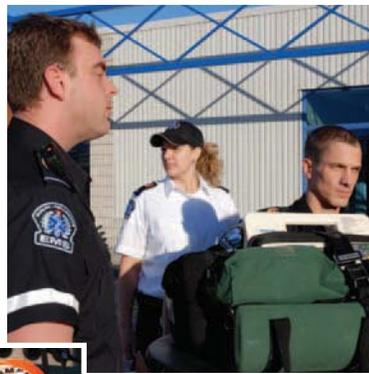


City of Guelph
Emergency Services



2011-12

Community Report





CONTENTS

4	MESSAGES Shawn Armstrong, General Manager of Emergency Services and Fire Chief
6	EMERGENCY SERVICES ORGANIZATIONAL STRUCTURE
8	EMERGENCY PREPAREDNESS AND MANAGEMENT
10	RESPONSE ZONES
12	RESPONSE STATISTICS
16	GUELPH FIRE DEPARTMENT – CONTRACT SERVICE PROVISION
17	FIRE PREVENTION
20	TRAINING
23	PUBLIC EDUCATION
26	COMMUNITY INVOLVEMENT
27	ACKNOWLEDGEMENTS

MESSAGE FROM SHAWN ARMSTRONG

General Manager, Emergency Services and Fire Chief



It is my pleasure to present the City of Guelph's first Emergency Services Community Report.

This report is an opportunity to inform the community about our services and supply statistics on how well we provide them.

Guelph Emergency Services are essential services that include emergency management, the Guelph Fire Department and Guelph-Wellington Emergency Medical Service (EMS). Our members are dedicated to protecting life, property and the environment in our community.

In 2011, we were pleased to open the Clair Road Emergency Services Centre (CRESC) housing our sixth fire station and our EMS headquarters. CRESC is the first facility of its type in Ontario and is shared with the Guelph Police Service. Opening this facility concluded an extensive process designed to balance response coverage throughout our coverage area. Twenty firefighters were added at the new station and seven paramedics were added to EMS in order to enhance our response capability.

In addition, a fire prevention officer was secured to address safety issues in shared rental occupancies. The fire prevention officer works closely with City officials from Building Services to address zoning issues. The Guelph Fire Department is particularly focused on Fire Code violations related to fire and life safety issues.

In March 2011, the Guelph Fire Department became the fourth fire department in Canada and the second in Ontario to receive the highly sought after accredited agency status from the U.S.-based, internationally recognized Commission on Fire Accreditation International. When the accredited status was awarded, there were only 141 accredited fire departments in the world. Accreditation is a process designed to provide continuous quality improvement and enhancement of service delivery. We are very proud to have attained this status for the City of Guelph.

Many other positive changes occurred during 2011. We upgraded our Computer Aided Dispatch (CAD) system and our telephone system at the Guelph Fire Department to make our dispatch system more efficient and effective for the community we serve. Our back-up dispatch capabilities were greatly enhanced and residents should have a high level of confidence that Emergency Services will be able to provide uninterrupted service at all times.

Guelph Emergency Services engages the community in many ways. Interacting with the people we serve provides citizens the opportunity to become more aware of what they can do to protect themselves during and after an emergency or disaster.

In conclusion, I would like to thank all of the members of the Guelph Emergency Services team for their professionalism and dedication to continuous learning and improvement. Most importantly, thank you for the protection and service you provide to residents of the City of Guelph and surrounding areas and thank you to the community for your continuous support.

A handwritten signature in black ink, appearing to read 'S. Armstrong', written over a light blue background.

Shawn Armstrong
General Manager, Emergency Services and Fire Chief
City of Guelph

KEY ACCOMPLISHMENTS

Opened the Clair Road
Emergency Services Centre

Became the fourth fire department
in Canada to achieve accredited
status from the Commission on
Fire Accreditation International

Adopted a new emergency
response plan

Implemented a new computer-aided
dispatch system for the Guelph
Fire Department

Implemented a new electronic
system for improved reporting
and data collection at
Guelph-Wellington EMS



EMERGENCY SERVICES ORGANIZATION CHART

EMERGENCY SERVICES – FIRE AND AMBULANCE

Manager of Administration and Emergency Preparedness
Community Emergency Management Co-ordinator

GUELPH-WELLINGTON EMERGENCY MEDICAL SERVICE

Chief

Deputy Chief

Commanders
Superintendents
Paramedics

EMERGENCY MANAGEMENT

Liaison with EOCG,
Government Agencies

Emergency Operation Centres

Duty Officers
Support Personnel

GUELPH FIRE DEPARTMENT

Supervisor of
Administration

Communications
Contract Dispatching – Wellington
County Fire Departments

Accreditation

EMERGENCY SERVICES

General Manager/Fire Chief – Fire and Ambulance

GUELPH FIRE DEPARTMENT

Deputy Chief of Operations
Fire Chief Guelph-Eramosa
Fire Department

**GUELPH
FIRE DEPARTMENT**

Suppression

Fire Prevention
and Inspection

Training

Vehicle, Equipment and
Fire Hall Maintenance

**GUELPH-ERAMOSA
FIRE DEPARTMENT**

Contract Service
Suppression

Fire Prevention
and Inspection

Training

Vehicle, Equipment and
Fire Hall Maintenance

EMERGENCY PREPAREDNESS AND MANAGEMENT

Emergency Management Ontario requires the City of Guelph to have an emergency response plan and an emergency management program, both of which have been authorized by Council. In early 2011, Emergency Services updated the plan and program to address the changing needs of the community and comply with legislative requirements. The City of Guelph met all legislative emergency management requirements in 2011.



Emergency Operations Control Group

The Emergency Operations Control Group (EOCG) includes representatives from many City departments and community agencies that provide expert services and additional resources to address a community-level emergency. Once activated, the EOCG operates from one of two fully equipped emergency operations centres to initiate the emergency response plan.

Emergency training, education and committees

Providing training in emergency preparedness and management is mandated in the emergency management program. Annual ongoing training is provided to EOCG members and support staff.

In 2011, two basic emergency management courses were offered to City and County responders who may be involved in emergency management activities.

