

**Report to
Rapport au:**

**Community and Protective Services Committee
Comité des services communautaires et de protection
19 April 2018 / 19 avril 2018**

**and Council
et au Conseil
25 April 2018 / 25 avril 2018**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2018-EPS-GEN-0004

SUBJECT: Ottawa Fire Services 2017 Annual Report

OBJET: Rapport Annuel de 2017 du Service des Incendies

REPORT RECOMMENDATIONS

That the Community and Protective Services Committee recommend that Council receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le comité des services communautaires et de protection recommande au Conseil de recevoir le rapport aux fins d'information.

EXECUTIVE SUMMARY

Ottawa Fire Services (OFS) protects the lives, property and environment for the citizens of, and visitors to, the City of Ottawa. This report fulfills the legislative requirement for OFS to prepare an annual report, as outlined in the Fire Services Establishing By-law No. 2009-319, which was approved at the September 23, 2009 meeting of City Council.

In 2017, OFS received 93,160 calls to its Communications Centre, an increase of over 1,954 calls from 2016. Additionally, OFS responded to 25,048 incidents, an increase of 4.4% from the previous year. OFS also completed 3,958 inspections, participated in 701 public education events and visited 14,020 homes as part of the "Wake Up: Get a Working Smoke Alarm" campaign.

The 2015 Station Location Study (ACS2015-COS-EPS-0021) approved by Council in June of 2015, presented new response time standards based on the community (urban, suburban, rural) risk and aligned to industry best practice. For 2017, OFS continues to report on the newly established 90th percentile targets for response time standards, as detailed in the 2015 Station Location Study. OFS has begun the process of completing the 2019 standards of cover, which is a component of the 2019 re-accreditation process that OFS is required to complete to maintain Commission on Fire Accreditation International accredited status.

Initiatives for 2017 are further described in the report, including highlights from Ottawa 2017 celebrations, new technologies to enhance OFS communications, the development of a new mental health strategy, and OFS achievements and certifications in the areas of fire prevention and officer training. The OFS 2017 Annual Report also highlights relevant performance measurements and planned activities for 2018.

BACKGROUND

City Council approved the enactment of a Fire Services Establishing By-law (ACS2009-COS-EPS-0049) on September 23, 2009. Sections 15 and 16 of the Ottawa Fire Services (OFS) Establishing By-law No. 2009-319 require the preparation of an annual report, which shall include, but not be limited to the following items:

1. The goals and objectives of OFS;
2. A description of the organization of OFS;
3. The fire protection services provided by OFS; and
4. The level of service to be provided by OFS.

DISCUSSION

Our Service

The Ottawa Fire Service (OFS) provides services from 45 stations located across the city of Ottawa. Collectively, these stations provide service to approximately 970,000 residents across 2,796 square kilometres. The OFS team is comprised of career firefighters, volunteer firefighters, as well as inspection, education, safety and communications personnel.

OFS personnel provide other valuable services to the community beyond fighting fires, including:

- Fire Suppression (fire rescue, tiered medical response, training, communications and incident management);
- Special Operations (Vehicle and Machinery Extrication, Rope and Confined Space Rescue, Trench/Collapse and Urban Search and Rescue, Fire Support Unit - Rescue Task Force, Hazmat/Chemical, Biological, Radiological, Nuclear and Explosive, Wildland Fires, Light Rail Transit Rescue, Water/Ice Rescue, Specialized Foam Suppression);
- Fire Prevention and Public Fire Safety Education (fire prevention inspections, code enforcement, determination of cause and origin of fires, attendance at public events and dissemination of public fire safety educational materials)

In order to provide these services, the OFS team operates from seven divisions as follows:

1. Office of the Fire Chief
2. Urban Operations
3. Rural and Special Operations
4. Rural and Special Operations – Volunteer Personnel
5. Community Standards and Communications
6. Training and Safety
7. Operational Support Services

A total of 1,537 OFS personnel work within these divisions. Of these, 55.8% are within the Urban Operations Division and 36.6% are volunteers within the Rural & Special Operations Division. The remaining 7.6% are dispersed amongst the other divisions.

2016-2018 Recruitment Process

The 2016-2018 Career Firefighter Recruitment Campaign was launched in May 2016. In 2017, 24 candidates were hired with another class of 24 scheduled to begin training in 2018 to fill vacancies. The next OFS recruitment campaign will launch in May 2018.

