

SAULT STE. MARIE FIRE SERVICES

ANNUAL REPORT 2025







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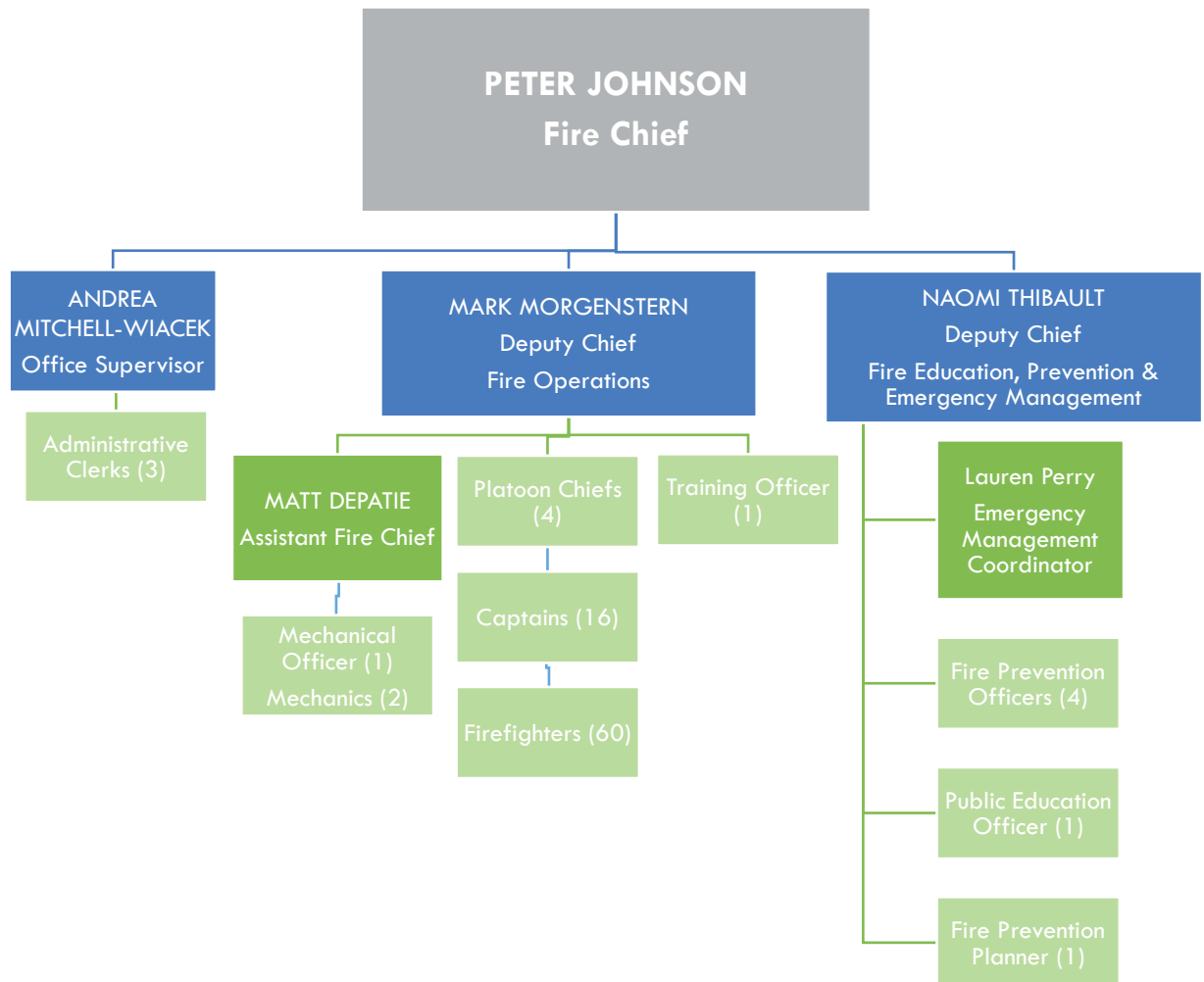
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SAULT STE. MARIE FIRE SERVICES ORGANIZATIONAL CHART



FIRE CHIEF'S MESSAGE



It is my privilege to present the 2025 Annual Report for the Fire Service. This report reflects a year of dedicated service, careful stewardship, and continued commitment to protecting the lives, property, and well-being of our community.

Continuity of service remains at the core of everything we do. Throughout 2025, the Fire Service continued to deliver reliable, professional emergency response while strengthening our focus on fire prevention, public education, and community risk reduction. Fire safety for our

citizens is not only a responsibility but also a shared commitment, guiding our operational decisions, training priorities, and public education efforts.

Equally important is our responsibility to provide a safe and supportive work environment for our staff. All members of our service operate in complex and demanding conditions, and ensuring their health, safety, and wellness remains a top priority. Continuous improvement through training, policy review, and collaboration with the Association allows us to adapt to emerging risks while maintaining the highest standards of service delivery.