Additionally, first responders from Fire and Police completed courses at the Canadian Emergency Management College in Ottawa.

Incident managers completed training, including two simulated emergency exercises. A large annual exercise was completed for the EOCG, which involved testing available plans and equipment.

Emergency Services staff provided lectures at the 2011 Canadian Red Cross conference in Kingston and the Canadian Interoperability Technology Interest Group conference in Ottawa.

Emergency Services continues to support emergency preparedness and management objectives.

To ensure services are meeting community needs, Emergency Services established the Community Emergency Management Program Committee. This committee meets regularly to review and provide feedback on the emergency management program. The committee's recommendations are reviewed and implemented for continuous program improvement.



Public education

Emergency Services completes regular public education opportunities to enhance the level of emergency preparedness within the community.

The 2011 annual Emergency Preparedness Day was held at the West End Community Centre. The day was supported by local school boards as it was viewed as an important educational opportunity for students. Students were exposed to first response departments, external organizations and agencies that respond to emergencies; including the Guelph Fire Department and Guelph-Wellington EMS. An online teaching package, which was created by a participant of this event, is now available to teachers across Canada.

Emergency Services provides important emergency preparedness information to the community on guelph.ca.

The City of Guelph is continually improving its emergency management and preparedness activities with the goal of becoming an even more disaster-resilient community.

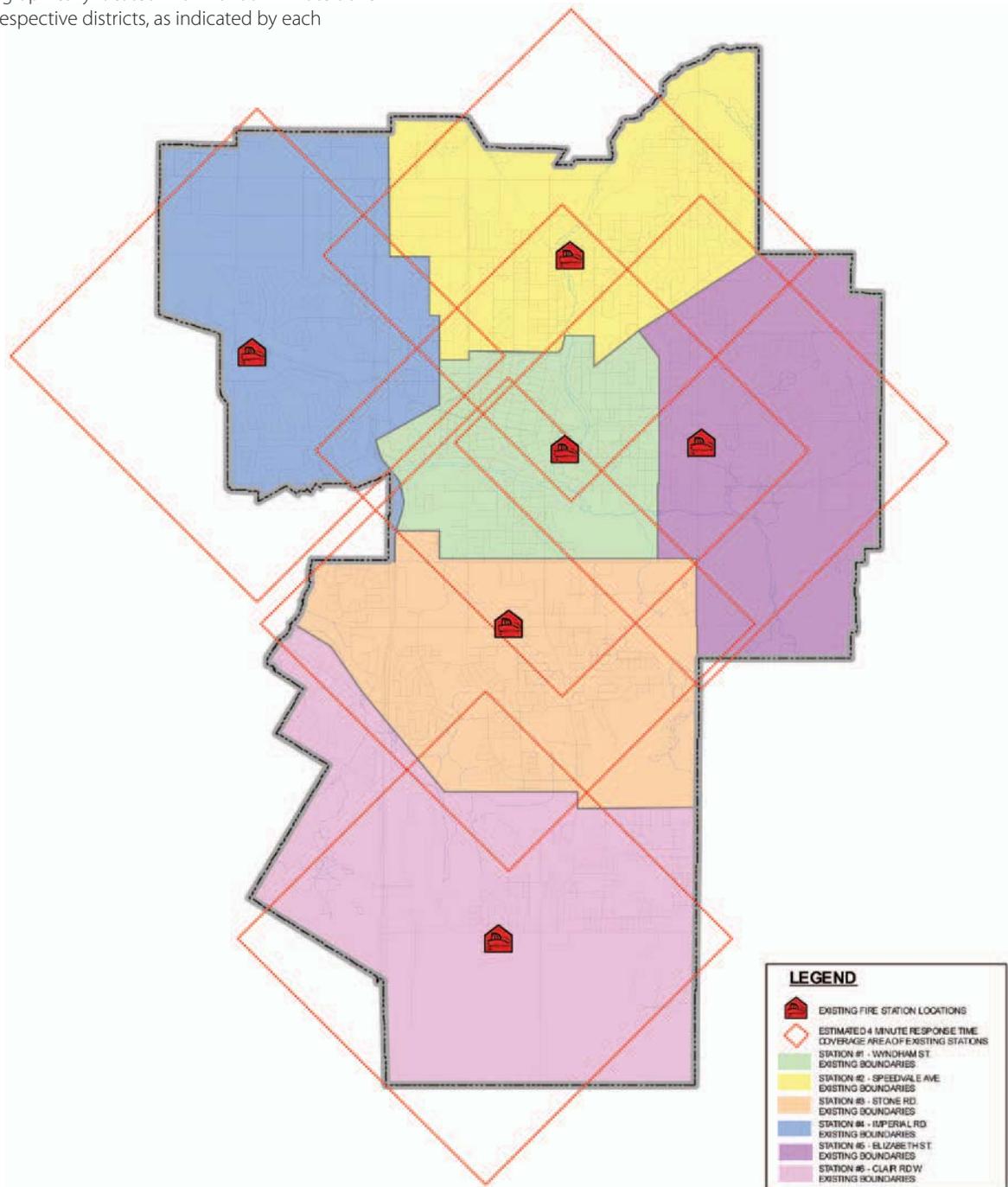


RESPONSE ZONES

Guelph Fire Department

Station and district locations

All six stations are geographically located within a four-minute travel distance within their respective districts, as indicated by each diamond pattern.