In 2017, the Rural Operations Division hired 50 volunteer firefighters that filled a number of vacancies in the West Carleton, Rideau-Goulbourn, Osgoode, and Cumberland wards. Rural Operations accepts applications on an ongoing basis and traditional hold a recruit class in the fall and spring of each year pending availability.

RESPONSE STANDARDS

In 2012, OFS adopted a risk-based deployment model to protect lives and property of the residents of Ottawa. OFS completed the process to becoming an accredited agency with the Commission on Fire Accreditation International (CFAI). The accreditation process took two years to complete, as OFS was required to complete an in-depth analysis of all of its divisions to complete the main components of the CFAI process. The process included a Self-Assessment Manual and a Standards of Cover, which looks at station response times and the deployment of resources across the city of Ottawa. These documents provided a comprehensive look at each division and its deployment strategies to ensure they were operating efficiently and effectively. In 2014, OFS received accredited agency status with the CFAI, becoming one of only six accredited agencies in Canada. Since 2014 OFS has maintained its annual accreditation by demonstrating continuous improvement through the annual compliance reporting process.

OFS response standards were developed through the Standards of Cover, a comprehensive deployment analysis that also served as the foundation for the 2015 Station Location Study. The Standards of Cover assists OFS in ensuring a safe and effective response force for fire suppression, rescue, emergency medical response and specialty response situations and to establish response times that are held to industry standards.

The 2015 Station Location Study, approved by Council on June 24, 2015, presented an innovative, long-range plan that creates a sustainable deployment model that will meet the needs of the community up until 2025, based on current growth projections. The transformation of the deployment model has also resulted in improved efficiency in operations and savings.

In 2018, OFS will commence the CFAI re-accreditation process, which is required every five years in order to maintain accredited status. This process involves a complete review and analysis of the all divisions within OFS including all performance standards outlined in the CFAI Self Assessment Manual. This process also requires OFS to complete a revised Standards of Cover based on current response times, building stock, risk factors etc.

PERFORMANCE

2017 marked the third year in which OFS reported on the new response standards, as outlined in the 2015 Station Location Study. As part of the CFAI process, in 2014 a Compliance Committee was established within OFS to review response objectives on a quarterly basis. The Compliance Committee evaluates OFS' performance and develops solutions for any issues that may arise. A review and assessment of 2017 data has been completed by the CFAI Compliance Committee who endorsed OFS as an accredited agency in good standing for the third year in a row.

There are a number of factors that may affect response times from year to year, including construction zones, time of year (weather), time of day, traffic flow, traffic intensification and station cover off as resources are directed to an ongoing incident.

In 2017, OFS recorded 69,441 vehicle responses to 25,048 incidents. Table 1 shows the volume of incidents OFS responded to in 2015, 2016 and 2017.

Table 1 – Incident Volume for 2015, 2016 and 2017.

Response Type	2015 Incident Volume	2016 Incident Volume	2017 Incident Volume	% Increase or Decrease from 2016 to 2017
Fire	1,126	1,152	958	-16.84%
Fire Related	2,359	2,308	2,130	-7.71%
False Alarm	8,422	8,721	9,276	6.36%
Hazmat	1,170	1,278	1,309	2.43%
Rescue	3,830	4,069	4,128	1.45%
Medical	3,449	4,101	4,380	6.80%
Aid Agreements	6	9	12	33.33%
Miscellaneous*	2,481	2,365	2,855	20.72%
Grand Total	22,843	24,003	25,048	4.35%

*Miscellaneous calls include, but are not limited to, call cancelled, assist other agencies, other public service, assist not required, incident not found, assist Police, etcetera.

In 2017, the total annual incident volume increased by 4.35%, which includes a 6.36% increase in false alarms and a 6.80% increase in medical calls, however, the number of fires, specifically outdoor fires, decreased by 16.84%. This can be attributed to the unusually wet conditions experienced during the spring and summer months. Public education, inspection and code enforcement are mitigation strategies that can be used to reduce the volume of fire-related incidents. OFS will continue to monitor ongoing trends and revise or develop new mitigation strategies, as necessary.

Table 2– Apparatus Responses for 2015, 2016 and 2017

	2015 Apparatus Responses	2016 Apparatus Responses	2017 Apparatus Responses	% Increase from 2016 to 2017
Apparatus Responses	65,396	67,470	69,441	2.92%

Apparatus responses increased in 2017, which correlates with the total increase in false alarm and medical calls over the same period. OFS remains diligent in ensuring that the proper apparatus and equipment are deployed to each call for service.