A significant milestone achieved in 2025 was the completion of the Community Risk Assessment and the Fire Master Plan. Together, these documents will serve as the guiding strategic framework for the Fire Service over the next ten years. They provide a data-driven, community-focused roadmap to ensure that our resources, staffing, and infrastructure align with both current needs and future growth.

I would like to sincerely thank the members of the Fire Service for their professionalism, dedication, and unwavering commitment to serving this community. Their work ethic and pride in service are evident every day, and it has been an honour to lead such an exceptional team.

This year also marks my final year as Fire Chief, as I will be retiring in 2026. Serving this community and leading the Fire Service has been both an honour and a privilege. I am extremely proud of our ability to consistently present balanced budgets to City Council while maintaining service excellence, and I am deeply appreciative of the ongoing support provided by the Mayor and Council throughout my tenure as Chief.

On behalf of the Fire Service, thank you for your continued trust and support. I am confident that the foundation we have built together will serve the community well for many years to come.

Peter Jahnsen

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

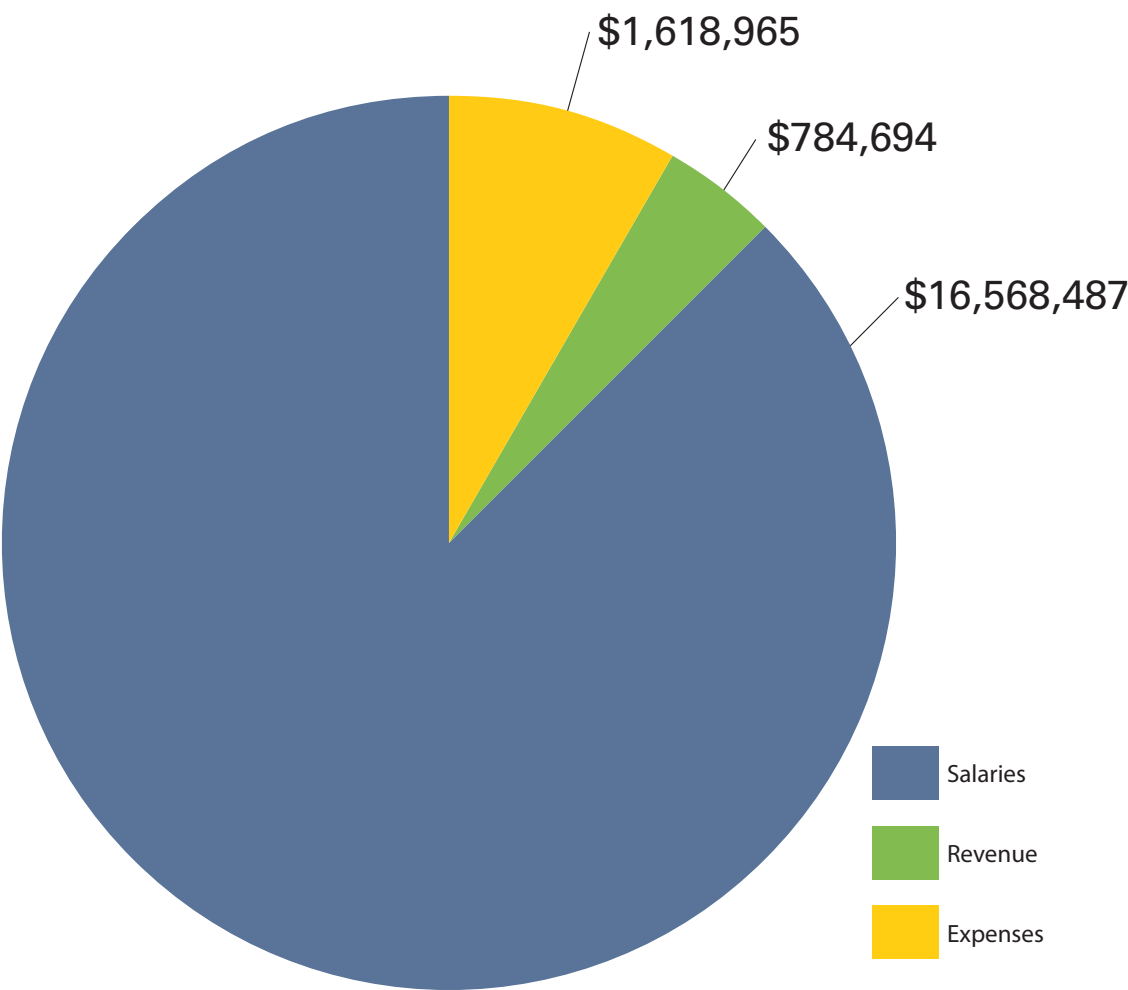
Public Safety,
Employee Safety,
Customer Service,
Integrity and
Honesty

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.