Guelph-Wellington Emergency Medical Service

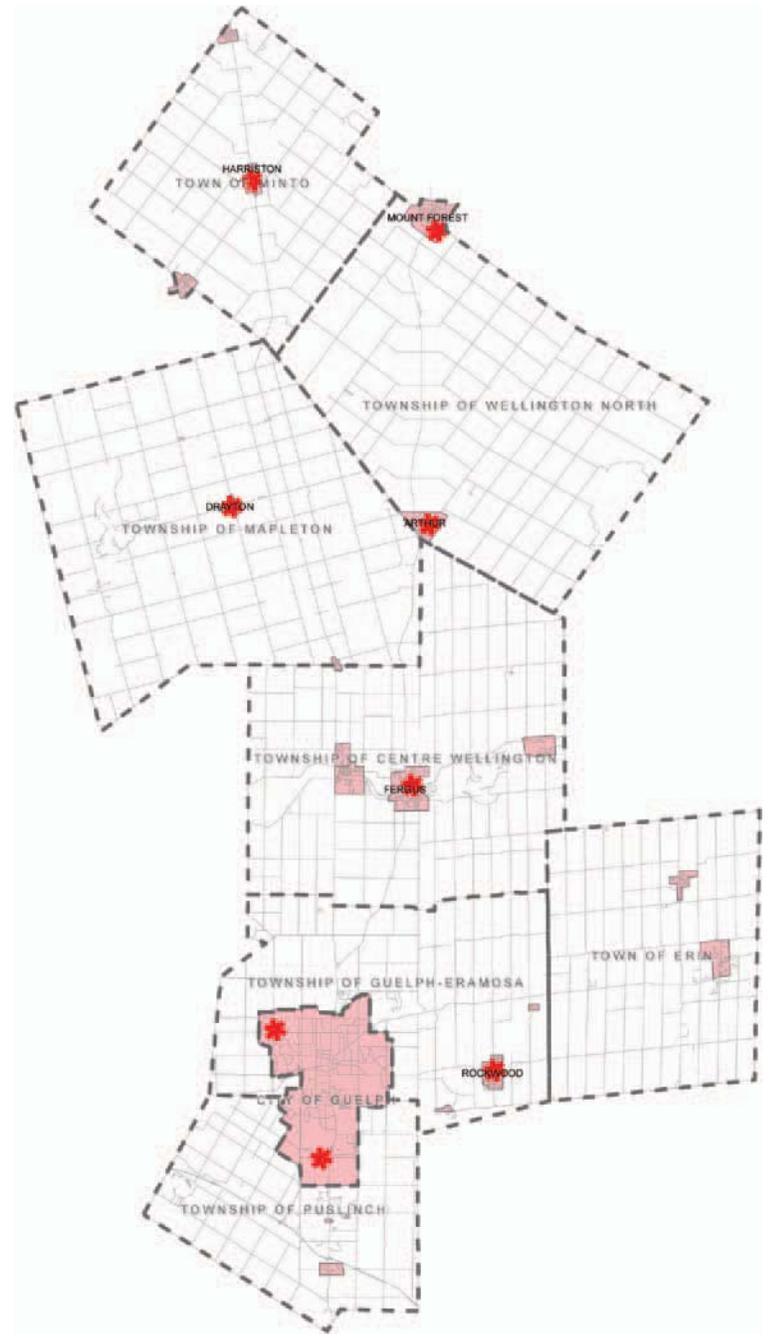
The City of Guelph is the provider of land ambulance service for the residents of Guelph and Wellington County. The Province sets standards by which ambulance services need to comply, including response times to emergency calls. Guelph Wellington EMS functions as a division of the City of Guelph Emergency Services and delivers quality services in the coverage area, complying with all applicable legislation and standards.

The service operates from eight stations located in Guelph and Wellington County. It serves about 230,000 residents and more than 1,500 square kilometres in urban and rural response landscapes.

The location of ambulance stations is determined based on historical call volume, population density, high traffic areas as well as locations that pre-exist the current organization.

In 2011, Guelph Wellington EMS deployed eight ambulances and one rapid response unit, 24 hours per day. An additional four ambulances are staffed daily during peak hours to address service demands by responding to medical emergencies.

Station locations



RESPONSE STATISTICS

Guelph Fire Department

As an accredited agency, the Guelph Fire Department provides an annual report to the Commission on Fire Accreditation International on the status of its continuous quality improvements.

The fire department assessed service indicators, validated and planned for future service improvements by using a self-assessment manual. The manual includes 244 detailed performance indicators, within 10 broad categories, including:

- 1 Governance and Administration
- 2 Assessment and Planning
- 3 Goals and Objectives
- 4 Financial Resources
- 5 Programs
- 6 Physical Resources
- 7 Human Resources
- 8 Training and Competency
- 9 Essential Resources
- 10 External Relationships

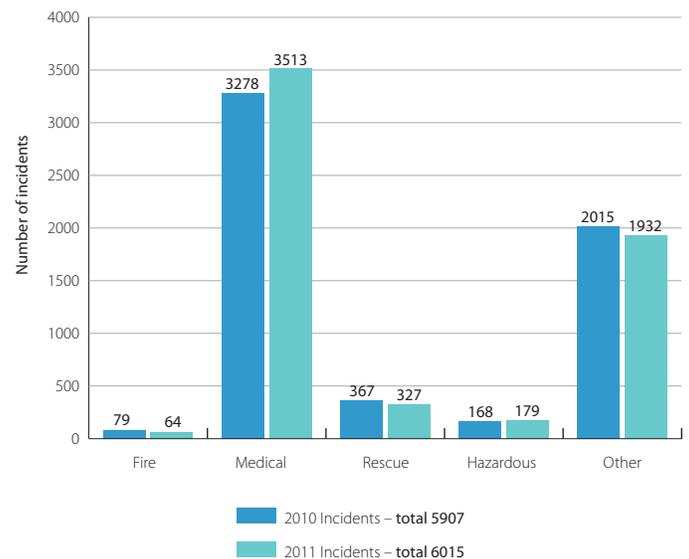
The 244 performance indicators define the desired level of achievement or performance for each specific behaviour or task. Almost 80 of the 244 performance indicators are considered to be core competencies the Guelph Fire Department must meet to achieve accreditation status. An outside peer audit team attends and reviews the performance indicators to ensure stated performance is accurately reflected as reported. The peer team also reviews all applicable reference documents.

Guelph Fire Department prepared a community risk assessment to identify fire and non-fire risks. A standardized level of response is in place to meet the risks.

A strategic plan, which frames the department's vision, mission and values statements, including future goals and objectives, was also established.