The Standards of Cover and the 2015 Station Location Study include complete descriptions of the methodology behind the response standards, including definitions of risk ratings and population densities. These documents also describe how OFS determined its Effective Response Force and new response time benchmarks and baselines, which are prerequisites for determining response time standards.

Benchmarks are also commonly referred to as targets or goals an organization strives to obtain in an effort to achieve excellence in service delivery. Municipal fire services are mandated by the Fire Protection and Prevention Act to provide fire protection services in accordance with local needs and circumstances. As such, through the CFAI accreditation process, OFS adopted the National Fire Protection Association standards of performance benchmarks in compliance with the Provincial legislation.

Baselines are considered the minimum standard for measuring performance. OFS adopted the CFAI baseline standard, which allows for a 30% increase from the established benchmark. To further validate its new performance standards, OFS carried out a review of historical fire response data over a three-year period from 2011 to 2013.

Tables 3 and 4 below demonstrate response times at the 90th percentile for 2015, 2016 and 2017 using the new response time standards.

Table 3 – Career Response Times within Urban, Suburban and Rural Grids

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	CFAI Travel Time Benchmark	CFAI Travel Time Baseline	90th Percentile Travel Time 2015	90th Percentile Travel Time 2016	90th Percentile Travel Time 2017
Metropolitan/ Urban	Low	4	04:00	05:12	05:20	05:42	05:24
Metropolitan/ Urban	Moderate 1	14	08:00	10:24	09:11	08:11	08:52
Metropolitan/ Urban	Moderate 2	17	08:00	10:24	09:41	06:51	06:23
Metropolitan/ Urban	High/Special	25	08:00	10:24	11:57	08:33	10:06
Suburban	Low	4	05:00	06:30	06:31	06:38	05:56
Suburban	Moderate 1	14	10:00	13:00	10:08	10:20	10:32
Suburban	Moderate 2	17	10:00	13:00	15:27	08:30	01:12

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	CFAI Travel Time Benchmark	CFAI Travel Time Baseline	90th Percentile Travel Time 2015	90th Percentile Travel Time 2016	90th Percentile Travel Time 2017
Suburban	High/Special	25	10:00	13:00	11:54	11:22	09:58
Rural	Low	4	10:00	13:00	07:36	09:40	09:20
Rural	Moderate 1	14	14:00	18:12	10:42	12:01	10:45
Rural	Moderate 2	17	14:00	18:12	No incident with response requirement	04:01	27:15
Rural	High/Special	25	14:00	18:12	15:07	09:36	11:18

Table 4 – Volunteer Response Times within Suburban and Rural Grids

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	CFAI Travel Time Benchmark	CFAI Travel Time Baseline	90th Percentile Travel Time 2015	90th Percentile Travel Time 2016	90th Percentile Travel Time 2017
Suburban	Low	4	05:00	06:30	05:08	06:16	09:18
Suburban	Moderate 1	14	10:00	13:00	07:37	02:27	10:04
Suburban	Moderate 2	17	10:00	13:00	No incident with response requirement	No incident with response requirement	No incident with response requirement
Suburban	High/Special	25	10:00	13:00	No incident with response requirement	No incident with response requirement	07:46
Rural	Low	4	10:00	13:00	10:12	10:54	13:14
Rural	Moderate 1	14	14:00	18:12	17:27	16:43	18:08
Rural	Moderate 2	17	14:00	18:12	13:54	21:27	15:00

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	CFAI Travel Time Benchmark	CFAI Travel Time Baseline	90th Percentile Travel Time 2015	90th Percentile Travel Time 2016	90th Percentile Travel Time 2017
Rural	High/Special	25	14:00	18:12	No incident with response requirement	No incident with response requirement	10:33

Tables 5 and 6 below show OFS' total response time at the 90th percentile to rescues by career and volunteer specialty teams such as high-angle, auto extrication, rope rescue and confined space, hazardous material and medical.

While the CFAI does not set baseline measurements for specialty teams, OFS established a baseline, with concurrence from the CFAI, using three (3) years of actual data. In this instance, 2011, 2012 and 2013 make up the baseline measurement.

