tours. Throughout the week over 500 members of the public visited Fire Hall #1.

• CO Awareness Week

Carbon Monoxide (CO) Awareness Week is the first week in November every year. In 2022, Sault Fire Services had a social media campaign, a radio campaign and promotional ads on social media. The ultimate focus for Carbon Monoxide Awareness Week is to provide citizens with valuable information so that they can recognize the signs and symptoms of CO and help prevent CO related injuries and occurrences in the community.

• Project ASAP

The priorities for 2023 will continue to focus on our aging population, including our seniors' program, *"Project ASAP" (Assisting Seniors Awareness Program)*. A media campaign focusing on growing the Project ASAP program was at the forefront for 2022. Seminars, presentations and information sessions were given towards the end of 2022, with emphasis on delivery of these methods to the public in 2023. Since its inception in 2018, over 190 seniors have participated in the program and over 400 smoke alarms, carbon monoxide alarms, and batteries have been installed. The focus of the program is to keep seniors safe in their own homes for as long as possible, with the idea of also making them feel confident and comfortable in their safety.



• Overall Community Efforts

Sault Ste. Marie Fire Services is committed to keeping the community safe through various programs and initiatives. In 2022, these included group presentations for newcomers, seniors, and clubs, fire extinguisher training, community partner driven events, as well as parades and local festivals.

• In-Service Smoke & Carbon Monoxide Alarm Program

A critical community program that is conducted jointly with the Suppression Division is an annual door-to-door effort concerning smoke and carbon monoxide alarms. With class C occupancies being our most important focus, having and maintaining working smoke alarms on all levels of the home is crucial for personal fire safety. History continues to show that working smoke alarms can make a difference between life and death should a fire occur in the home.



Crews met with homeowners, provided valuable pamphlet information related to smoke and carbon monoxide alarms, as well as home escape planning. Through a partnership with the PUC, other valuable fire safety information was distributed.

Over the course of the 2022 program, Fire Services crews visited over 2,500 homes and tested 2,652 smoke alarms with 2,582 passing. This resulted in a 97% compliance rate for those tested. Compliance rates are at an all-time high as the public has realized that personal fire safety remains their responsibility.

Fire Services is proud to state that over the last 20 years, compliance rates have grown exponentially. This can be attributed to the entire Fire Services public education effort and community attitude concerning the importance of smoke alarms.

Inspection and Enforcement – The Second line of Defense

Under 2.(1).a of the FPPA, the Fire Prevention Division is mandated to follow up on all complaints and request inspections. In doing so, officers routinely discover Ontario Fire Code infractions and issue compliance orders as a result. As life safety cannot always be achieved through public education, enforcement methods are often necessary to achieve compliance.

Substantive Provincial Offences charges resulting in hundreds of thousands of dollars in fines were levied against non-compliant building owners in 2022 and will continue moving forward.

