

2018

# Annual Report

WHITBY FIRE & EMERGENCY SERVICES





## 2018 Highlights

Responded to a total of **5,836** emergency calls across 5 Fire Stations



Responded to **3427** emergency medical calls



Conducted **822** fire prevention inspections and **78** site plan reviews



Responded to **30** residential fire incidents totalling over **\$2.1 million** in dollar loss

Promoted **6** Captains to Qualified Acting Platoon Chiefs, **2** Acting Captains to Captains, **6** Firefighters to Acting Captains, and **9** Firefighters to Qualified Acting Captains



Visited **4758** homes as part of the Ever Alert Public Education Program



Responded to **751** motor vehicle collisions

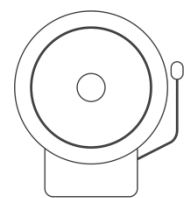


Visited **30** Grade 2 and Grade 7 classes as part of the Learn not to Burn Public Education Program

Completed **24,029** staff training hours



Responded to **714** fire and emergency alarm calls



Performed **34** truck/hall tours

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## Message from Your WFES Management Team

On behalf of the dedicated women and men of Whitby Fire and Emergency Services (WFES), we are pleased to present the Annual Report for 2018.

Return On Investment (ROI) is as applicable to WFES as it is to any business. We are mindful of the tremendous investment of trust that the community places in us and we are committed to providing the very best return we can, in order to reduce human suffering and property loss in the Whitby community:

- Through proactive daily training and personnel development, we continue to hone our skills to keep them sharp and ready for use at a moment's notice, and to develop people for leadership positions.
- We pro-actively design our inspection and public education resources as part of our community risk reduction plan to reduce risks that lead to suffering.
- We look to the future and develop strategic plans to smartly design our services to meet the anticipated, changing emergency needs of the community.
- Through administration changes we look for ways to work smarter, and to be more effective.
- We continually improve our fire ground operations based upon emerging fire science research and findings.

2018 was a year focused on ROI, including finding ways to continue our relentless pursuit of improvement. We believe it was a successful year, and are pleased to share our Annual Report to highlight some of our more significant changes that benefit those who live, work, and play in our community

Yours truly,

WFES Management Team



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Scott Siersma  
Deputy Chief



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Dave Speed  
Fire Chief



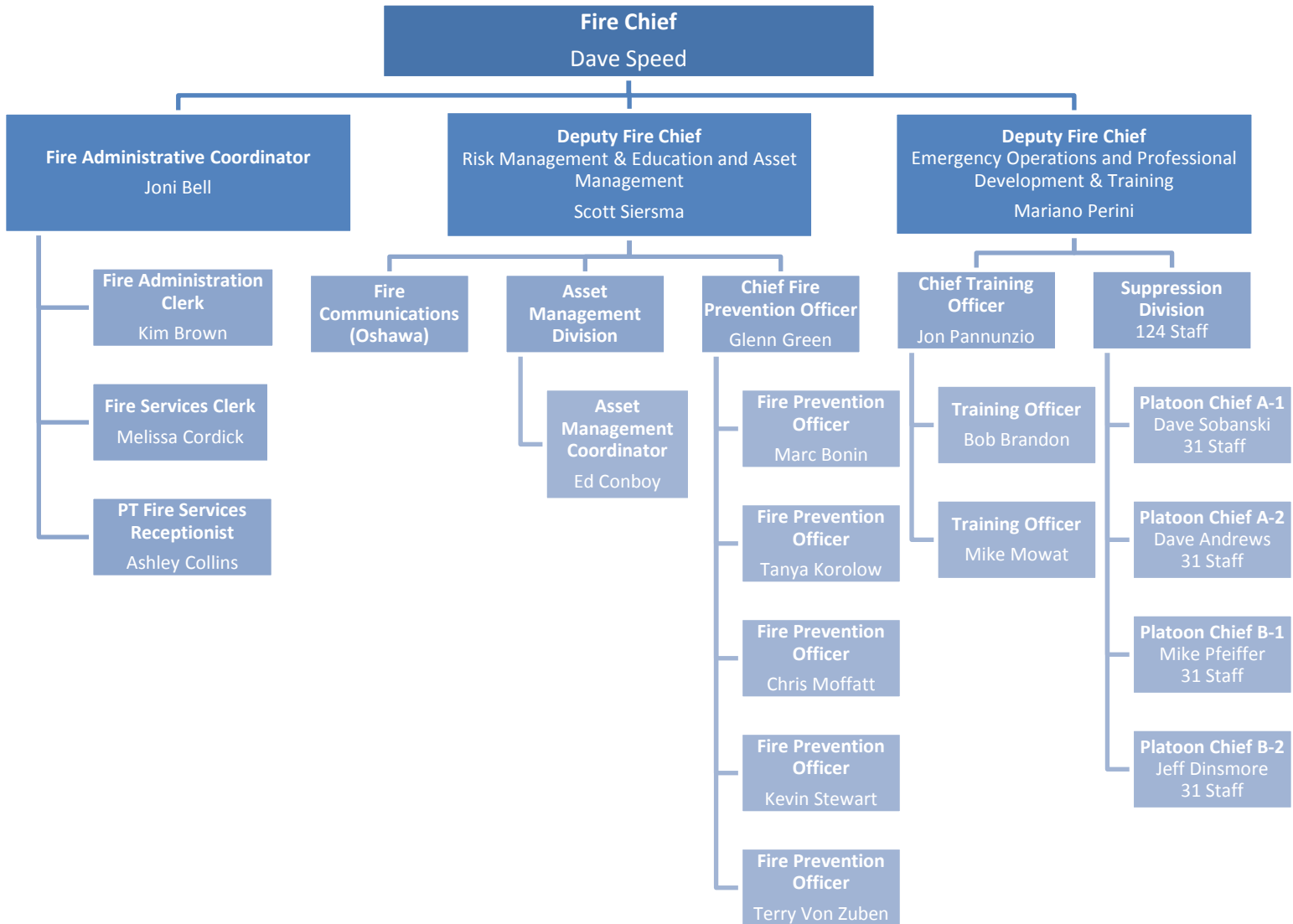
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Mariano Perini  
Deputy Chief