2025 Fire Services Budget

Budget: \$17,402,758



FIRE STATISTICS

2025 Emergency Call Summary

Total Calls

2,408

Injuries Reported

Civilian	19
Firefighter	1
Fatalities (Civilian)	1

Estimated Loss

Outdoor	\$40,500
Structure	\$4,324,432
Vehicle	\$859,025

FIRE CALLS

139

Loss Reported

Outdoor	18
Structure	68
Vehicle	27

No Loss Reported

Outdoor	12
Structure	13
Vehicle	1

Outdoor – No Loss

108

NON-FIRE CALLS

2,161

Burning	118
CO False Calls	143
False Fire Calls	569
Medical Calls	343
Other	376
Overpressure/ruptured/explosion	0
Pre-Fire Conditions/No Fire	174
Public Hazard	227
Rescue	211

Emergency Response in other Municipalities

22

Garden River	1
Prince	0
Rankin	20
MacDonald, Meredith & Aberdeen Additional	1

Major Fires In 2025 (Loss Over \$100,000)

Date	Location	Structural Type	# of Fire Personnel on Scene
January 20, 2025	Pleasant Drive	Residential	15
February 16, 2025	Woodward Avenue	Residential	23
February 21, 2025	Queen Street West	Residential	20
March 08, 2025	Hardwood Street	Detached Garage	15
March 14, 2025	Albert Street West	Multi-Unit Residential	32
April 07, 2025	Queensgate Boulevard	Residential Structure	15
April 07, 2025	Second Line East	Commercial	15
April 29, 2025	Albert Street West	Commercial	16
June 09, 2025	Douglas Street	Residential	15
August 23, 2025	Cathcart Street	Residential	18
August 25, 2025	Gloucester Street	Residential	24
September 13, 2025	Wellington Street East	Multi-Unit Residential	23

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 2025 was 03:12 min

SSMFS 90% of incidents maximum elapsed time	05:26 min
SSMFS 95% of incidents maximum elapsed time	06:29 min

FIRE PREVENTION AND PUBLIC EDUCATION

Within the province of Ontario, the delivery of fire protection services is guided by the Fire Protection and Prevention Act, 1997 (FPPA) including the strategic optimization of the three lines of defence which include:

1. Public fire safety education
2. Fire safety standards and enforcement
3. Emergency response (suppression)

The role of the Fire Prevention & Public Education Division is to enhance the first two lines of defence to lessen reliance on the third line of defence. Continuing this mandate is crucial to ensuring the safety of the citizens, business operations and visitors to our community. Annually, this division assesses fire risks in the community and develops education and enforcement strategies to mitigate the risks and improve the fire safety of residents.

Residential occupancies remain the primary building stock of concern. Additionally, cooking fires continue to be the number one cause of fires at home. 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 Defence

In 2025, various public education methods including radio, television, social media, billboards and hanging sign boards were utilized. Additionally, “Project ASAP” has steadily gained traction, which is focused solely on seniors’ fire safety. Additionally, staff completed 29 station tours and 201 fire safety demonstrations and lectures for local groups.

Of the many education opportunities, the following primary programs are implemented annually:

Elementary School Program

In 2025, the primary school program was delivered to grade 1 to 3 students and focused on the theme “Smoke Alarms – Make Them Work For You!” The purpose of the program was to teach children the importance of having working smoke alarms at home, listening for the sound of a smoke alarm and learning two ways out of every home. A program with the theme “Be Prepared: It’s Your Responsibility” was also delivered to grade 8 students. 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. Both elementary programs were delivered to over 3100 students.

Secondary School Program

In 2025, two different presentations were delivered to local high school students. This included Kitchen Fire Safety in Foods & Nutrition courses and Fire Service Recruitment for Careers courses. Over 800 students participated from our local secondary schools.

Fire Prevention Week

The theme for Fire Prevention Week in 2025 was “Charge Into Fire Safety: Lithium-Ion Batteries In Your Home.” This year, Fire Prevention Week included a social media campaign and a radio campaign. Sault Fire hosted an open house at #2 Station, where families toured the station and vehicles, practiced using a fire extinguisher, met Sparky, ate a BBQ lunch and learned about fire safety. In addition, we held a Touch-A-Truck Event at Firehouse Subs. Over 1,500 people attended all 3 events.

CO Awareness week

Carbon Monoxide (CO) Awareness Week is the first week in November every year. In 2025, Sault Fire 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

Project ASAP (Assisting Seniors Awareness Program) is a free program provided by Sault Ste. Marie Fire Services for seniors aged 65+. 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. The Public Education Officer will attend the senior's home annually and assess potential fire hazards, check and test smoke and carbon monoxide alarms and discuss a home escape plan. In 2025, 101 Project ASAP visits were conducted.