Statistical Information

2010/2011 Incident Comparative

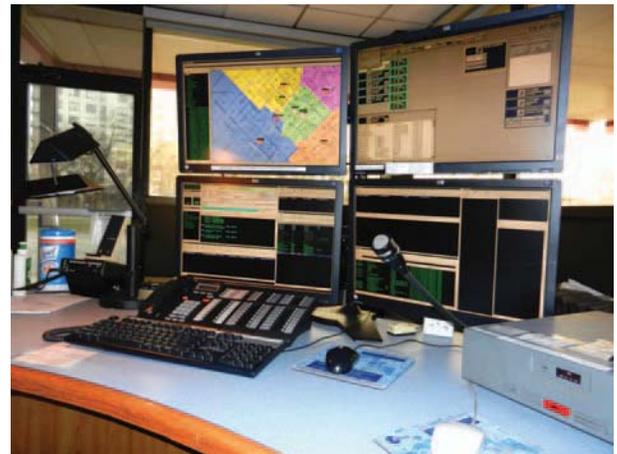


Response time by incident type

Total response time for the first arriving unit is measured at the established benchmark of 390 seconds (6.5 minutes) for emergency type incidents only.

Total response time

	% @ 390 secs		Average	
	2010	2011	2010	2011
Fire	65.82%	78.12%	348 secs.	343 secs.
Medical	78.63%	78.21%	323 secs.	325 secs.
Hazardous	60.19%	53.38%	351 secs.	383 secs.
Rescue	76.53%	76.89%	316 secs.	323 secs.



Travel time for the first arriving unit is measured at the established benchmark of 240 seconds (four minutes) for emergency type incidents only.

Travel time

	% @ 240 secs		Average	
	2010	2011	2010	2011
Fire	71.79%	90.47%	199 secs.	161 secs.
Medical	77.31%	79.46%	188 secs.	184 secs.
Hazardous	62.13%	77.39%	225 secs.	189 secs.
Rescue	77.77%	81.61%	176 secs.	172 secs.



RESPONSE STATISTICS

Guelph-Wellington Emergency Medical Service

Guelph-Wellington EMS is required to complete Ontario Ministry of Health and Long-Term Care service reviews every three years to maintain quality assurance standards. The last service review was successfully completed in 2009.

Statistical information

In 2011, Guelph-Wellington EMS paramedics responded to approximately 16,900 patient-related calls for assistance. This represents more than 46 calls per day. This is an increase of approximately seven per cent from 2010 and is the highest number of calls per year the service has experienced. Of the total calls, more than 11,200 were calls relating to life-threatening emergencies.

The average response time to the calls classified as life-threatening was seven minutes and 57 seconds across the coverage area.

The response time by an EMS service in Ontario to emergency calls is measured as a 90th percentile. Where an average response time provides a time by which one half of all calls take longer than the time stated, the 90th percentile time represents the maximum time that a patient can be reasonably expected to wait for a response.

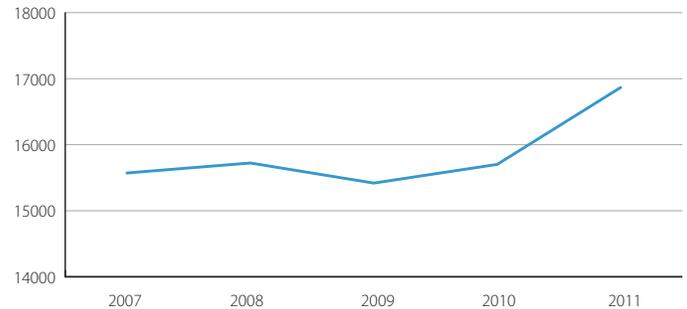
The 90th percentile eliminates the highest 10 per cent of response times and states the response time to the 90th per cent of calls, which has been found to be a good predictor of the maximum time a patient could reasonably be expected to wait for a response.

The 90th percentile response time to life-threatening calls in 2011 was 12 minutes and 40 seconds.

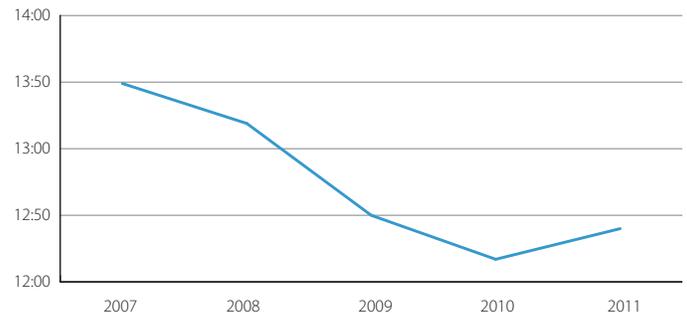
Guelph-Wellington EMS meets the legislative requirement relating to response times. The Ontario Ministry of Health and Long-Term Care has set the target 90th percentile response time for the Guelph-Wellington area at a maximum of 14 minutes and 55 seconds. An updated response time standard will be developed and reported further in 2012 to reflect changes to provincial legislation in this regard.

In 2011, Guelph-Wellington EMS developed a program to survey patients who have used the service. The survey enjoys a 35 per cent return rate on an ongoing basis. Survey questions ask patients to rate timeliness, caring and compassionate manner, patient comfort and overall satisfaction with the services. Early results have been positive.