# Your Fire Service

## Organizational Structure



### Retirements

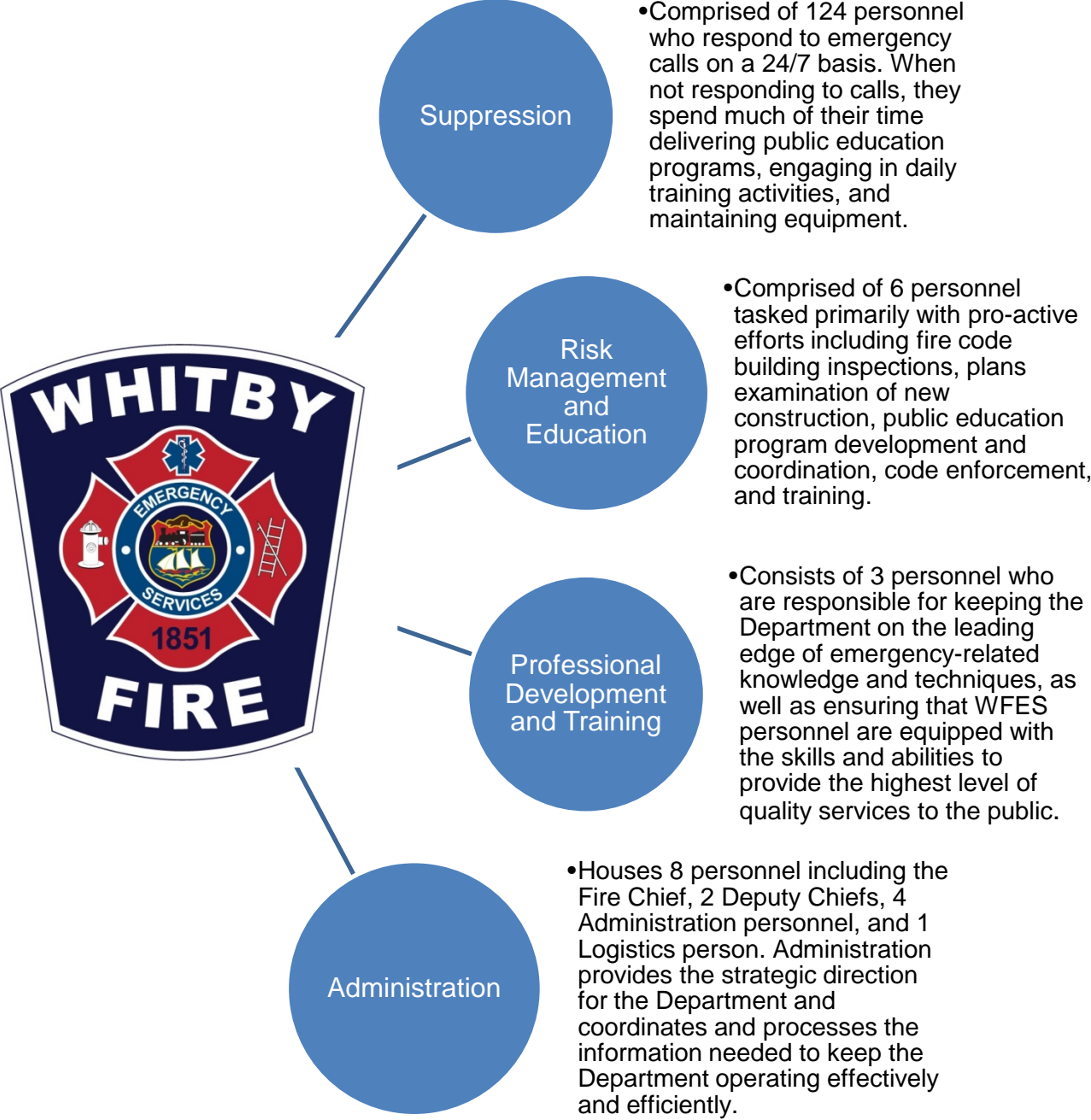
Deputy Chief Scott Siersma  
 Captain Dan Johnston  
 Captain Dave Edge  
 Firefighter Henry Kroes

### Line of Duty Death

Chief Fire Prevention Officer Nicholas Webb

Thank you to each of you for your years of dedicated service to WFES and the Whitby community.

# Whitby Fire at a Glance



### Core Values

#### Compassion

Treating our community as if they were our family

#### Integrity

Being honest and trustworthy and doing the right thing

#### Excellence

Striving for excellence in every aspect of the service we provide to our community



## The Work We Do

Through **innovation**, **leadership**, and **education**, we are dedicated to protecting life and property - Whitby Fire and Emergency Services Mission Statement

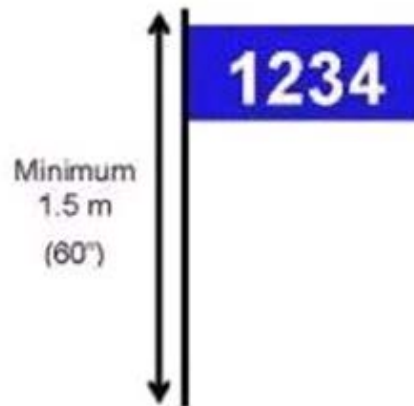
### Innovation

- WFES launched a Certified Slope Rescue Program where eight WFES firefighters were trained to NFPA “Core Operations” and received the Technical Rescuer Professional Qualification. These firefighters will utilize both theory and practical skills instruction to ensure all of the requirements of the Standard are now taught to their respective Suppression crews.



- An up to date risk assessment was created to identify risk in the Whitby community and to design Departmental pro-active initiatives geared to reducing this risk and thereby keeping the community safe.

- Captain Dan Johnson suggested that we could improve our emergency response times with more clearly visible rural address signs. Dan's suggestion has come to fruition with the passing of the Town's revised Property Numbering by-law. Installations are planned for 2019.



- The fire grenade extinguisher has been added as an additional firefighting tool to help quickly suppress fires that are difficult to access. It is tossed into the fire where it activates and spins around spreading an agent to help reduce the fire.



- WFES received shipment of Ladder 35 made by Pierce. As a first run emergency fire apparatus, Ladder 35 can meet the current and future needs of our community with the combined capabilities of a Pumper/Rescue and 107' Aerial Device. The Ladder is used at every structure fire to provide an elevated master water stream, vertical ventilation, exposure protection and more.



- Platoon Chief Pfeiffer, Platoon Chief Dinsmore and Training Captain Brandon attended the Fire Department Instructors Conference in Indiana to participate in several hands on training sessions where they learned new approaches and techniques to assist in mitigating emergencies. The knowledge gained was shared with the Department and has provided forward direction in the way specialized apparatus operate at incidents.





## Education

- Training Captains Mowat and Brandon, in partnership with DRPS delivered a First Responder Terrorism Awareness Training Program that focused on National Security and Terrorism Awareness.
- WFES Implemented a new engagement initiative called “Coffee with a Firefighter.” During this program, Fire personnel attended a local establishment to discuss fire safety and provide truck tours for those in attendance.