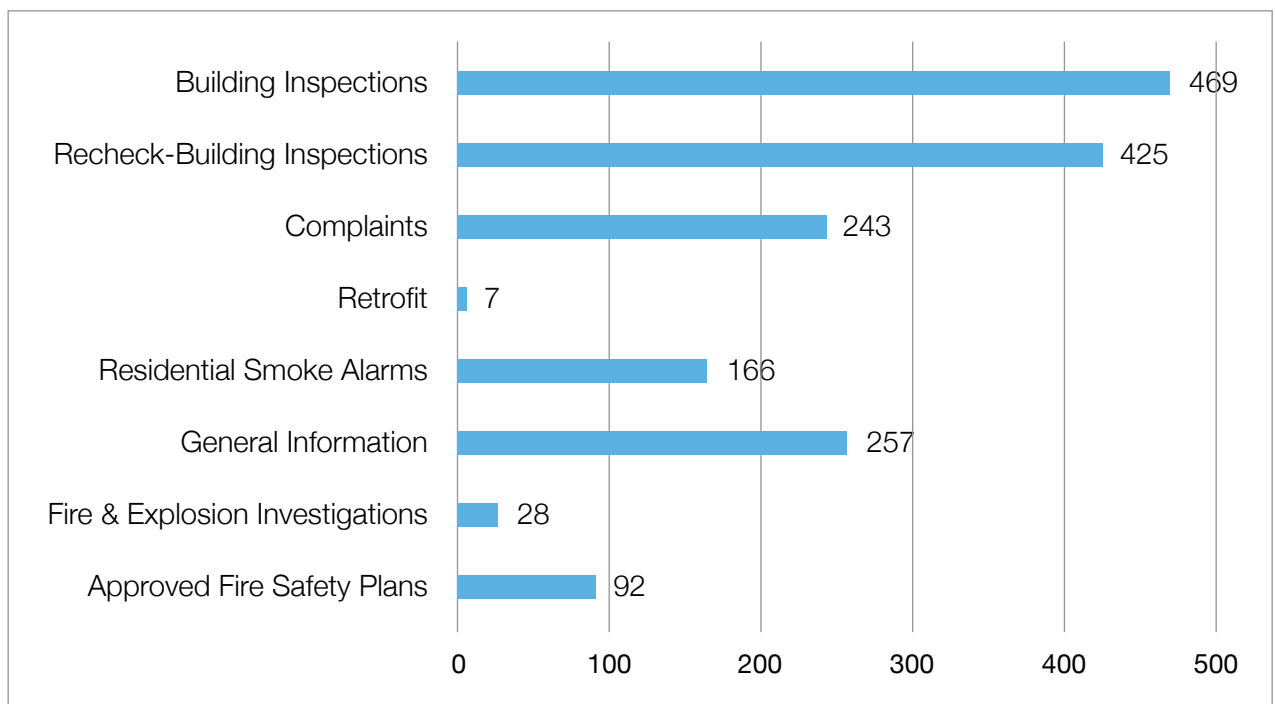
Despite the FPPA mandated inspection requirements, the Fire Prevention Division promotes community safety annually through proactive measures by performing daily routine inspections in all occupancies. As our reference, the division utilizes the Ontario Fire Marshal guideline for enforcement. This guideline is linked to an internal operating schedule which ensures a fair and consistent approach to Ontario Fire Code enforcement across all building stock.

In 2022, as in previous years, a concerted inspection effort regarding our most vulnerable citizens in ‘Class B’ - Care occupancies was performed. Facilities such as hospitals, retirement residences, and care and treatment facilities require considerable Fire Prevention Officer time and focus.

Fire Prevention Officers reached out to ownership groups of these ‘Vulnerable Occupancies’ focusing on Fire Safety Plan development and implementation and approved scenarios designed to replicate minimum staffing levels during critical events. Mandatory fire drills under these circumstances were performed which are required to meet minimum provincial standards.

In 2022, all Class B - Vulnerable Occupancies were complaint with the Ontario Fire Code and as such were registered with the province.

2022 Fire Prevention & Education Statistics



Open Air Burning (OAB)

All open air burning is required to be approved by the Prevention Division. Fire Prevention Officers dedicate considerable hours during the summer months to this process. With a site visit, officers also ensure smoke alarms are present and working within the residence. In 2022, FPO's performed 488 new OAB applications and tested 166 smoke alarms during the process. This procedure is mutually beneficial to our efforts concerning working alarms within the residential sector and further ensures homeowners burn safely without disturbing neighbours.

Looking Forward

The priorities for 2023 will remain the same. When performing routine inspections, risk-based enforcement efforts across all building stock will continue to be the norm. Special focus and attention will continue on 'Vulnerable Occupancies' as the most recent critical mandate.

Our annual Simplified Risk Assessment (SRA) clearly shows the path that Education and Enforcement efforts need to take. New, exciting programs are currently being developed and partnerships are being formed. Social media is being utilized to its fullest, engaging the younger demographic with a more current medium. With an aging population, we will continue to foster and grow our newest program 'Project ASAP' specifically designed for our senior demographic. All these efforts have contributed, and will continue to contribute in the future to greater community safety.