Patient-related calls

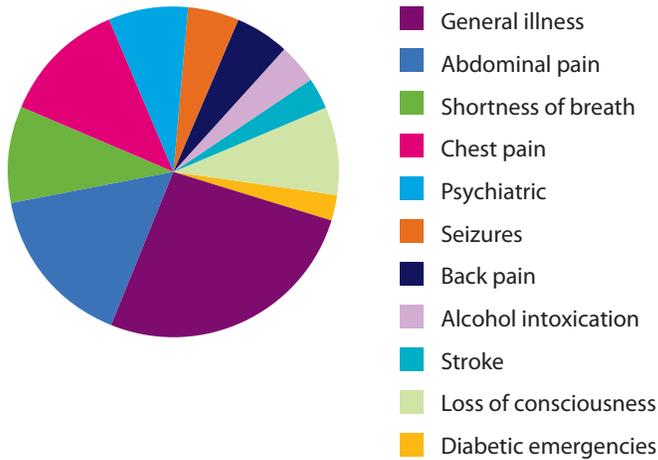


Response times, 90th percentile





Primary problems of EMS patients



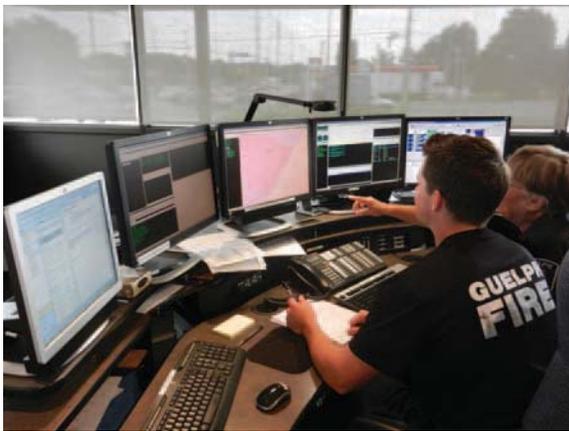
The survey results will allow Guelph-Wellington EMS to receive important feedback on services provided and improve future community responses.



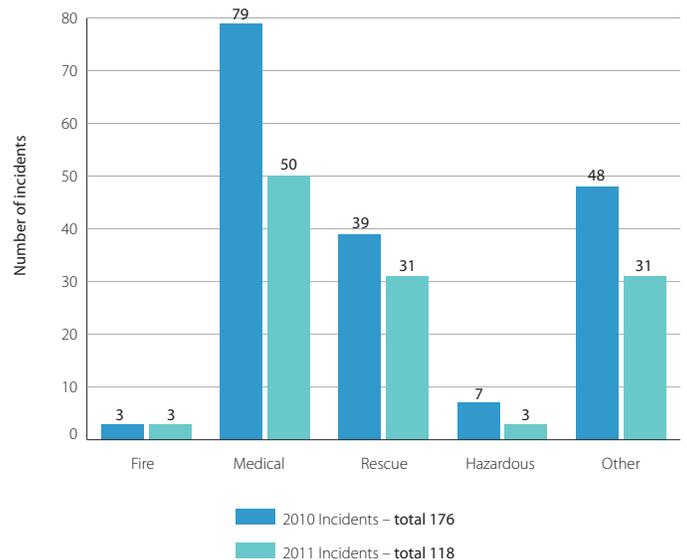
CONTRACT SERVICE PROVISION

Guelph Fire Department

The Township of Guelph/Eramosa has contracted with the City's Emergency Services to provide fire services to areas within the township and to manage the Township of Guelph/Eramosa Fire Department. Fire protection services include, but are not limited to, fire suppression, fire prevention, public education and investigation. As part of the contract, the Guelph Fire Department's deputy chief has been appointed as fire chief for the Township of Guelph/Eramosa Fire Department.



2010/2011 Incident Comparative



The City of Guelph's Emergency Services provides fire dispatch services under contract for all other fire departments in Wellington County. Fire dispatch services include answering calls from the community, paging out the fire departments and a dispatching service. Guelph Fire Department dispatched 1,742 incidents for the County of Wellington fire departments in 2011, including Guelph-Eramosa.

FIRE PREVENTION

Guelph Fire Department

Fire Prevention reviews important aspects of fire safety including inspections, fire cause determination, fire safety planning related to occupant behaviours and fire code issues related to building performance . Fire Prevention collaborates with other City of Guelph service areas to ensure a co-ordinated approach to community safety.

Inspections

Fire Prevention

Year	2011	2010	2009	2008	2007
Total Inspections	909 93 SRH	1,375 173 SRH	1,291 205 SRH	1,680* 334 SRH	1,585* 231 SRH
Re-inspections	49	704	417	537	500
Property Transfers	58	102	48	77	117
Business Licence	176	1,035	158	199	301
Risk Assessments Care facilities	12	12	19	65	
Fire Safety Plan approvals	144				
Meetings	340				

* (Short-staffed)

SRH - Shared Rental Housing

Specialized Inspections

Suppression Staff

In 2011, suppression crews assisted Fire Prevention to conduct risk assessment and preplanning inspections as well as 160 business licence inspections. This partnership ensures required inspections were completed in a timely manner.

Shared Rental Housing

A fire prevention officer oversees the inspection of rental properties and co-ordinates with other City Services to ensure consistency in all shared rental housing issues affecting the community.

FIRE PREVENTION

Care Facilities

In March 2011, the Office of the Fire Marshal (Ontario) stressed the importance of ensuring care facilities meet Fire Code standards because of recent fires in care facilities throughout the province.

As a result, fire prevention inspectors conducted information sessions on requirements for care facility owners, supervisors and staff members. Fire prevention inspectors highlighted owner responsibilities under all applicable legislation and stressed the importance of knowing these responsibilities for the safety of the occupants in their care.

In addition, Fire Prevention conducted unannounced fire drills in nine care facilities.

The unannounced fire drills identified that 93 per cent of the facilities met or exceeded expectations.

Fire Prevention staff members continue to work with remaining care facilities to improve their knowledge required for a successful emergency evacuation.

Hoarding

Hoarding has become an emerging issue in the community. In 2011, Emergency Services experienced an increase in calls on hoarding and the related issue of direct or indirect occupant fire safety.

Fire Prevention is a member of the Wellington-Guelph Hoarding Network. This is a partnership among several community agencies working together to develop best practices for responding to and addressing these vulnerable situations. The network continues to respond appropriately to the many causes related to hoarding, with an eye to improve community safety.



University of Guelph

Fire Prevention staff collaborate with the University of Guelph's Fire Division to promote fire safety, update building information and co-ordinate tours each year for Guelph's new residents.

The University's Fire Division employs two full-time fire prevention officers and has a fully functional fire truck. While University fire staff respond to all emergencies on campus, their focus is fire prevention. They actively communicate with students, staff, faculty and the Guelph Fire Department to reduce life safety hazards within the 90 building facilities under their jurisdiction. The University's director of campus community police, fire prevention staff and parking services, also update the Guelph Fire Department on any major activities taking place on or around campus.