Table 5 – Career Specialty Teams Effective Response Force Total Response Times within Urban, Suburban and Rural Grids

Response Type	Population Density	Baseline	2015 Response	2016 Response	2017 Response
Hazardous Materials	Metropolitan/Urban	09:00	08:33	07:58	07:44
	Suburban	09:52	09:23	08:38	09:07
	Rural	15:50	15:03	10:49	13:40
Specialty Rescues	Metropolitan/Urban	09:43	09:14	09:11	09:21
	Suburban	11:11	10:38	09:56	10:21
	Rural	14:55	14:10	14:57	13:17
Medical	Metropolitan/Urban	06:46	06:26	06:29	06:09
	Suburban	08:04	07:40	07:42	07:38
	Rural	12:23	12:00	10:25	10:01

Table 6 – Volunteer Specialty Teams Effective Response Force Total Response Times within Suburban and Rural Grids

Response Type	Population Density	Baseline	2015 Response	2016 Response	2017 Response
Hazardous Materials	Suburban	13:34	12:53	12:48	10:29
	Rural	18:13	17:18	16:46	18:52
Specialty Rescues	Suburban	08:38	08:12	No incident with response requirement	No incident with response requirement
	Rural	16:05	15:17	19:51	22:06
Medical	Suburban	10:19	09:48	10:23	11:22
	Rural	14:21	13:38	16:06	13:25

Table 7, below, shows the OFS Communications Center's annual call volume for the past five years. The Communications Division enables OFS to provide effective fire protection and emergency response across the City of Ottawa. The Communications Division contributes to reducing intervention time (total time from the moment a call for service is received to the moment personnel arrive on scene), injuries and loss of life and property due to fires and other emergencies. The Communications Division creates a safer working environment for emergency responders through the transfer of information from bystanders/witness to responding personnel.

Table 7 – Communications Centre Call Volume 2013-2017

Year	2013	2014	2015	2016	2017
Number of Calls	84,808	85,922	90,786	91,206	93,160

FIRE PREVENTION

Over the past few years, there has been an increased focus on fire prevention across the fire service industry. Goals of fire prevention include the education of residents on fire safety and the reduction of preventable fires within our communities. OFS prides itself on being highly visible within the community and takes every opportunity to engage and educate the public on fire safety. Education, inspections and Ontario Fire Code enforcement are crucial tasks carried out by Fire Prevention Officers in the Community Standards & Communications Division of OFS.

Due to the wide range of services provided by Fire Prevention Officers and the critical tasks that they are required to perform, the recruitment and selection proves to be highly competitive. Successful individuals receive additional in-house training and qualification courses through the Ontario Fire College; these courses are part of a certification program based on international standards, which includes courses on the Ontario Fire Code, public education programs, enforcement and fire investigations. This training ensures that Fire Prevention Officers in Ontario meet the recognized job performance standards, as well as educational, training and job experience requirements as approved by the Office of the Fire Marshal and Emergency Management Ontario and the Ontario Association of Fire Chiefs.

Public Education

OFS works diligently to advance its public education programs as population and community growth continues within the city. Fire safety programs include inspecting for the existence of working smoke alarms, developing escape plans, distributing fire safety educational materials and promoting fire safety to owners and occupants through the release of public service announcements and connecting through social media and public events. The Public Education division also provides/organizes fire station tours, fire extinguisher training, fire truck visits, fire safety presentations, visits from Sparky and more.

In 2017, the Public Education Team participated in 701 public education events, in addition to the “Wake Up: Get a Working Smoke Alarm” campaign. The “Wake Up” program has become a core program of the OFS Public Education Team since its inception in 2005. In 2017, the annual “Wake Up” campaign reached 14,020 homes over two, one-week periods. Fire suppression crews went door-to-door to ensure that residents had working smoke and carbon monoxide alarms with the ultimate goal of increasing the number of working alarms in the city.

Additionally, in 2017 the Public Education Team continued to work with community partners in an effort to reduce the risk of kitchen fires in the homes of vulnerable seniors. As Ottawa's population of older adults continues to grow, public education to vulnerable seniors is essential. With funding from the City of Ottawa Older Adult Plan, in 2017, 177 SmartBurners were distributed and installed in social housing units across Ottawa.

The national theme for Fire Prevention Week 2017 was "Every Second Counts, Plan 2 Ways Out". To kick-off Fire Prevention Week in Ottawa, Ottawa City Hall hosted the Fire Chief Commendation Awards to recognize residents whose actions saved lives, prevented injury and minimized the loss of property during emergency situations. Later that week, Fire Prevention Officers joined CTV Morning Live to remind Ottawa residents about the importance of practicing a home escape plan and ensuring early detection with smoke and carbon monoxide alarms. In October 2017, the Public Education Team attended 103 public education events in office buildings, shopping malls, and retail stores.