- Following a recommendation from the Fire Chief’s Public Advisory Committee, two local youths were sponsored to attend the Town of Whitby Junior Fire Camp where they learned important life safety skills, tried their hands at firefighting activities and made new friends.



- WFES firefighters participated in a Self-Contained Breathing Apparatus Consumption Drill. Wearing full Personal Protective Equipment and working on air, firefighters rotated through six activity stations at approximately 45 seconds per station. Firefighters were timed from the start of the drill to 50% cylinder consumption, to low air alarm (33% consumption) and then to empty. This drill provided feedback to our firefighters as to how much working "on air" time they will have at a fire scene.



- WFES firefighters participated in Fire Dynamics training where they learned new fire suppression techniques, based upon the most current scientific findings from NIST.

- Enhancements were made to our Continued Medical Education program with the introduction of Medical Labs. These labs allow firefighters to focus on their Firefighter Medical Responder skills by performing hands-on skills in a controlled setting via programmable scenarios. Core topics include airway management, patient assessment, cardiac and respiratory emergencies, resuscitation and basic trauma life support.



- In October, Fire Prevention Officers began inspecting all buildings with registered accessory apartments as part of the Community Risk Reduction Program. The results of the inspections are having positive outcomes by ensuring that the minimum required fire and life safety systems are in place and meet the requirements of the Ontario Fire Code.



- An education program for downtown mixed use buildings was developed and delivered to building and business owners in Whitby. The session was designed to provide the attendees with basic fire and life safety information for the downtown buildings, as well to provide an explanation of how to maintain a minimum level of safety for these downtown spaces. Onsite inspections will commence in 2019.





### Leadership

- WFES held promotional exams for the roles of Acting Captain and Acting Platoon Chief. The 21 successful candidates embraced the mentoring process which followed, as well as participated in several leadership courses to prepare them for their promotions.



- Based on a recommendation from the Fire Chief's Public Advisory Committee, WFES partnered with the Alzheimer Society of Durham Region, Whitby Seniors Services, Durham Regional Health and the Employee Assistance Program to better equip Crews for dealing with some of our community's most vulnerable people.



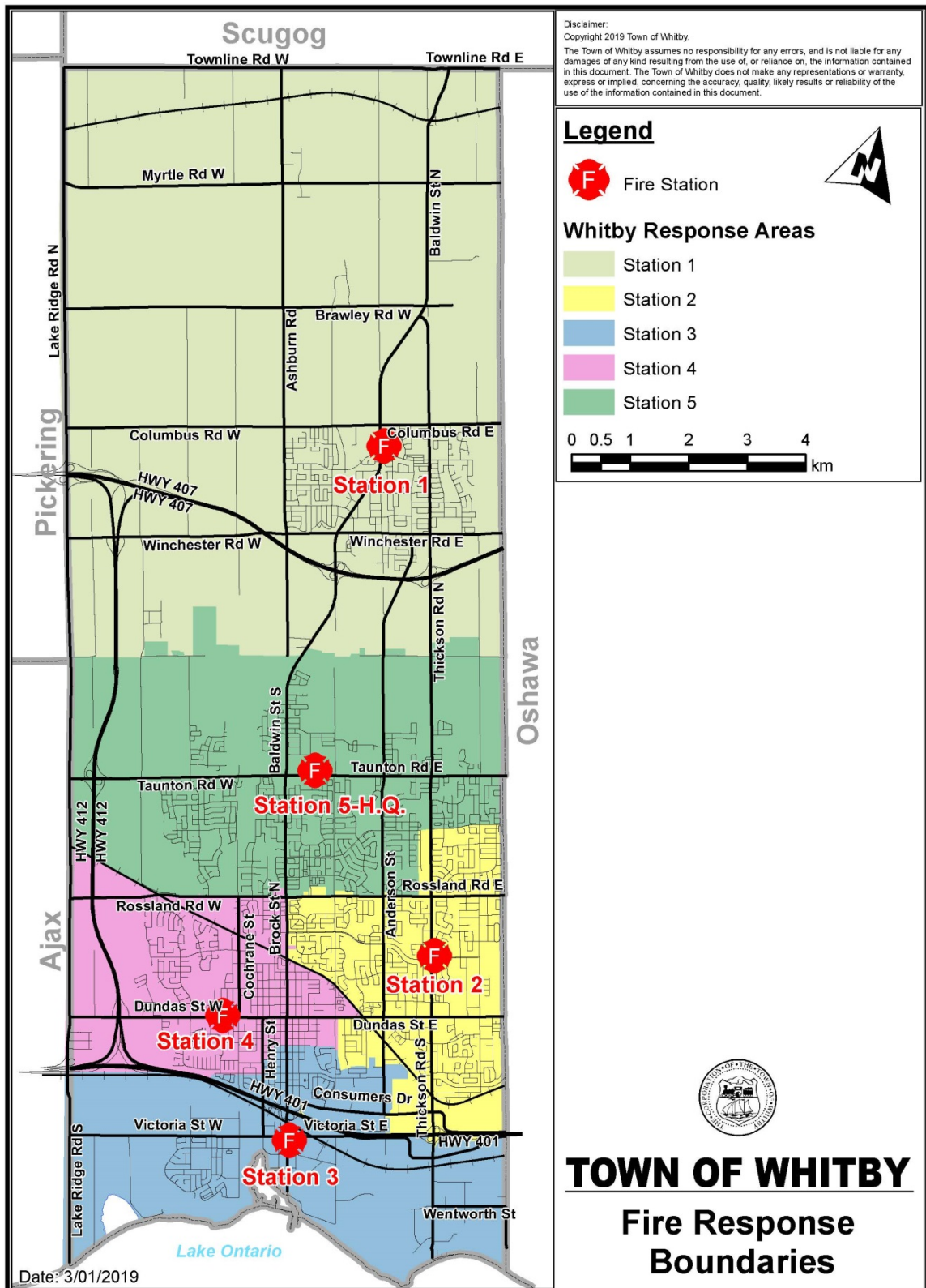
- Following an assessment and research project conducted by the Turnout Committee, the decision was made to add an additional tone to the alerting system and to redesign our map books. These changes have resulted in a 6% improvement in our turnout times. Getting to the emergency scene faster means a reduction in the consequences of emergencies, including property loss and human suffering.



- As part of our partnership with Wounded Warriors Canada, WFES was able to launch the Before Operational Stress (BOS) program to help meet the mental health needs of our front line personnel.