In-Service Smoke & Carbon Monoxide Alarm Program

Most fires happen at home, and history continues to show that working smoke alarms can make a difference between life and death should a fire occur. A critical program offered annually by Sault Fire is a door-to-door initiative in which suppression crews meet with homeowners, test their smoke and carbon monoxide alarms and provide valuable handouts regarding fire safety.

Over the course of the 2025 program, fire crews visited 2784 homes and tested 2106 smoke alarms with 1848 passing. This resulted in an 88% compliance rate for those tested. Fire crews also tested 1205 carbon monoxide alarms with 1060 passing for an 88% compliance rate.

Fire Seminar for Building Owners & Property Managers

In an effort to boost fire safety in multi-unit residential occupancies, Sault Fire held a free fire seminar for building owners, property managers and local landlords. This information session included a presentation on common Ontario Fire Code infractions and maintenance requirements for owners. Over 50 people were in attendance.

Other Programs

Sault Ste. Marie Fire Services is committed to keeping the community safe through various programs and initiatives. In 2025, these included group presentations for newcomers, seniors, and clubs, fire extinguisher training, community partner driven events, as well as parades and local festivals.



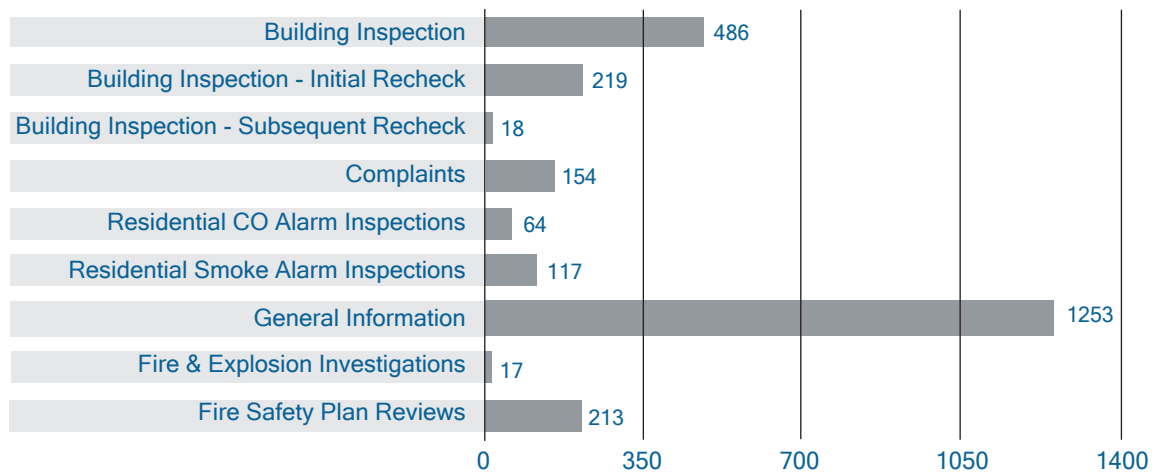
Inspection and Enforcement – The Second line of Defence

The Fire Prevention Division is mandated by the FPPA 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, the next step to achieve compliance is through enforcement methods.

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. In 2025, substantive provincial offences charges resulting in thousands of dollars in fines were levied against non-compliant building owners.

Additionally, the FPPA requires an annual inspection and fire drill of vulnerable occupancies which include long-term care homes, hospitals, retirement homes and some group living homes. In 2025, the Fire Prevention Division inspected over 40 vulnerable occupancies in Sault Ste. Marie, and all were compliant with the Ontario Fire Code.

2025 Fire Prevention and Education Statistics



Ontario Fire Code Changes

In June 2025, the Solicitor General of Ontario approved significant changes to the Ontario Fire Code. These changes are set to take effect January 1st, 2026. Some highlights of the changes include:

- Improved harmonization with the 2020 National Fire Code of Canada (NFC) on various requirements including requirements for flammable and combustible liquids, dangerous goods, aerosol products, combustible dusts, etc.
- Alignment with some recent changes to the Ontario Building Code including new requirements for carbon monoxide alarms in existing residential occupancies and care occupancies
- Strengthened fire safety for existing boarding, lodging, and rooming houses and for two-unit residential occupancies

Sault Fire provided virtual information sessions to building owners and care occupancies to educate on these changes. Social media campaigns were also initiated to ensure residents are aware that as of January 1, 2026, carbon monoxide alarms will be required on every storey of the home where there is a gas fueled appliance or attached garage.

Looking Forward

To continue to help mitigate the risk of fire related injuries and fatalities in Sault Ste. Marie, key initiatives and strategies that promote safe cooking at home will remain a major focus of the Fire Prevention Division. Additionally, initiatives to promote the installation and maintenance of smoke and carbon monoxide alarms will also remain on the forefront.