Inspections

OFS Fire Prevention Officers (FPO's) are responsible for ensuring that buildings in Ottawa comply with the Ontario Fire Code. Inspections are required for the licensing of restaurants and bars, public garages, public halls, fire safety plans and fire routes etc. Inspections may be initiated as the result of a complaint or request, or if fire personnel identify an issue. FPO's also work proactively to inspect other properties for retrofit requirements and to ensure the safety of all of the City's assembly occupancies.

When violations of the Ontario Fire Code are identified, FPO's establish an appropriate timeframe for the property to become compliant, based on the scope of work required. FPO's work with the property owner to achieve Code compliance; however, when requirements are not met within the established timeframe, charges may be laid. In 2017, OFS completed 3,958 inspections and worked closely with City Legal staff to complete 11 prosecutions, which resulted in \$23,260 in penalties.

Ottawa 2017 Celebrations

The celebration of Canada's 150th anniversary brought hundreds of new events to the nation's capital. To prepare for Ottawa 2017 celebrations, in 2016 OFS began proactively inspecting assembly occupancies across the city, including large assembly venues, hotels, motels, restaurants and arenas ensuring compliance with the Ontario

Fire Code. By the end of June 2017, OFS had completed a further 300 inspections of high priority buildings, registered restaurants, museums, arenas and theatres.

As a member of the Special Events Advisory Team (SEAT), OFS assisted with the planning of 466 events last year. In addition to the 389 events that occur annually, OFS supported 77 additional Ottawa 2017 events. This included signature events such as La Machine and Red Bull Crashed Ice.

Vulnerable Occupancy Inspections

In January 2014, a new provincially legislated requirement came into effect, which necessitated that all vulnerable occupancies (long-term care facilities, nursing homes, etc.) within the city must be inspected annually. The changes to the Ontario Fire Code also made it mandatory that each of these occupancies review their fire safety plan annually and hold an annual fire drill that is approved and witnessed by the local fire department.

In response to the new legislation, OFS developed a program where Fire Prevention Officers proactively approach the inspection requirements for more than 170 vulnerable occupancy properties in the City of Ottawa. As per legislative requirements, all vulnerable properties in Ottawa are inspected within a 12-month period. The inspection, which includes a review of the fire safety plan, and approval of the fire drill, is a multi-day procedure that often requires the participation of several Fire Prevention Officers (FPO's). In 2017, FPO's completed inspections of all vulnerable occupancies in Ottawa to ensure that seniors and people with disabilities are living in buildings that are safe and free of Fire Code violations.

Ottawa Community Housing

In partnership with Ottawa Community Housing (OCH), in 2017 OFS conducted proactive inspections at more than 100 OCH buildings across the Ottawa. Inspections were conducted to ensure that all fire and life safety systems within each OCH building were being maintained to the requirements of the Ontario Fire Code. This collaborative partnership has resulted in safer homes for residents of OCH buildings. OFS will continue to inspect OCH buildings in 2018 to ensure compliance.

Fire Prevention Officer Training

In 2017, the Office of the Fire Marshal granted OFS the authority to deliver in-house training to OFS Prevention Officers. The Assistant Division Chief of the Community Standards Division is qualified to deliver National Fire Protection Association (NFPA)

courses 1031 (Fire Inspector, Level 1), 1033 (Certified Fire Investigator) and 1035 (Fire and Life Safety Educator, Level 1). These courses are derived from nationally recognized standards set out by the NFPA. Previously, Fire Prevention Officers were required to travel to the Ontario Fire College in Gravenhurst, Ontario to complete these courses. The provision of training in Ottawa eliminates the need for travel, reducing travel-related expenses.

OFS is targeting the end of 2019 to have all Fire Prevention Officers complete NFPA 1031, 1033, and 1035 training. OFS is a leader when it comes to obtaining certification and training within our own City.