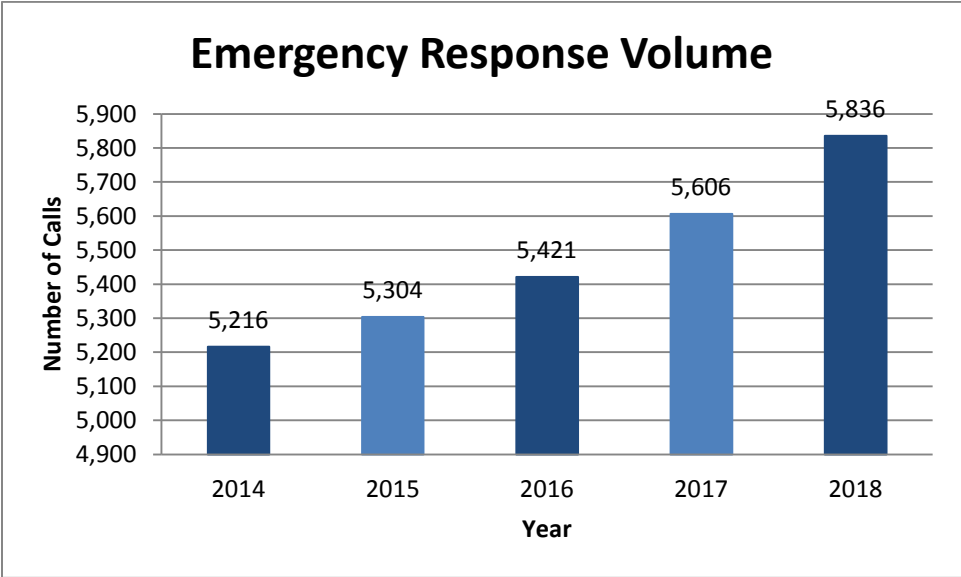
# Emergency Response Boundaries



# Emergency Response Statistics

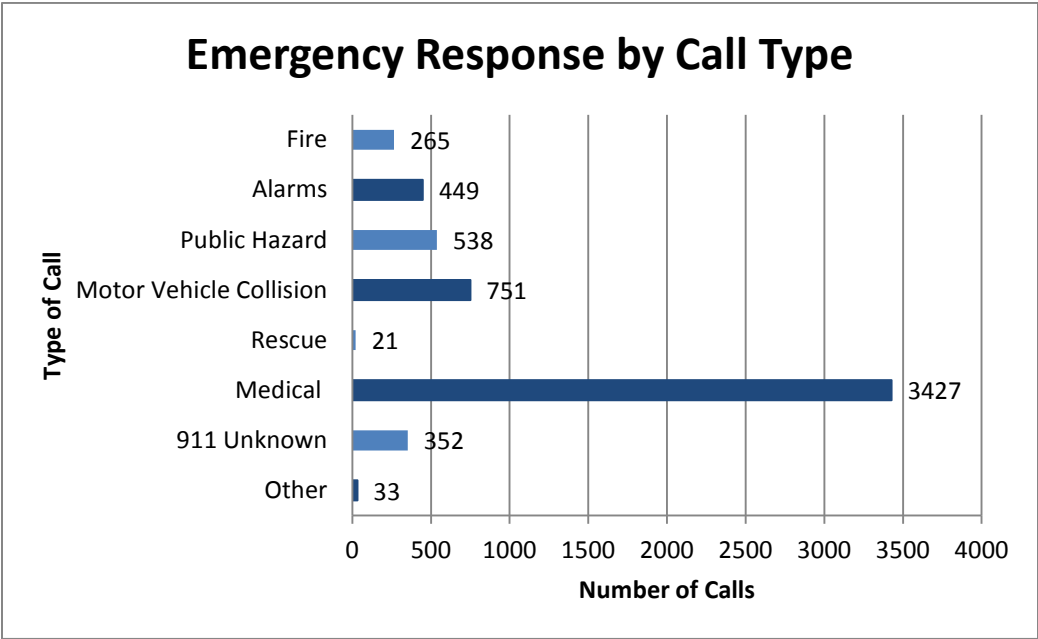
## Response Summary

Whitby Fire responded to 5836 emergency calls in 2018, an increase of 4% over 2017.



## Response Breakdown

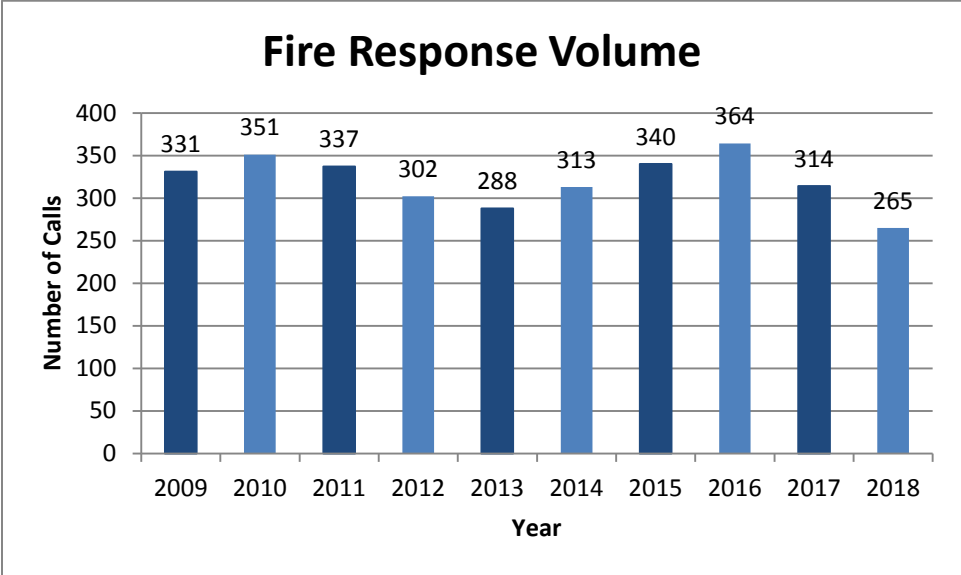
Whitby Fire responded to 3427 medical calls in 2018, representing 59% of the total call volume.