Propane Facilities

Risk and Safety Management Plans

The Technical Safety Standards Association (TSSA) issued new directives taking effect January 1, 2011, requiring fire services across the province to approve or review propane tank facility licences.

In Ontario, all facilities with a propane tank are now required to submit a risk safety management plan to the provincial government. These plans provide local fire departments with valuable information about the hazards associated with each facility and the life safety provisions put in place. They also identify the distance of the hazard to public receptors, water supplies, warning systems, emergency shutoffs, etc.

Fire prevention officers are working with agencies, such as the Office of the Fire Marshal (Ontario), to clarify the requirements and interpretation of the new legislation.

Trained staff members devote a significant amount of effort to reviewing and approving the new requirements placed on these types of facilities.

Facilities requiring a propane licence within the Guelph Fire Department's area of jurisdiction continue to be inspected and plans are reviewed to ensure compliance.

Investigations

In 2011, fire protection officers encountered a rash of maliciously set arson fires, ranging from garbage pails to grass fires. These fires generally occurred in the west end of the city and Guelph Police Service is investigating. They are not reflected in the chart below.

Cause of fires investigated by fire prevention officers within the City of Guelph

Classification	2011	2010	2009	2008
1 Arson	14	4	9	15
2 Suspicious	9	2	1	7
3 Electrical- related	3	8	5	6
4 Combustibles; improper clearance	4	2	0	5
5 Smokers' materials	5	4	8	3
6 Open flames	3	5	2	3
7 Other	2	3	3	1
8 Undetermined	2	1	3	0
9 Lightning	2	0	2	0
10 Cooking	7	2		
11 Dryers	3			

Total number of fires investigated per year

2011	2010	2009	2008	2007	2006	2005	2004
54	31	33	40	36	47	45	48

Arson Task Force

In August 2011, the Guelph Fire Department established an Arson Task Force with Guelph Police Service to address the numerous, intentionally set fires that occurred throughout the City. These fires ranged from dumpsters to vehicles; five of these fires involved structures and endangered human life.

As a result of collaborative work, arrests were made and charges were laid against two youths involved in setting one of the structure fires.

The Guelph Fire Department continues to work with police to identify other persons who were involved in these serious events.

From July to December 8, 2011, 21 arson fires remained open and under investigation by police. These fires have resulted in over \$1 million in damage. In 2011, Fire Prevention has investigated 54 incendiary fires which resulted in one fatality, numerous injuries and the displacement of 70 people.



Legal

Having a working smoke detector on each level of residential dwellings is mandatory.

In 2011, fire prevention officers laid 15 charges for smoke alarm violations; there have been no challenges to tickets.

Three charges related to various fire code offences have been submitted to Court Services and are currently under prosecution.

Emergency Services will invoice owners/occupants for recurring responses to false alarms; the goal is to encourage owners to maintain alarms in working order and preserve important emergency resources for required emergencies.

Two invoices for re-occurring false alarms were submitted and paid related to recurring malfunctioning alarms.

Total number of legal offences

Year	2011	2010	2009	2008	2007
Smoke alarm violations	15	9	19	11	18
Information's	3	4	3	3	5
Other fines (including false alarms)	2				

TRAINING

Training is the foundation of all activities undertaken by Emergency Services. A lack of preparedness may have tragic results for all concerned. Training ensures staff members have the knowledge and skills to remain safe while providing excellent service to the community. Provincial legislation and program standards also require staff members to engage in ongoing training. Emergency Services has met the training objectives set for 2011 and continues to enhance skill levels of all responders.

Guelph Fire Department

The Guelph Fire Department's training division employs two full-time training officers. Training for fire services comes from many sources supported and is re-enforced by standards set by the Ontario Fire College and governing legislation, such as the Occupational Health and Safety Act.

In addition to emergency response, much of a firefighter's career is spent developing and evolving their level of skill and preparedness.

In 2011, 161 firefighters completed mandatory training to renew skills and competencies leading to safer outcomes for all concerned.

2011 Training Initiatives

Associate Instructors

Recently, the Ontario Fire College has been training firefighters from local fire departments to become associate instructors. These instructors will be qualified to deliver fire college courses locally. Guelph has seven members who have achieved this qualification.

Driving Emergency Apparatus

In 2011, the Guelph Fire Department introduced in-house vehicle operation and crash avoidance training. This initiative has created internal specialists who have successfully completed the Instructor Certification Course from the International Academy for Professional Drivers.

In 2011, the addition of driver simulator training experience supported in-house driver training.

All fire department staff members completed this training, further developing skills that include increased awareness of surroundings while driving and crash avoidance.

Incident Command

Command procedures used at emergency incidents are based on industry standards adopted by emergency organizations, including Emergency Management Ontario. This very effective structure focuses on large-scale incidents.

However, small incidents that only require one fire department agency, or one fire station, call for a more detailed operating structure to scale resources between large and small responses.

In 2011, the Guelph Fire Department introduced the blue card incident management training system.

Blue card incident management training develops strategic and tactical decision-making abilities of responders – increasing the success and safe outcome of an emergency response.

This training involves online training focusing on key functions of a commander and followed by intense training using live fire simulations.

Thirty-two officers are completing this command training. The training has continued in 2012, allowing 100 per cent of command officers to be certified using this highly effective system.

Live Fire Training

The training division utilizes training facilities in other municipalities to complete mandated training requirements. However, the travel time limits the effectiveness of available training.

The Guelph Fire Department recently acquired a fireblast training simulator, which is a temporary solution for local training.

This valuable training unit provides real fire conditions in a safety-controlled atmosphere. Real fire conditions can be simulated in a manner that prepares firefighters for actual fires, without compromising safety during routine training evolutions.

Computer-aided Dispatch

The communication centre is the vital link between the caller who reports an emergency and the resources that respond to the emergency. A newly designed computer aided dispatch system will reduce the amount of time required to obtain accurate information during an emergency call.

The training division has provided training to all communicators for the newly designed computer-aided dispatch system.

Ensuring operator proficiency is crucial in using this new system.

Firefighter Recruit Training

Typically, new employees enter the fire service having acquired pre-service training in firefighter skills. This training is further enhanced by additional site-specific training, which is provided by on-duty trainers supported by the training division.