Investigations

After a fire, an OFS Fire Investigator conducts an on-site investigation and is responsible for collecting, analyzing and reporting detailed data regarding the fire. Throughout the investigation, Fire Investigation personnel are responsible for looking into the source(s) of ignition, growth and development of the fire, and the sequence of events that led to the ignition of the combustible material. The data collected during the investigation is used to determine the cause of the fire. Fire Investigators must also take into consideration many factors including the building construction, interior finishes and furnishings, fire detection and suppression activities, the performance of structures that were exposed to fire, the control and movement of smoke, human response and evacuation, fire fighting and rescue as well as the extent of the losses, injuries and property damages.

The cause of each fire is then reported to the Ontario Fire Marshal's Office who collects data for the province in an effort to analyze trends. Determining fire cause also helps to inform the development of future fire prevention and public education programs.

COMMUNICATIONS

In 2017, the Communications Division began working on several new projects that will have a positive impact on the Division and Service overall. The Station Alerting and Paging project aims to enhance station call-out and paging abilities in rural areas through the implementation of new technology. In 2017, OFS issued a Request for Information and developed a project implementation plan. The Station Alerting and Paging project will be completed in 2019.

In 2017, OFS also began working on the Automatic Vehicle Routing Recommendation (AVRR) project. AVRR utilizes electronic mapping technology, real data road speeds,

GPS, and in-vehicle Mobile Data Terminals to ensure that the closest OFS vehicle is dispatched to an emergency, ensuring faster response times. In 2017, OFS began piloting the new AVRR system in several first responding vehicles and will expand the pilot to include more vehicles in 2018. The AVRR project will be implemented by the end of 2018.

LEADERSHIP AND INNOVATION

Continuous Learning

The OFS Training Division plays an integral role in helping the Service live up to its mission. Certified instructors are responsible for researching and providing the most up to date training for the Fire Service. Suppression staff receive the bulk of the training, in the form of monthly or in-station training.

In 2017, OFS completed two career recruit classes, one in the spring and one in the fall, which graduated 24 new firefighters. The fall recruit class was the first class to receive wellness training as part of a new Wellness and Fitness initiative established by OFS in partnership with the Ottawa Professional Fire Fighters Association.

In 2017, OFS personnel were trained by OFS Para Trainers and the Ottawa Paramedic Service on how to use the life-saving opioid antidote, Naloxone. Naloxone is used for the emergency treatment of a known or suspected opioid overdose. OFS became one of the first fire services in Ontario to rollout NARCAN, a nasal form of Naloxone to all frontline responding apparatus'.

Safety and Innovation

Fire Dynamics Project

In 2017, OFS continued working on the Fire Dynamics project in collaboration with Defence Research and Development Canada and the National Research Council. Fire dynamics is the understanding of how modern develop and how they are more dangerous. The goal of this multi-year project led by Ottawa is to develop a national curriculum with input from 13 other countries. The curriculum aims to increase firefighting effectiveness and reduce the potential for injuries or fatalities.

The influx of materials like plastic, and memory foam, coupled with the way buildings are constructed today, have changed the ways fires develop and must be fought. The new, evidence-based fire dynamics curriculum teaches firefighters how fire behaves and best practices from around the world on how to more effectively suppress these

fires. In October 2017, OFS held a major media event highlighting the new curriculum and its ability to improve modern firefighting tactics. The Fire Dynamics project has also led to the development of best practices for post-fire hygiene and decontamination, which are being implemented by other major fire services across North America.

Ottawa Light Rail Transit (OLRT) Project

In 2017, OFS ensured readiness to assume early (pre-fare) underground response in 2017 as well as conducted the training of personnel from responding stations on effective OLRT response.

Mental Health Strategies

Mental Health Peer Support Program

Employers of workers covered by the presumption in the *Supporting Ontario's First Responders Act* are required to submit Post Traumatic Stress Disorder (PTSD) prevention plans to the Ministry of Community Safety and Correctional Services. The OFS Mental Health Peer Support Program is a key component of the PTSD prevention plan required by the province. The "peers" are volunteers who have been trained to provide their colleagues with confidential, emotional and social support in a safe, non-judgmental environment and the "peers" are representative of a cross section of OFS. In 2017, two training sessions were provided to peers. From July to December 2017, the Peer Support Team received 152 requests for assistance from a peer support member or OFS personnel.

First Responder Mental Health Study

In 2017, OFS secured \$650,000 in funding from Defence Research and Development Canada (DRDC) to complete a two-year study with the Ottawa Hospital Research Institute on the mental health of first-responders. The First Responder Mental Health Study will look at preferences for mental health support services and includes a small-scale randomized control trial to evaluate methods of providing these services. Ottawa Police, Fire and Paramedic Services will participate in the study managed by OFS.