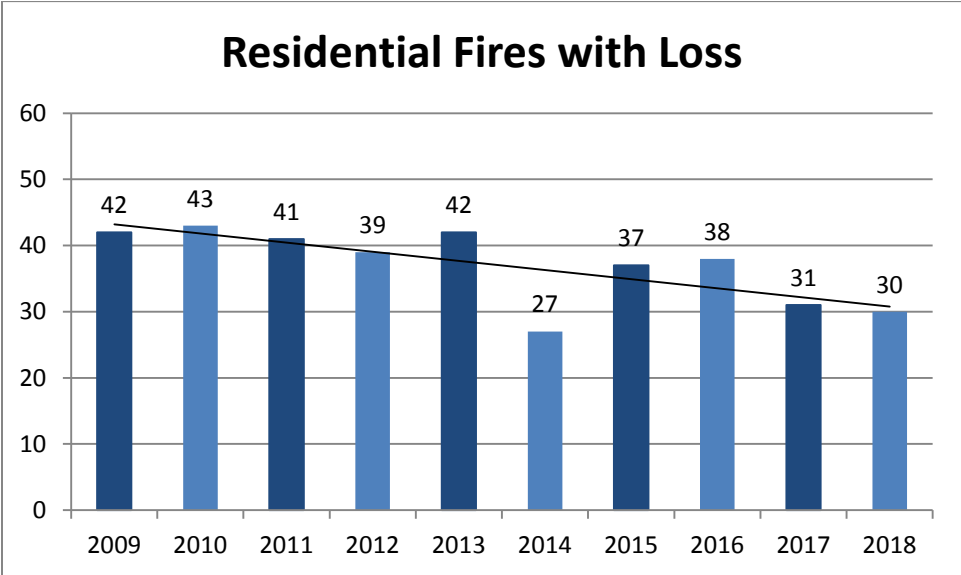


**Fire Response Data**

Whitby Fire responded to 265 fire incidents in 2018, representing the lowest number of incidents in the past 10 years. Fire incidents are defined as fires/explosions structural and non-structural.



Whitby Fire responded to 30 residential structure fires with dollar loss in 2018. This is the second fewest number of residential fires with dollar loss in the past 10 years.



Fire safety public education programs are making a difference.

# Large Scale Emergency Response Management

The Town's annual emergency exercise was held on May 17<sup>th</sup>, 2018 in the Emergency Operations Centre (EOC). This year's event was different from previous years as it included an actual emergency site and involved interagency players who provided real time scenario inputs.

This year's mock emergency was a simulated explosion at the Brooklin Community Center and Library, with a portion of the building having collapsed, multiple fatalities, evacuation centers, etc.

Staff from Whitby this Week were on hand to participate in a mock media brief involving Mayor Don Mitchell, Deputy Chief Scott Siersma, and Commissioner Peter Lebel.

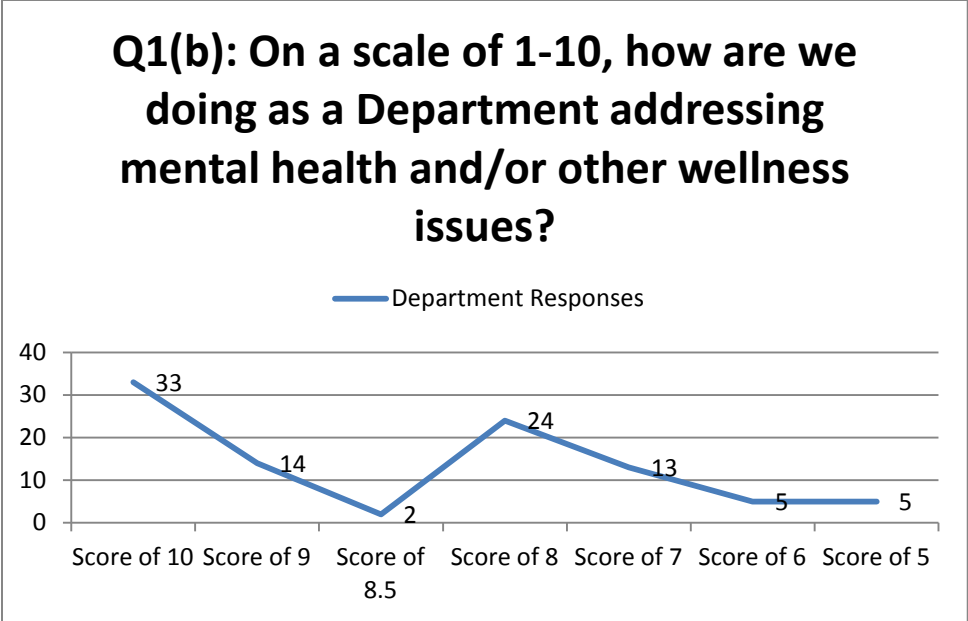
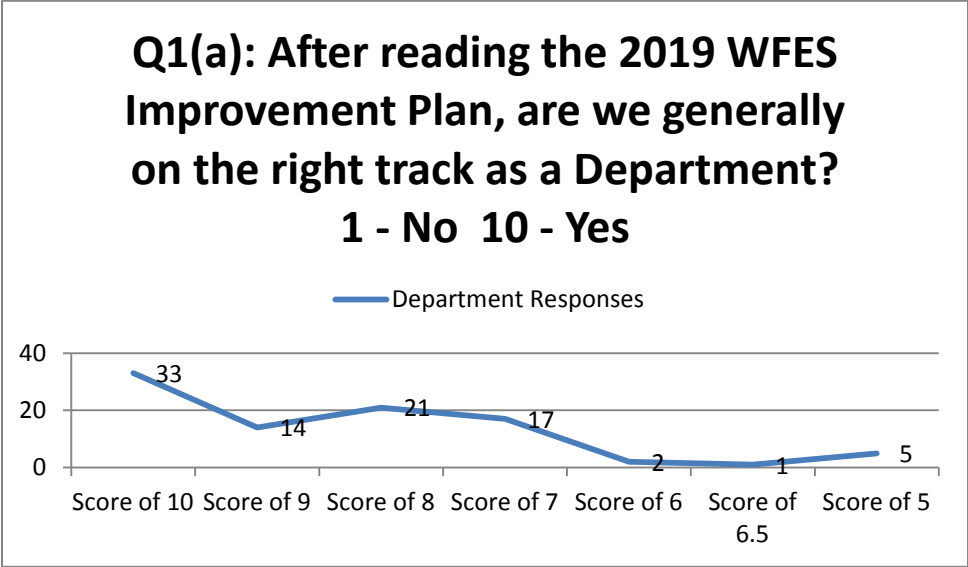
As always, there were many lessons learned as we continually improve our ability to prepare to respond to large scale emergencies.