Naomi Thibault

Deputy Chief

Fire Education, Prevention & Emergency Management

FIRE OPERATIONS



The Fire Operations Division focuses on delivering emergency fire protection, emergency medical care, and related emergency response services to the residents of Sault Ste. Marie. The Division comprises personnel from Suppression, Training, and Support Services. Our goal is to provide quick and efficient emergency services in a compassionate manner.

Sault Ste. Marie Fire Services' (SSMFS) primary response objectives align 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 apparatus and equipment and operate from four stations across the municipality. In 2025, the Fire Suppression Division responded to 2,408 alarms, including 12 significant fires that resulted in losses exceeding \$100,000. The quick actions of Fire Operations crews helped limit damage and reduce property loss in these incidents.

SSMFS continues to strive to meet the NFPA standard of responding within 4 minutes or less, 90% of the time, to mitigate property loss to the community.

Tragically, there was one fire-related fatality in 2025. In addition, one firefighter injury and 19 civilian injuries were reported. In 2026, our goal is to continue working toward zero fire-related deaths and fewer injuries.

Achieving this goal is directly supported by our commitment to the In-Service Smoke Alarm Fire Safety Program. This annual program is delivered by firefighters as part of the SSMFS Public Education Program, in conjunction with the Fire Prevention Division. Throughout the spring and summer months, Fire Operations crews conduct scheduled visits in residential areas across the community. Suppression personnel provide residents with resources and information on carbon monoxide and home fire safety. In addition, smoke and carbon monoxide alarm checks are completed to support compliance with Ontario Fire Code requirements.

Training (Education and Skills)

In 2025, Fire Suppression personnel recorded a total of 20,777 training hours—an annual average of 260 training hours per member. These hours include formal training, group/crew training, and individual training.

Key training areas include:

- 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
- Leadership/Platoon Chief Training

Sault Ste. Marie Regional Training Centre

In addition to year-round in-house training, firefighters continued to pursue NFPA certification training. The Regional Training Centre also supports training delivery to other agencies and departments in the surrounding area. Courses such as Pump Operations, Fire Officer 1 and 2, Fire Instructor 1 and 2, Fire Life Safety Educator, Ice Rescue Technician, Rope Rescue Technician, Auto Extrication, and Incident Safety Officer have been delivered, with more planned in 2026. This supports not only SSMFS training needs, but also external volunteer and composite departments in maintaining their service levels.



SSMFS also secured use of the Office of the Fire Marshal (OFM) burn trailer, providing hands-on live-fire training opportunities. The trailer was utilized by SSMFS and several surrounding area departments.

O. REG. 343/22 MANDATORY FIREFIGHTER CERTIFICATIONS

O. Reg. 343/22 is an Ontario regulation made under the Fire Protection and Prevention Act, 1997 (FPPA) that sets out the certification regime for firefighters and fire departments, including how firefighter minimum qualifications are established and recognized in Ontario. There are two key dates for implementing this legislation.

By **July 1, 2026**, Sault Ste. Marie Fire Services must ensure that firefighters are assigned to perform the fire protection services identified in O. Reg. 343/22 only where they meet the applicable minimum certification requirements, or where the Regulation otherwise permits participation.

Effective **July 1, 2028**, Sault Ste. Marie Fire Services must ensure that the delivery of Technical Rescue services regulated under O. Reg. 343/22 is supported by the Establishing and Regulating By-law and related policies that reflect the applicable minimum firefighter certification requirements.

Municipal Obligation

The Regulation places the obligation on the municipality/fire department to ensure firefighters perform the listed services only if, on/after the applicable date, the firefighter is certified to the required standard by the Fire Marshal.

SSMFS is already building training capacity and recordkeeping to meet the 2026 items, but is also forecasting instructor time, course seats, and backfill to close any 2028 gaps.

Highlights in 2025

Heroes of Service Awards

In May 2025, SSMFS was invited to participate in the Crimestoppers Heroes of Service Awards. Fire Management nominated Captain Peter Fewchuk and Firefighters Karl Christensen, Nolan Makkonen, and Brandon Hayes for their actions at a structure fire on September 26, 2024, in the downtown area.

Upon arrival, the four-person crew encountered dark smoke emanating from the attic, roof vents, and eaves. At this same time, all other fire crews were attending to alarms at alternate locations.

Bystanders confirmed to Fire Service crews that an occupant was inside the dwelling. This immediately became a rescue situation for the Firefighters. Captain Fewchuk assumed command and instructed Firefighters Makkonen and Firefighter Hayes to advance a hose line to the entrance.