In 2011, the training division provided two, seven-week recruit training courses for new Guelph firefighters.



TRAINING

Guelph-Wellington Emergency Medical Service

Guelph-Wellington EMS continually strives to maintain the highest quality patient care standards, continuous education and training for all paramedics.

2011 Training Initiatives

STEMI

In 2011, all Guelph-Wellington EMS paramedics were trained in recognizing patients with a specific type of heart attack, known as a STEMI (ST elevation myocardial infarction).

With the implementation of this program, paramedics have treated and transported 17 patients from their residence to St. Mary's Hospital, resulting in an 84 per cent success rate in reducing the number of patients having permanent cardiac damage.

iMedic

iMedic, a new and improved electronic patient record reporting system that was introduced in 2011, provides paramedics with tools to electronically capture patient care and assessment findings. This reduces the need for duplication of effort caused by paper-based reporting. Better data management and protection of personal information is improved with the new system.

eMedic

In December 2011, Guelph-Wellington EMS launched eMedic – an online training system for paramedics.

eMedic ensures all paramedics are updated on every aspect of paramedicine. It supports the principle that all patients will receive the best possible care.

Driver Training

In 2011, a professional driver improvement course was implemented for paramedics.

The two-day course was held in a controlled environment and focused on advanced driving techniques involving classroom and practical road training. This process has resulted in paramedics who are safer drivers and more skilled operators of land ambulances.



Evaluations

All paramedics undergo education and evaluation through a third party-based hospital training program. This is required to maintain their certification as a paramedic.

The medical director of the base hospital program evaluates and monitors the quality of care provided by the paramedics. Advanced care paramedics in Ontario are required to have a minimum of 24 hours of continuing education per year and successfully complete the written and practical evaluation exams. Primary care paramedics must have a minimum of eight hours of education and successfully complete the written and practical exams. All active Guelph-Wellington EMS paramedics successfully completed their evaluations in 2011.

Special programs

Guelph-Wellington EMS works with its base hospital, the Centre for Paramedic Education and Research, to train and equip paramedics to provide specialized care and follow procedures that exceed the required standard of ambulance services in Ontario. Some examples of specialized care include:

CPAP

A continuous positive airway pressure device, similar to what people use at home for sleep apnea, to treat patients with congestive heart failure and other severe breathing difficulties. These devices have proven to be effective in improving the outcome for these patients.

Supraglottic airways

Supraglottic airways have recently been introduced into the EMS field, and are a valuable tool for treating patients who cannot protect their own airways.

Electrocardiograms (ECG)

Guelph-Wellington EMS acquired 12 ECGs to treat patients appropriately in the field, which may include diverting patients to the regional cardiac care centre in Kitchener.

Gravol

Many patients, already suffering from anxiety and the effects of their illnesses, suffer from significant nausea and vomiting caused by the ambulance ride. All Guelph-Wellington paramedics are trained and equipped to administer Gravol by injection to patients suffering these symptoms.

Inter-departmental co-operation

Guelph-Wellington EMS also collaborates with firefighters on the Guelph Fire Medical Committee which allows paramedics to share their experiences and advice on providing emergency care.

PUBLIC EDUCATION

Public education is extremely valuable and important for the community. It allows Emergency Services to educate and empower residents with the knowledge and skills to protect themselves and others before, during and after emergencies.

Guelph Fire Department

Public Education Initiatives

In 2011, Fire Prevention organized and participated in many new life safety initiatives.

Fire Prevention Officers

Babysitters Safety Considerations	March, October	3 sessions
Career Day	Jan, March, September, October, November	5 sessions
Girl Guides Fire Safety	April	1 session
Seniors	October	17 groups
Multicultural Festival	June	1 event
Canada Day	July	1 event
Rockwood	June, July, August, October	6 events
Emergency Preparedness Day	May	1 event
Ribfest	September	1 event
Fire Prevention Week	October	4 events
Camp Edgewood – Guelph Police Service – Fire safety component	July	1 event
Hot Summer Nights	July–August	8 events
School To Career – information session	February–March	3 events

Suppression staff

Hot Summer Nights	8 events	Truck appearance
Right Foot Forward University of Guelph new resident’s awareness initiative	1 event	Truck appearance, door-to-door canvassing
Multicultural Festival	1 event	Truck appearance
Canada Day	1 event	Truck appearance
School visits	5	Truck appearance
Community events attended	29	Truck appearance
Station tours	24	Visits to stations

PUBLIC EDUCATION

Residential Sprinkler Initiative

Fire Prevention recently developed a partnership with the National Fire Protection Association and the Co-operators Group Limited to demonstrate the effectiveness of residential sprinklers.

Fire Prevention Officer, Matt Valeriotte, constructed two burn cells for training. Both are a replica of actual rooms and are used to demonstrate how quickly fire burns.

The demonstration revealed that a home with sprinkler protection would sustain minimal fire damage while a home without sprinkler protection would sustain heavy fire and smoke and water damage. Residential sprinklers afforded occupants a better chance to survive.

This demonstration was held during the Fire Prevention Day Open House at the Clair Road Emergency Services Centre. It provided community members with a visual understanding of the importance of smoke alarms and residential sprinkler systems.

As a result of the partnership, important information and the demonstration has been added to guelph.ca/fire.

Hot Summer Nights

A second initiative, Hot Summer Nights, promoted fire safety to eight neighbourhood groups. In 2011, suppression crews encouraged attendees to enjoy water from hose streams and there were apparatus tours combined with fire safety information.

This initiative has continued in 2012.



The Arson Prevention Program for Children (TAPP-C)

The TAPP-C program was developed for children who have played with fire or have been involved in setting fires. These children are provided with education and support to overcome harmful fire-setting behaviours.

As part of the TAPP-C program, the Guelph Fire Department organized several school assemblies in the west end to increase awareness and educate students on the seriousness of setting fires and the risks associated in playing with fire.



School to Career

The School to Career co-op program is provided to high school students to gain a better understanding of the firefighter profession.