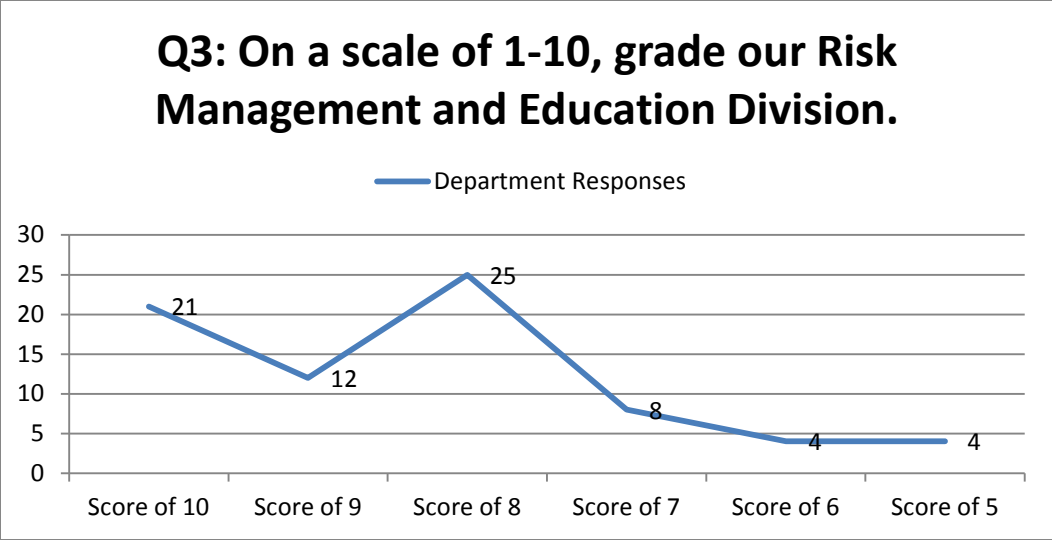
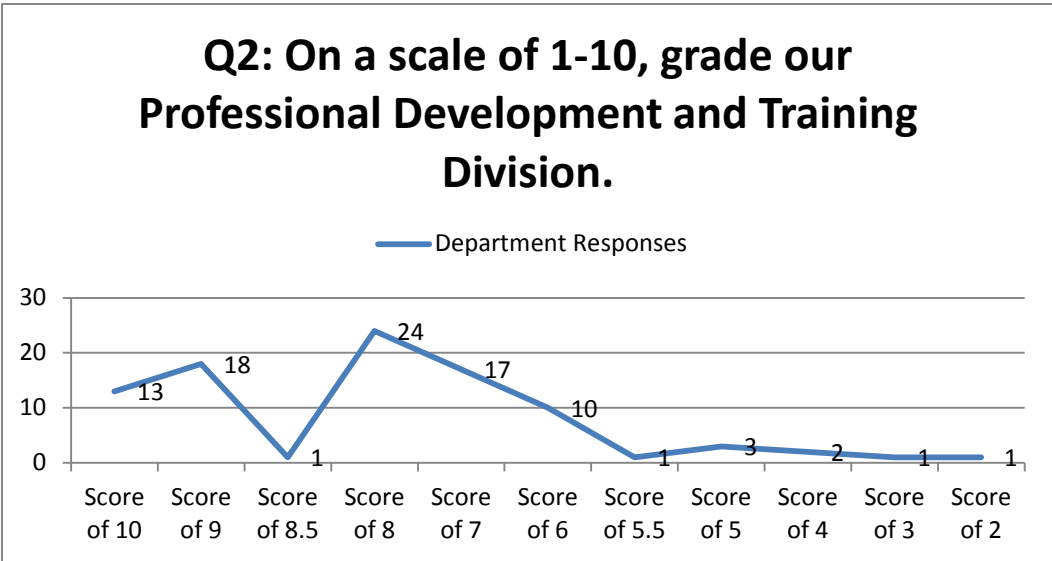
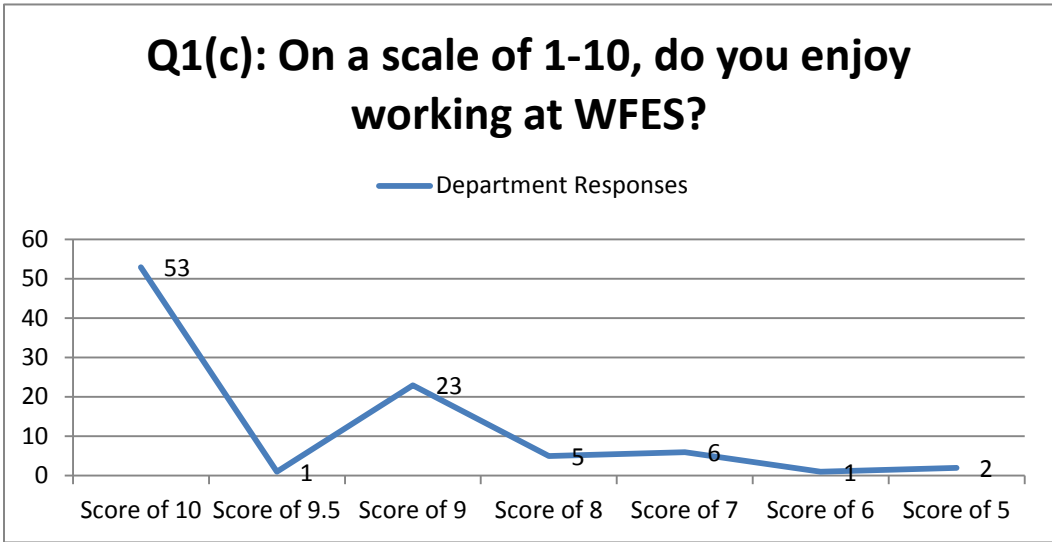
# Departmental Survey Results

WFES conducted an internal team survey to receive feedback about how we are doing as a Department and where we can improve. Listening to the public we serve, as well as the WFES team, helps to ensure we maximize the impact of our improvement plans, and the return on investment that the public experiences.

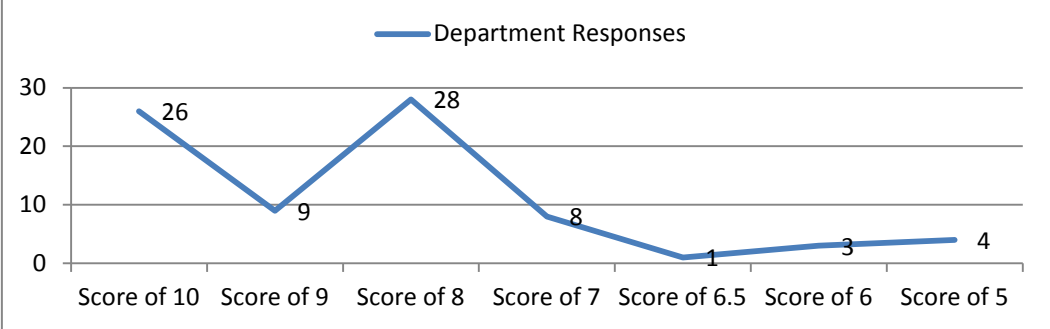
In addition to the following quantitative results, we also received hundreds of great comments and suggestions, many of which will be implemented in 2019.