Captain Fewchuk and Firefighter Christensen became the initial Rapid Intervention Crew (backup) for Firefighters Makkonen and Hayes as they entered the dwelling to perform a search. While performing a rapid search in heavy smoke and fire conditions, the Firefighters located the individual and removed them from the dwelling. Once outside of the dwelling, this team performed CPR until EMS arrived and transported the individual to the hospital, and the individual survived their injuries.

The quick actions of this entire crew resulted in the rescue of a community member.



Fire Protection Grant (\$33,283)

Through this Provincial Grant, SSMFS advanced Cancer Prevention for Fire Service Personnel. This funding allowed SSMFS to purchase an extractor to decontaminate gear of toxic carcinogens and an additional SCBA unit for protection of Fire Prevention Officers during fire investigations.

Warrior Health Grant (\$30,000)

This grant program is directed specifically to Mental Health and Wellbeing for First Responders and Fire Service Personnel. Programs delivered through this grant include:

- Building Resilience
- Creating a Positive Culture of Inclusion
- Establishing Healthy Boundaries
- PTSD Awareness
- Change Management

Operations Division – Looking Ahead

The Operations Division looks forward to the evolving direction of the fire service and the day-to-day operational challenges ahead. In suppression, we are working diligently to ensure the department remains current and aligned with best practices.

New personnel in leadership roles have contributed to renewed momentum and engagement across the Division as we work to achieve and sustain our operational goals.

In closing, I would like to 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.

Mark Morgenstern

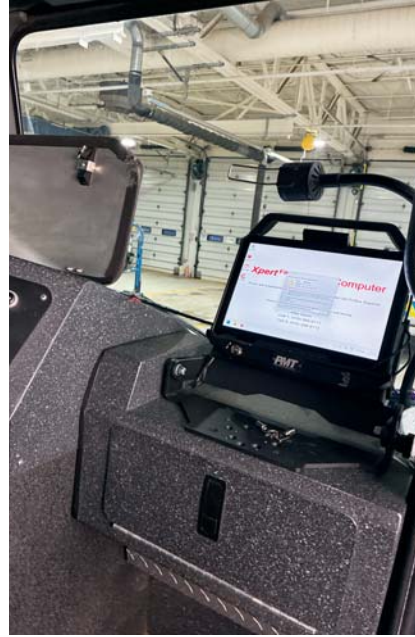
Deputy Chief
Fire Operations

SUPPORT SERVICES

Communications/ Technology

Communication is vital to the effective operation of the Sault Ste. Marie Fire department. It impacts every aspect of emergency response, safety, coordination and public trust. This area of operations saw some important upgrades in 2025.

- Tablets were added to fleet vehicles to support electronic records management and provide enhanced mapping and navigation capabilities. They improve response by getting crews the right information faster, reducing radio/dispatch back-and-forth, and improving route and incident decision-making on route.
- Support Services is working jointly with all divisions at Fire Services, Bell 911, CriSys (CAD), Algoma Telephone Systems, Netagen Communication Solutions, the City of Sault Ste. Marie IT Department, and the Sault Ste. Marie Police Service to support the budgeting and mechanical/engineering design requirements for the upcoming NG9-1-1 implementation, including alignment with the planned target date.
- Multiple enhancements were made to the CriSys CAD system to better accommodate rising call volumes, improve the pre-alert function and vehicle communications, and strengthen records management. These upgrades also support readiness for the upcoming NG911 migration target date.

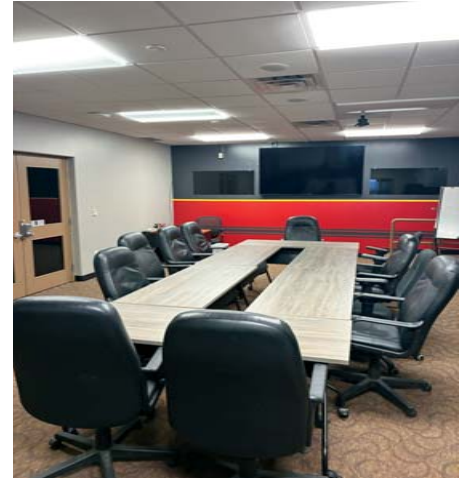


Asset And Facility Planning

Support Services plays a critical role in Fire Services' day-to-day operations. In 2025, key projects included:

- To align with industry's best practices and strengthen the health and safety of all personnel, a sixth phase of mechanical lockouts with electrical interlocks was installed on two additional overhead doors across multiple stations.
- New, upgraded windows were installed at Hall 4 to increase energy efficiency and occupant comfort while helping reduce heat loss, drafts, and ongoing heating and cooling costs.
- Ductwork at Hall 4, including dryer exhaust ducting, was cleaned as a major project to improve indoor air quality by reducing recirculated contaminants and harmful particle buildup, while also helping reduce ongoing maintenance costs.
- Hall 4 received a lighting retrofit to LED technology to reduce energy consumption and operating costs, while also supporting the Corporation's efforts to lower its overall carbon footprint.
- The existing 1982 backup generator was replaced with a modern, emergency-services-rated unit designed to provide dependable standby power for fire hall operations. The upgraded system delivers stable, equipment-friendly power suitable for sensitive electronic systems, strengthening facility resilience, reducing the risk of power-related equipment impacts, and supporting uninterrupted emergency response readiness.
- Two aging HVAC units at Hall 4 were replaced with new, high-efficiency models to improve performance and reliability while supporting the City's corporate carbon footprint reduction goals. This upgrade is also expected to reduce future maintenance costs by minimizing the strain and repair demands associated with older equipment.

- Fire Services has taken steps to reduce plastic waste by installing filtered bottle-filling stations. These stations encourage the use of reusable water bottles, significantly decreasing reliance on disposable bottles. Providing clean, convenient drinking water also supports proper hydration and overall employee health and wellness.
- With the support and effort of personnel across the Fire Department, the former Emergency Operations Centre at Hall 4 was repurposed into the Regional Training Centre (RTC), expanding training capacity and strengthening operational readiness.
- Fuel pump stations at Hall 1 and Hall 4 successfully passed the annual inspection, requiring only minor repairs. In addition, the fuel tanks at both locations were cleaned and painted with support from suppression personnel.



Apparatus, Fleet, and Mechanical Support

Support Services mechanical personnel remain dedicated to maintaining the expanding Fire and EMS fleets, as well as the full range of equipment used throughout Sault Ste. Marie Fire Services, to ensure continuous 24/7 operational readiness. A comprehensive preventive maintenance program is in place to schedule routine servicing of vehicles, equipment, and facilities—helping manage lifecycle costs while maximizing availability, reliability, and service continuity.

- Support Services continues to use Ontario's DriveON program, the Ministry of Transportation's modernized digital platform that standardizes and streamlines vehicle safety (and applicable emissions) inspection processes for commercial and passenger vehicles, supporting consistent compliance and improved road safety.
- Annual safety inspections for Fire and EMS emergency equipment were completed in accordance with Ministry of Transportation (MTO) requirements, with all documentation captured in the new digital records management system. This helps ensure equipment remains roadworthy and compliant, supporting the safe operation and transportation of our emergency responders.
- All aerial devices and ground ladders were inspected and tested in accordance with ULC/NFPA standards, and annual pump performance testing was completed on all fire apparatus equipped with pumping capabilities.
- The new Aerial is in progress and moving forward. Delivery is anticipated in late 2026. Support Services has completed the chassis inspection with a satisfactory outcome with the unit now in the body building stage.
- A range of battery-powered tools has been added to the fleet to improve operational effectiveness. Cordless tools allow crews to work without air hoses or compressors, improving mobility and access in tight or remote areas while reducing trip hazards. They also operate more quietly than pneumatic tools, enhancing the work environment and supporting compliance with noise requirements in



enclosed spaces. With fewer system components than pneumatic setups (e.g., compressors, air lines, and lubrication), battery tooling typically requires less routine maintenance, helping reduce downtime and ongoing costs.

- A new bunker gear extractor has been installed at Hall 4 to support PPE decontamination operations due to approved Fire Protection Grant. The extractor will improve contamination control by enabling timely laundering/decontamination of bunker gear following incidents and will support improved turnout/turnover by increasing capacity and reducing turnaround time for returning PPE to service.
- With the help of Prevention Officers and Support Services, a new MSA Self Contained Breathing Apparatus (SCBA) harness has been purchased through the available Fire Protection Grant. This MSA G1 No PASS SCBA harness is a specialized, lightweight, durable carrier intended for industrial and hazardous environments. It is configured to reduce the likelihood of inadvertent activation. The harness incorporates flame-resistant Kevlar webbing, an adjustable swiveling lumbar pad to transfer load to the hips, and integrated protective channels for pneumatic lines and is often configured for use with chemical protective ensembles.



Skills Development

- 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 is responsible for monitoring and verifying that all required employee licenses remain current and compliant with regulatory and department standards.
- Support Services staff regularly attend EVT training and testing through Canadore College, Spartan Technical (Emergency Vehicle Technicians), and Cummins Canada. This ongoing professional development has certified Sault Ste. Marie Fire Services technicians to Emergency Vehicle Technician (EVT) standards, exceeding typical certification requirements.



I would like to extend my sincere thanks to all personnel at Sault Ste. Marie Fire Services for their ongoing assistance and patience as Support Services carries out the necessary work and repairs.

I'd like to acknowledge and thank Mike Brock, Paul Charron, and Jason Matthews for the outstanding effort you bring each day. Your high standards, reliability, and steadfast commitment to supporting Fire Services are greatly appreciated.