Paul Milosevich

Deputy Chief, Fire Education, Prevention & Emergency Management



FIRE OPERATIONS



The Fire Operations Division is focused on the delivery of Emergency Fire Protection, Emergency Medical Care and related emergencies to the residents of Sault Ste. Marie. The Fire Operations Division is comprised of Suppression, Training, and Support Services personnel. Our goal is to provide quick and efficient emergency service in a compassionate manner.

Sault Ste. Marie Fire Services' (SSMFS) primary response objectives coincide directly with our Mission Statement - "The Sault Ste. Marie Fire Service is a proud partner within our community that provides exceptional service through Prevention, Education, Protection and Wellness".

Our highly trained professional firefighters are equipped with modern fire apparatus and equipment and are located at four stations throughout the municipality. In 2022, the Fire Suppression Division responded to 2,279 alarms,

eighteen of which were significant fires that resulted in a loss of more than \$100,000. This represents a 16% increase in responses and an 18% decrease in significant fires over 2021.

The quick actions of our Fire Operations crews limited the damage and property loss to these incidents. The Sault Ste. Marie Fire Service strives to meet the NFPA Standard of responding in four minutes or less 90% of the time to mitigate the property loss to the community.

Sadly, in 2022 there was one fire-related fatality. There were three firefighters and ten civilians reported injured. I am pleased to report that this is a reduction in fire fatalities and both firefighter and civilian injuries over the previous year. Moving forward to 2023, our goal will be to continue our efforts toward achieving zero deaths and fewer injuries.

Achieving this goal of zero fire-related deaths and fewer injuries is directly related to our commitment to the "In-Service Smoke Alarm Fire Safety Program" in addition to our preparedness through training. The annual program is conducted by firefighters as part of the SSMFS Public Education Program in conjunction with our Fire Prevention Division. Over the spring and summer months, our Fire Operations crews conduct regularly scheduled visits to various residential areas of the community. Due to COVID-19 restrictions, the Fire Prevention Division was forced to modify the program. However, Fire Suppression crews were permitted to conduct in-person visits. Fire Suppression personnel provide the public with resources and information on carbon monoxide and home fire safety. In addition, smoke and carbon monoxide alarm checks are conducted to ensure that residents are compliant with Ontario Fire Code regulations and requirements.

Training (Education and Skills)

Over the course of 2022, Fire Suppression personnel recorded a total of 24,900 training hours or an annual average of 327 training hours per individual. These hours are accumulated by crews within a formal training format, group/crew training, and individual training.

The following is a list of some of the areas that Fire Operations personnel train in:

- Ice/Water Rescue
- Officer Training
- Vehicle Extrication
- Operating Guideline and Notice Review
- Fire Dynamics and Modern Fire Behaviour
- Occupational Health and Safety
- Firefighter Rescue
- Pumper Operation
- First aid and CPR Training
- Fire Apparatus Driver Training

Sault Ste. Marie Regional Training Centre

With the closure of the Ontario Fire College (OFC) in Gravenhurst, Ontario, a new training delivery model was required. The OFC sought to modernize Fire Services' training through several modes, including online and blended courses, Regional Training Centres (RTCs) and Learning Contracts. With the approval of Council, SSMFS applied to and was approved by the OFC to develop a Regional Training Centre in Sault Ste. Marie. This provides the ability for staff to complete required courses in a cost-effective, timely manner by allowing a larger number of our staff to attend with no travel expenses.

In addition to in-house training, which carries on throughout the year, firefighters will continue with NFPA certification courses. SSMFS will be facilitating five NFPA certification courses, which are open to not only our department, but all departments in the province.

Changes in 2022

The Operations Division saw several changes and advancements in 2022. Some of the highlights are:

Retirements and New Hires

There were four retirements along with numerous promotions to leadership roles within the division. There were five new hires to replace retirements and promotions.