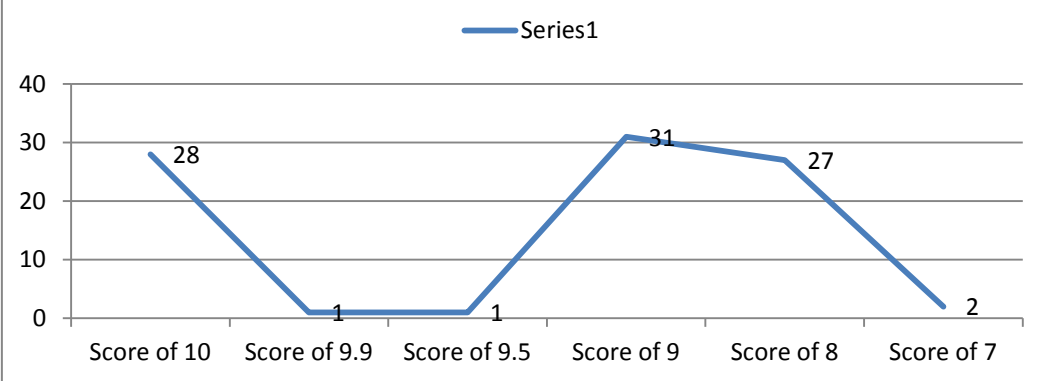




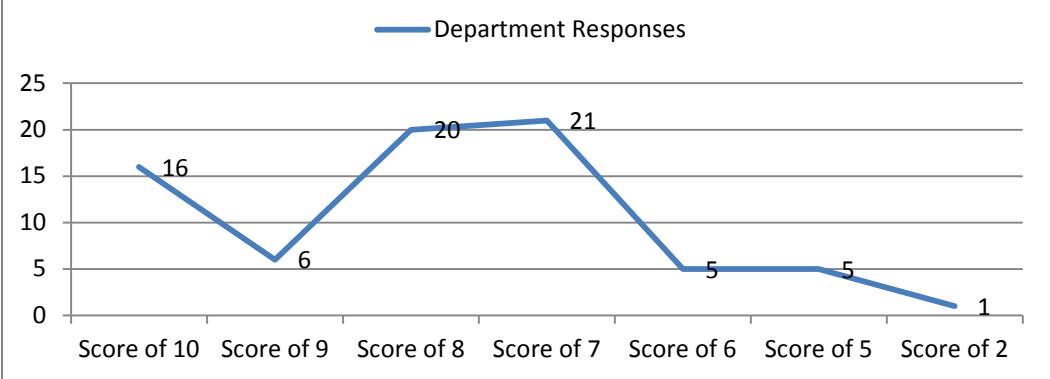
**Q4: On a scale of 1-10, grade our Management and Administration Divisions.**



**Q5: On a scale of 1-10, grade our Suppression Division.**



**Q6: On a scale of 1-10, grade our Asset Management Function.**



## In the Community

### 2018 Junior Fire Chief



Whitby Fire and Emergency Services announced Kaitlyn Bridgeman, a grade seven student at Williamsburg Public School, as the 2018 Junior Fire Chief. Kaitlyn was selected out of the 240 graduates from this year's Junior Firefighter Summer Camp. At camp, Kaitlyn demonstrated a keen knowledge of fire safety, good sportsmanship and willingness to help others.

As part of the 2018 Fire Prevention Week (October 7 to 13), Kaitlyn was picked up at her school in a fire truck and is participating in Junior Fire Chief training. Mayor Don Mitchell and Fire Chief Dave Speed also recognized Kaitlyn at a special presentation.



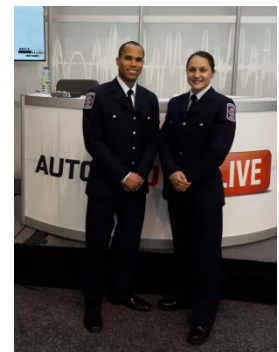
Kaitlyn joined Whitby firefighters at a number of community events, parades and ceremonies throughout the year.

The Junior Fire Chief for the Year Contest is supported by Durham District School Board and generously sponsored by Canadian Tire North and Whitby McDonalds.

### International Auto Show Hero Day

WFES firefighters Ashleigh Rodrigues and Joel Linton participated in the 2018 International Auto Show Hero Day. This day is set aside every year to profile the work emergency responders and the armed forces do on a daily basis.

Ashleigh participated in a panel discussion on Women in the Emergency Services. Ashleigh shared her career path and insight for the next generation to follow. Joel's panel discussion related to Millennials in Emergency Services. Joel also shared his experiences and insights on his path to becoming a firefighter.





## Whitby Fire Visited Thousands of Homes as Part of Annual Fire Safety Program



This summer, Whitby firefighters visited homes across the town to deliver important fire safety information. The door-to-door campaign is part of the “Ever Alert” program administered annually by Whitby Fire and Emergency Services.

Through the Ever Alert program, our firefighters are able to deliver important fire safety information directly into the hands of our residents. This year we focused on homes that are approximately 10 years old as these homes have smoke alarms that may have expired and need to be replaced by homeowners.



In addition to receiving smoke alarm information, residents learned about the leading causes of fires in Whitby and some of the steps they can take to reduce their fire risk. Whitby firefighters visited 4,758 homes this summer.

## Whitby Firefighters Receive Ontario Fire Department of the Year Award

On November 13, the Whitby Professional Firefighter’s Association was the recipient of the Ontario Fire Department of the Year Award. This award was presented by Muscular Dystrophy Canada to a fire department/association who has demonstrated overall excellence in the areas of advocacy services, fund development and volunteer engagement. This honour was bestowed to the WPPFA for not only raising over \$21,000 last year but to also recognize the over \$450,000 that’s been raised by WPPFA since the partnership with MD was first created.



## In the News

### Fire Breaks Out at Montana's Restaurant in Whitby

Montana's BBQ and Bar in Whitby has been left with major damage to its roof after a fire broke out shortly after midnight Friday.

Whitby Fire and Emergency Services received a call at about 12:10 a.m. on Nov. 2 with a report that smoke and flames were visible from the outside of the building, located in the Whitby Entertainment Centrum at 75 Consumers Dr.



"When our crews got there, the fire was contained to the roof structure and we commenced a defensive attack to extinguish the fire from the exterior onto the roof," said Deputy Fire Chief Mariano Perini.

He noted that the fire is believed to have started on the outside sign of the restaurant and the cause is deemed electrical. Damage is estimated at about \$150,000.

Source: Whitby This Week

### Whitby Basement Fire Causes \$25,000 in Damages

A fire broke out in the basement of a home on Renfield Crescent, near Rossland Road and McQuay Boulevard on Tuesday afternoon.