Support Services staff play a critical role in keeping Sault Ste. Marie Fire Services effective and response-ready, and the work you do is seen and valued.

Thank you for your continued dedication, collaboration, and support.

Matt Depatie

Assistant Fire Chief

EMERGENCY MANAGEMENT

Emergency Social Services

In 2025, the municipality moved its Emergency Social Services (ESS) program from planning into action. The year's work centered on three priorities: building out operational resources, strengthening partnerships, and training staff to deliver services when emergencies occur.

- **Operational Resources:** We developed a comprehensive suite of tools - including reception centre manuals, operational checklists, and resource tracking documents - aligned with provincial standards. These provide responders with clear, practical guidance for high-pressure situations.
- **Shelter Site Updates:** In partnership with the Canadian Red Cross, we completed a full audit of all recognized shelter sites. Each location was reviewed for accessibility and suitability, resulting in a reliable, data-driven inventory ready for immediate activation.
- **Training Launch:** We successfully rolled out the municipality's first formal ESS training curriculum. Covering everything from registration to evacuee support coordination, these sessions built shared capacity across both municipal staff and partner organizations.



Training and Exercises: Testing Our Readiness

While classroom learning is vital, full-scale exercises are where theory meets reality. In 2025, we participated in two major drills that required months of logistical coordination and interagency trust.

- **Airport Exercise:** This full-scale simulation brought together City Police, OPP, Sault Fire, EMS, and Search and Rescue. Operating under a unified command structure, agencies mobilized personnel and equipment in real time, proving the strength of our joint response capabilities.
- **Pipeline Exercise:** Partnering with Imperial Oil, this exercise focused on environmental protection. A key highlight was the Receptor Identification Workshop, where Public Works and Imperial Oil personnel mapped catch basins and sewer infrastructure to develop precision-targeted spill response strategies. Beyond specialized exercises, we maintained a steady pulse of core emergency management training, ensuring a common operating language across the region.



- Core Curriculum: Demand remained high for IMS 200, IMS 300, and EM 200 courses, keeping our partners and staff aligned on fundamental response principles.
- Provincial Leadership: The municipality played a lead role in the provincial rollout of Emergency Management Ontario's new Emergency Information Officer (EIO) course. As a pilot participant and home to some of the province's first certified instructors, we have significantly boosted our ability to deliver accurate, timely public information.



A Note of Appreciation and a Look Ahead

This year felt much like those before it - busy, demanding and full of competing priorities. Yet, the success of these programs isn't just about "process"; it is a direct result of the people who consistently showed up. Whether it was carving out time for training or the heavy lifting of real-world coordination, your commitment is what keeps this community resilient.

Looking forward, we aren't slowing down. With Ontario's new emergency management legislation on the horizon, there is a clear shift toward higher accountability and modernization. Our priority for 2026 is to stay ahead of these changes—strengthening our partnerships and ensuring we are well-positioned to meet these new provincial expectations head-on.

Lauren Perry

Community Emergency Management Coordinator

HONOURS AND AWARDS

Congratulations to the following Fire Services personnel who achieved special recognition in 2025.

Federal Exemplary Service

20 Year Medal

Captain Tyler Rathwell
Captain Sean O'Neill
Fire Prevention Officer Craig Genys

30 Year Bar

Platoon Chief Dan Coutu
Platoon Chief Clayton Breault
Fire Chief Peter Johnson

Provincial Long Service Awards

25 Year Medal

Captain Jason Webb
Captain Mark McLean

30 Year Bar

Platoon Chief Dan Coutu
Platoon Chief Clayton Breault
Fire Chief Peter Johnson

Retirements and New Staff

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

2025 Retirement

Deputy Chief Mike Oliverio

2025 Firefighter Recruits

Hannah Horner
Zachary Dubreuil

Congratulations and welcome to Sault Ste. Marie Fire Services!



SAULT STE. MARIE RESPONSE CENTRES

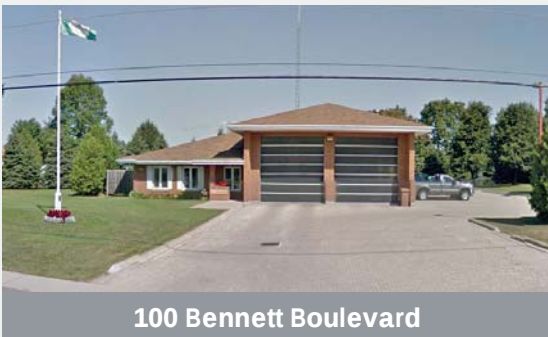
Main Fire Hall, Station 1



Station 2



Station 3



Station 4 - Regional Emergency Services Complex (RESC)





SAULT STE. MARIE

SAULT STE. MARIE FIRE SERVICES

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