Five students were selected for this three-week, full-day program. They were introduced to fire prevention, training division and suppression duties and, to a limited extent, emergency dispatch functions.

This program is gaining great interest within the community.

Statistics Comparison Public Education – Fire Prevention

Activity	2011	2010	2009	2008	2007
Public education events	52	54	76 total (45 non-trailer events)	69 (total)	80 (total) 38 (non-trailer events)
Participants	4875	4776	4753	2387	7400
Schools	5	9	25	5	24
Classes	22	15	44	41	232
Participants	660	721	2,813	875	6,277
Trailer events	11	12	21 Non school	21 (5 schools 16 other events)	42 (24 schools 18 other events)
Participants	2,135	1,986	9,206	1,795	6,277 youth 4,100 other events
Guelph/ Eramosa	5	4	6	4	3
Participants			500	380	300
Extinguisher training	5	10	3	15	11
Participants	112	123	123	220	227
Total participants	7,782	6,885	16,395	5,087	13,904

*The Safety House started operation in September 2006.

** Based on 30 students per class; average class size was reduced by 22-25 in 2011

2009 presentations were suspended in mid-October due to N1H1.

Guelph-Wellington Emergency Medical Services

Guelph-Wellington EMS is currently building capacity in the area of public education, including developing a new mentoring program. The following are recent opportunities for growing community engagement.

CPR Training

Research by the Heart and Stroke Foundation of Ontario suggests CPR and early care must be initiated within minutes to improve the chances of saving a person's life; early defibrillation is also a key component in the chain of survival.

Guelph-Wellington EMS is involved in several different programs to increase community awareness and the potential for someone to initiate these early treatments.

In 2011, Guelph-Wellington EMS collaborated with the Heart and Stroke Foundation of Ontario to provide free CPR training to members of the community.

The event took place in the Centre Wellington Community Centre. Paramedics from Guelph-Wellington EMS were present to assist with the training and to encourage and answer questions from the participants. The event attracted more than 100 people. Each family received a Friends and Family CPR learning kit.

Recognition of Community Heroes

Guelph-Wellington EMS was pleased to facilitate a recognition event for several community heroes in 2011. City Council recognized these community heroes in a presentation at a Council meeting for their efforts in performing CPR or assisting people in distress prior to an ambulance arriving on scene.

COMMUNITY INVOLVEMENT

Guelph Fire Department

2011 was an excellent year for the Guelph Fire Department and its charitable works.

The Guelph Firefighter's Benevolent Foundation hosted its annual Toronto Maple Leaf Alumni hockey game, golf tournament and a recently added indoor golf tournament, with proceeds going to local hospitals. The Foundation also produced the annual firefighter calendar, which increased donations to local hospitals.

The Guelph Firefighters Benevolent Foundation pledged \$100,000 to the Guelph General Hospital towards the purchase of a new MRI machine. To date, the foundation has raised \$70,000, with the hope of fulfilling the pledge by 2013.

The Guelph Fire Department also participated in several community fundraising programs, including the annual United Way of Guelph and Wellington campaign and the Boot Driver campaign for muscular dystrophy.

Firefighters also support the local blood bank, with an annual competition between other emergency services in Guelph to determine who can donate the most blood.

Firefighters also lend a hand to the Salvation Army every Christmas to unload food hampers and hand food out to community members in need.



Guelph-Wellington Emergency Medical Services

2011 was a great year for the Guelph-Wellington Emergency Medical Service and the communities it serves. Paramedics participated in more than 32 events across the city and county, including Avery's Bravery Race in Rockwood, the Amyotrophic Lateral Sclerosis (ALS) Walk in Mount Forest, and several children's programs and career fairs in Guelph.

Over 335 hours, or the equivalent of 28 paramedic shifts, were donated by staff members. Guelph-Wellington EMS looks forward to an active 2012 with continued contributions to the residents and communities we serve.



ACKNOWLEDGEMENTS

Guelph Fire Department

In 2011, Platoon Chief Bob Wells and Chief Training Officer Don McCullough retired.



Platoon Chief Bob Wells – Bob started his career with the Guelph Fire Department on September 13, 1977. Bob spent his entire career in suppression. He was promoted to captain in 1999 and platoon chief in 2006. Bob was a pioneer in working with other departments to promote the use of site managers at serious emergencies or disasters. He was also an active member of the joint health and safety committee, and introduced many positive safety measures. Bob retired on June 30, 2011, and will be missed. We wish you well in your retirement, Bob!



Chief Training Officer Don McCullough – Don started his career with the Guelph Fire Department on September 11, 1979. In 1985, he moved to Fire Prevention where he served for five years before returning to suppression duties. He was promoted to captain in 2001 and to training officer in 2007. In 2007, he became the chief training officer. He was very involved with the charitable campaign to combat muscular dystrophy. Don retired June 30, 2011, and will be missed. We wish you well in your retirement, Don!

Guelph-Wellington Emergency Medical Services

In 2011, Primary Care Paramedic Bill Kovach retired.



Primary Care Paramedic Bill Kovach – Bill started with Royal City Ambulance on August 1, 1977. Bill was an emergency medical attendant and in the very first graduating class from Conestoga College. Bill was an excellent paramedic and worked hard to foster an exceptional working relationship with the Guelph Fire Department, Guelph Police Service and the Guelph General Hospital. The service has lost an outstanding paramedic and we hope he enjoys his well-earned retirement. Bill's last shift was on November 11, 2011. He will be missed. We wish you well in your retirement, Bill!

**GUELPH FIRE DEPARTMENT AND
EMERGENCY MANAGEMENT ADMINISTRATION**

50 Wyndham Street South
Guelph ON N1H 4E1
T 519-824-6590
F 519-824-2147
E fire@guelph.ca



GUELPH-WELLINGTON EMS ADMINISTRATION

160 Clair Road West
Guelph ON N1L 1G1
T 519-824-1677
F 519-824-5960

EMERGENCY: 9-1-1

FIRE PREVENTION: 519-763-8111

FIRE CHIEF'S OFFICE: 519-824-6590

EMS CHIEF'S OFFICE: 519-822-1260 x 2805