Wellness and Fitness Initiative

In 2017, the OFS signed a Terms of Reference with the Ottawa Professional Fire Fighters Association to establish the Wellness and Fitness Initiative. This program aims to provide OFS personnel with training and support to improve their overall health and wellbeing. In 2017, OFS peer fitness trainers visited each urban station to provide

operations personnel with functional movement training in an effort to prevent or reduce work-related injuries. In December 2017, all OFS peer fitness trainers became certified as Peer Fitness Trainers by the International Association of Fire Fighters. OFS continued to see a decrease in injuries related to firefighting in 2017, which was a further decrease from 2016, and a positive trend attributable to this wellness initiative.

Camp FFIT

The innovative Camp FFIT (Female Firefighters in Training) was once again a success in 2017. Recognizing the benefits of a diverse workforce that is representative of the community it serves, OFS began Camp FFIT in 2010.

The weeklong camp provides female youth between the ages of 15 to 19 years first hand exposure to the duties of a firefighter. In 2017, OFS hosted 24 young women who were given the opportunity to perform many tasks, including auto extrication, hydrant catching, search and rescue, and fighting simulated kitchen and vehicle fires.

Over the past eight years, the program has attracted more than 160 participants. Some of these participants are now volunteer firefighters with OFS, attending pre-service programs in post-secondary institutions and applying for full-time positions within fire services across the nation.

As the first service to implement such an innovative program, many fire services across the country seek information from OFS and have begun coordinating their own camps. Camp FFIT will continue to be offered in coming years with the hopes that it will increase confidence and empower young women to pursue careers in Fire Services.

LOOKING AHEAD

In early 2018, OFS will open two new fire stations approved in the 2015 Station Location Study. Both stations will be aiming to attain a LEEDS silver designation based on the environmentally sustainable features being incorporated into the buildings. New fire station 36 will be located at 1935 Cyrville Road; this will be a two-bay station servicing the adjacent communities. New fire station 55 will be located at 2283 Portobello Boulevard and this, too, will be a two-bay station that will provide service to the growing community of Orleans east. OFS personnel will be re-assigned to the new stations once they are completed, resulting in no growth to the existing firefighter staffing complement. OFS looks forward to adding these new facilities to its response complement to better serve the residents of these communities.

As the population of Ottawa continues to grow, OFS will continue to focus on fire prevention, code enforcement and education outreach to reduce the number of fires and ensure residents and property owners are implementing measures to stay safe.

OFS will be undertaking the 18-month process of re-accreditation with the Commission on Fire Accreditation International (CFAI). This will be a substantial project involving OFS personnel from all divisions, as it will be a comprehensive review of all services provided by OFS. In 2019, OFS will have to present its application to the CFAI review panel with the goal of attaining re-accredited status.

In the fourth quarter of 2017, OFS initiated a large scale IT project to implement a rostering solution. This solution will revolutionize how fire personnel are scheduled to work, called back for shifts and how they book leave entitlements. OFS is anticipating time and process efficiencies once this solution is in place that will enhance the overall administration of the suppression and communication divisions.

Continued investments in mental health initiatives, including the wellness and fitness program, will ensure that OFS personnel are provided the necessary skills and tools to be successful.

Overall OFS is well positioned going into 2018 to continue to provide effective, efficient emergency services to the residents of Ottawa, while focusing on continued improvement. OFS remains a versatile, innovative force and a leader amongst fire services in Canada.

RURAL IMPLICATIONS

There are no rural implications associated with this report.

CONSULTATION

There was no consultation done for this report.

LEGAL IMPLICATIONS

For the reasons set out below, there are no legal impediments to receiving this report for information.

The Standards of Cover as previously approved by Council on June 24, 2015 (see ACS2015-COS-EPS-0021) provide that the new response standards are, in effect,

performance objectives based on Ottawa Fire Services benchmarks and Commission on Fire Accreditation International (“CFAI”) baselines which Ottawa Fire Services strives to meet. As such, these are based on local needs and circumstances. They are not set out in the *Fire Protection and Prevention Act*.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications associated with this report

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

TERM OF COUNCIL PRIORITIES

There are no direct impacts on the 2014-2018 Term of Council priorities.

DISPOSITION

Staff will implement any direction from Committee and Council as a result of receiving this report for information.