Twenty-one firefighters attended the scene at about 2:30 p.m. on Dec. 11. No injuries were reported.

The cause of the blaze is believed to be related to an electrical issue. Damage is estimated at \$25,000.



Source: Whitby This Week

### **Bacon Grease Causes \$200,000 in Damages in Whitby House Fire**

Firefighters responded to a house fire on Candlebrook Drive, near Garden Street and Dryden Boulevard in Whitby at about 10 a.m. on Monday, Jan. 15.

The cause of the fire was bacon grease that ignited on the stove, according to Deputy Fire Chief Scott Siersma.



The home had working smoke alarms installed and all occupants escaped safely. Damages are estimated at about \$200,000.

Source: Whitby This Week

### **Durham Fire Chiefs Step Up Efforts to Promote Smoke, Carbon Monoxide Alarms**

As part of Fire Prevention Week (Oct. 7 to 13), Fire Chiefs across the Region have joined forces to sound the alarm on the importance of having working smoke and carbon monoxide alarms.



Whitby Fire Chief Dave Speed discussed the Town's recent efforts to educate residents and landlords on the legislated requirement to have working smoke and carbon monoxide alarms on every level of their home.

"We want residents and landlords to know we are serious about smoke alarm enforcement," Speed said. "In the past five years in Whitby, one out of every two homes that experienced a fire did not have working smoke alarms. In today's home fires, people only have one or two minutes to escape. Working smoke alarms on every level give the early warning needed to escape a fire in your home."

Source: Whitby This Week



## Engaging the Public

### Public Satisfaction Survey Results

Chief Fire Prevention Officer Glenn Green conducted a survey of addresses where Fire Prevention Officers visited to conduct inspections. The purpose of the survey was to gauge the quality of services delivered.



**90%** believed our response was prompt



**100%** believed they learned something about fire safety from our visit

**100%** believe we are good at our jobs



**98%** believed the inspection was timely



**93%** believed the inspectors were competent and professional



**93%** believed they were treated with respect

Whitby Fire and Emergency Services values the opinion of the community and will continue to identify opportunities to engage the public in terms of feedback, planning, projects and information sharing.

## Engaging Through Social Media in 2018

Established October 2017, the @WhitbyFire Twitter account has proven to be an effective means of communicating active incident alerts, fire safety information, training initiatives and more.



**277** tweets sent  
**22,500** engagements

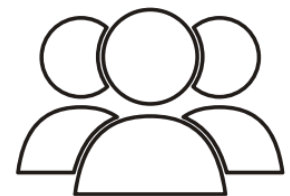


**458,100** unique tweet impressions in 2018

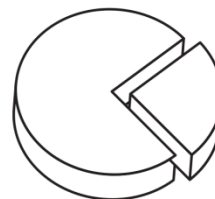
**1,425** link clicks



**468** followers gained  
**1,101** total followers



**2,256** likes  
**1,535** retweets



**38%** female followers  
**62%** male followers

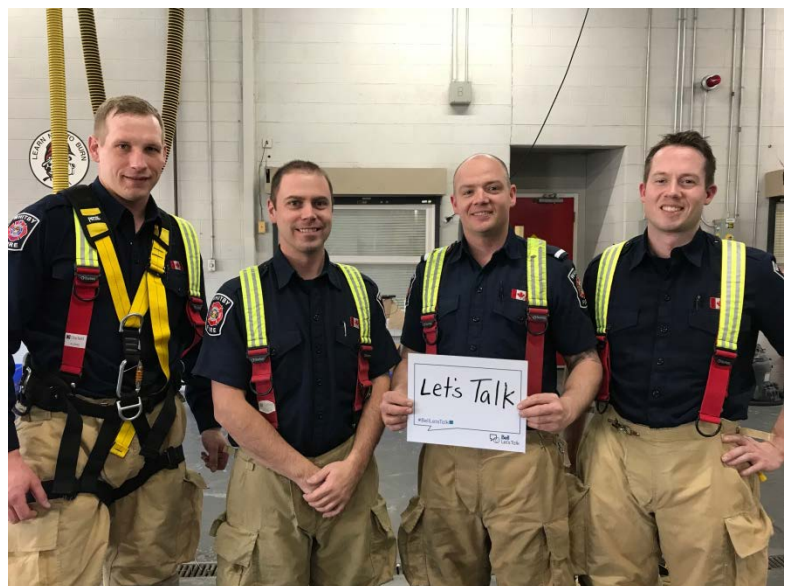
## Connect With Us

Inquiries or questions?

Connect with us:

- Online at [www.whitby.ca/fire](http://www.whitby.ca/fire)
- Via phone at 905-668-3312
- On Twitter @WhitbyFire

In case of an emergency, call 911



## Testimonials from the Public

"I just wanted to send a quick note to say thank you to you and all the staff that make junior firefighter camp such an amazing experience. My son Caleb had a great week and learned a lot. After the graduation today, I commented on what great value the camp is (parent perspective). My son responded by saying, "Ya, and what I learned could save our lives. Now that is good value". I had to agree. Thanks for not only giving the kids a great week but for also instilling fire safety education and awareness in each of them. All of our fire alarms, CO detectors and fire extinguishers have been checked this week and are in working order. Thanks again."



- Sarah Klein

"The Durham District School Board would like to take this opportunity to thank you for your time and effort in coordinating the Fire Safety Training for our students as part of our 2018 Safety Week. It was a great experience for the students and very much appreciated. Thank you again for your staff's time and your continued support!"

- Athena Hatzes





“The opportunity to present to the students at Durham College this session was a welcome challenge for participants. Many of them were shy and worried about presenting and conquered their fears and gained confidence through this opportunity. We have another session of EmploymentWorks in the Spring/Summer and I am excited to continue to work with Terry. I know you have a camp program and our group would love to work with Terry to provide the campers with a presentation or even take the lead in helping to teach the campers the presentation they themselves have learned.”

- Cathleen Edwards, M.A., Program Supervisor, Employment Works, Abilities Centre



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A woman came to Hall 2 and advised she had a flat tire and needed some assistance. Her car was on Manning Road just west of Thickson. The Pump 32 crew escorted the woman back to her car to check on the tire. There was a noticeable gash on the left front driver side. At this time the crew:

- phoned an auto service to have a tow truck respond
- placed pylons behind her vehicle
- brought the woman back to the Hall to stay warm
- made contact with the tow truck and escorted the woman back to her car once a spare tire was installed

- Email received from a member of the public



# Year in Photographs















Whitby Fire and Emergency Services  
111 McKinney Drive  
Whitby, ON L1R 3M2

905-668-3312  
fire@whitby.ca  
whitby.ca/fire