Post COVID-19 Pandemic

All three sub-divisions comprising the Operations Division maintained their full staffing capabilities throughout 2022. This was in part due to the diligent adherence to public and workplace safety measures by all staff.

New Apparatus

Fire Services received the new tanker in 2022 and are awaiting the arrival of the new rescue truck. Staff is also in the process of purchasing a new aerial unit to replace the existing apparatus.

Operations Division

The Operations Division looks forward to seeing what direction the fire service is headed in and the day-to-day challenges we may face. In fire suppression, we have re-instated a few programs within the department and are working diligently at bringing the group up to date. New people in various leadership positions have fostered exciting times and generated a newfound enthusiasm to reach and maintain our goals.

In conclusion, I would like to welcome all the new recruits and thank all members of Sault Ste. Marie Fire Services for their commitment and dedication to protecting the lives, property, and environment of the citizens of Sault Ste. Marie.

Mike Oliverio

Deputy Chief – Fire Operations

SUPPORT SERVICES

COMMUNICATIONS

This area carried out some important upgrades and regular maintenance during 2022.

- All portable and mobile radios underwent annual maintenance. Several older non-serviceable handheld radios were replaced as we continue to upgrade the radio system in a cost-effective fashion.
- Infrastructure upgrades were in process for the new digital P25 radio communication system and are targeted to be completed in 2023.
- Support Services is working in conjunction with personnel from Bell 911, Crisys, Algoma Telephone Systems and Sault Ste Marie Police Service in the budgeting and mechanical and engineering design aspects of the rapidly approaching NG-911 system implementation target date.
- Our current PA system will be upgraded in the near future.



MECHANICAL, VEHICLE AND BUILDING MAINTENANCE

Support Services plays a vital role in many different aspects of the daily running of Fire Services. A few of the major projects worked on during 2022 were:

- To comply with industry standard best practices and increase the health and safety of all personnel, the third wave of mechanical lockouts with electrical interlocks were placed on an additional four overhead doors at various fire halls.
- Tender was awarded and construction completed at #2 Fire Hall for the women's washroom facility along with added lockers.
- Construction of the women's washroom facility at #3 Fire Hall began and is scheduled to be finished in 2023.
- Duct cleaning at #3 Fire Hall was completed by a local contractor to reduce recirculated airborne particles and prevent pollutant buildup.

Support Services personnel continue to ensure both Fire and EMS fleets, as well as all equipment used throughout Sault Ste. Marie Fire Services is ready 24 hours a day. A preventative maintenance program ensures that the regular servicing of all equipment and buildings is completed to control costs and ensure equipment availability and reliability.

- Fuel pump stations at #1 Fire Hall and #4 Fire Hall passed annual inspection.
- Support Services' designated Fleet Motor Vehicle Inspection station license was renewed to allow for vehicle inspection/certifications and repairs.



- Annual safety inspections were completed as per MTO guidelines.
- ULC/NFPA guidelines were used to test all aerial and ground ladder equipment as well as to complete the annual pump testing of all fire trucks with pumping capabilities.
- Support Services passed the final inspection of the new 2500-gallon tanker which was delivered to Sault Ste. Marie Fire Services in September of 2022. Support Services is grateful for the support and input from members of the Suppression group.
- The old tanker was donated to the Sault Ste. Marie Regional Training Centre to help maximize available equipment during firefighter training.
- A new rescue truck was designed and ordered. The unit is in the manufacturing process and completion is anticipated in the early months of 2023.

TRAINING

- Support Services works in conjunction with the Training Division to ensure all personnel are up to date with the large variety of equipment and tools.
- Support Services monitors that all employee government required licenses are current.
- Support Services staff regularly attend training courses from the Ontario Fire College, Spartan Technical Emergency Vehicle Technicians and Cummins Canada.
- Support Services staff attend the advanced automotive electronic training program provided by Auto Aide Barrie Ontario, which improves the diagnostics of potential vehicle malfunctions.

I would like to thank all personnel at Sault Ste. Marie Fire Services for their assistance and patience while Support Services completes its work. Recognition and appreciation go out to Mike Brock, Paul Charron and Jason Matthews for their professionalism, hard work and commitment to Fire Services. Support Services personnel are a vital component to the success of Sault Ste. Marie Fire Services.

Matt Depatie

Assistant Fire Chief



EMERGENCY MANAGEMENT

The Emergency Management Division, like many others, focused on a return to normal activities in 2022. A lot of great work was done around training and exercises and working in person with the many partners who contribute to our city's comprehensive emergency management program.

Public Education

A new partnership with the Mill Market saw the annual Emergency Preparedness Showcase move locations to the waterfront. This outdoor event is always a great showing from our many partners involved in emergency response and a fantastic opportunity for community members to ask questions, get information and of course check out all the cool equipment!



Emergency Preparedness Showcase – RCMP



Sault Search and Rescue



Canadian Red Cross



PUC

Training and Exercises

Sault Ste. Marie has long been involved in delivering provincially certified training in emergency management and incident management system, and in 2022 the technical expertise was achieved to deliver these courses at the intermediate level (IMS300). It was great to get back into the classroom this year with a full offering of courses, co-delivered by provincial instructors and subject matter experts. Provided to regional partners, these courses will help incident response organizations respond effectively and efficiently by providing common structures, systems and roles and helping incident response organizations communicate clearly through the use of common terms and concepts.

Emergency management plans should be exercised regularly to help validate plans and procedures, and to practice prevention, mitigation, preparedness, response and recovery capabilities. An exercise is a simulated emergency in which participants carry out actions, functions and responsibilities that would be expected of them in a real emergency. This year one of our most important communication partners, ARES (Amateur Radio Emergency Services), put their skills to the test by participating in Field Day. They operated for 20 hours out of the Emergency Operations Centre making over 450 contacts from Chippewa County to Puerto Rico. As a team they are an important resource and provide a great example in testing equipment and capacity to ensure their readiness should they be called upon.



IMS 300 Training



ARES Field Day Exercise



Imperial Oil Exercise

While this year focused on getting this division and its programming back on an even keel there were many great lessons learned from the pandemic and work continues to ensure those findings will be reflected moving forward. Many of our community members are better prepared for events which would keep them at home for prolonged periods of time but not all emergencies follow this model.

What we do know is no matter the type of emergency, building strong connections are vital to a successful response and we will be working to strengthen our capacity with local organizations, government agencies, non-for profit and private sector partners and we encourage everyone to do the same.

All the Best,

Lauren Perry

Community Emergency Management Coordinator

2022 HONOURS AND AWARDS

Congratulations to the following Fire Services personnel who achieved special recognition in 2022.

Fire Services Exemplary Service Medals and Bars **20 Year Medal**

Captain Mike McIntyre
Captain Mark Morgenstern





Sault Ste. Marie Fire Services would like to acknowledge the dedicated service of the following individuals. *Congratulations on your retirement!*

2022 Retirements

Deputy Chief Stuart Cole

Assistant Chief Dan Crozier

Platoon Chief Mike Simon

Captain James Hachey

Captain Brian Oliver

Fire Prevention Officer Carlo Provenzano

Office Supervisor Lisa McMillan

2022 Firefighter Recruits

Casey Wright

Michael Quesnele

Robert Charette

Tricia Scott

Nolan Makkonen

2022 New Staff

Mechanic Jason Matthews

Fire Prevention Planner Gary Schryer

Congratulations and welcome to Sault Ste. Marie Fire Services!



SAULT STE. MARIE RESPONSE CENTRES

Station 1 - Main Fire Hall



72 Tancred Street

Station 2



363 Second Line West

Station 3



100 Bennet Boulevard

Station 4 - Regional Emergency Response Centre (RESC)



65 Old Garden River Road



**SAULT
STE. MARIE**





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