



Vaughan Fire & Rescue Service

2016 ANNUAL REPORT



CITY OF VAUGHAN



VAUGHAN COUNCIL 2014 -2018

- Front Row : Regional Councillor Mario Ferri, Mayor Maurizio Bevilacqua, Deputy Mayor/Regional Councillor Michael Di Biase and Regional Councillor Gino Rosati
(from L to R)
- Middle Row : Ward 5 Councillor Alan Shefman, Ward 4 Councillor Sandra Yeung Racco, and Ward 3 Councillor Rosanna DeFrancesca
(from L to R)
- Back Row : Ward 2 Councillor Tony Carella and Ward 1 Councillor Marilyn Iafrate
(from L to R)



MESSAGE FROM THE MAYOR

On behalf of the residents and businesses in the City of Vaughan, I want to express my sincere appreciation to Fire Chief Larry Bentley and his team for their outstanding dedication to the safety of our city.

The men and women of Vaughan's Fire and Rescue Service represent the very best of what public service is about. Often the first to arrive on scene at an emergency, firefighters play a vital role in our communities. These highly trained and skilled professionals demonstrate an impressive commitment to their vocation, often times going above and beyond the call of duty in an effort to protect lives and property.

Every day in this city, firefighters put their lives on the line by providing emergency response. Above and beyond this noble and important duty, they also volunteer their time with community outreach and fire prevention education. They continue to make an invaluable contribution to our city by maintaining the highest standards in safety and protection.

I am very proud of the exceptional team of firefighters serving the City of Vaughan. Thank you for being there when we need you most.

Hon. Maurizio Bevilacqua, PC

Mayor



HONOURABLE
MAURIZIO BEVILACQUA



FIRE STATION 73 BRICKLAYING
CEREMONY



2016 ANNUAL REPORT

MESSAGE FROM THE DEPUTY CITY MANAGER

The City of Vaughan is strongly committed towards delivering service excellence to its citizens. I am proud to say that under the leadership of Fire Chief Larry Bentley, Vaughan firefighters and support staff continuously demonstrate hard work, enthusiasm and dedication towards this vision.

I would like to personally acknowledge the tremendous contribution Vaughan Fire and Rescue Service makes to the Vaughan community. From attending regular training sessions and providing fire prevention and public education programs, to providing the highest level of emergency response. On behalf of all Vaughan residents, thank you for your loyalty towards ensuring our safety and security.

Mary Reali
Deputy City Manager, Community Services



DEPUTY CITY MANAGER
MARY REALI





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PRIDE AND HONOUR



OUR MISSION:

To provide programs to protect lives, property, and the environment from the adverse effect of fire, medical emergencies and other dangerous conditions.

PHILOSOPHY OF OPERATIONS

- ✘ Our **SUCCESS** is dependent on providing citizens with what they need, when they need it...**ALWAYS**
- ✘ Fairness, integrity, and trust as essential **QUALITIES** of ethical emergency service
- ✘ Encouragement of progressive thinking and learning through employee involvement and **TEAMWORK**
- ✘ **CITIZENS** as customers, deserving the highest quality of service
- ✘ Duty bound through perseverance and commitment to **EXCELLENCE**
- ✘ Our **TRADEMARK**...Caring about people with dignity and respect



2016 ANNUAL REPORT

MESSAGE FROM THE FIRE CHIEF

It is my honour to present the 2016 Vaughan Fire & Rescue Service (VFRS) Annual Report. VFRS is divided into seven divisions; Fire Administration, Operations, Training, Fire Prevention, Communications, Mechanical and Emergency Planning. There is a total of 342 members in the department. This report will provide you with an overview of the department, highlighting each division's responsibilities and accomplishments.

In 2016, we bid a fond farewell to retirees Captain John Hicks, Captain Edward Newton, Captain Paul Taylor and Firefighter Barry Gougeon. On behalf of the exceptional professionals that make up our service, I thank them for their dedication to our goals and offer my best wishes as they move forward into the next chapter of their lives.

I would like to thank our Mayor, Members of Council and Deputy City Manager Mary Reali for the support they have given the Vaughan Fire & Rescue Service over the past year. Most importantly, I would like to thank our staff, in every division within our department, for the service they provide and the leadership they demonstrate every day.

Larry Bentley, CMM III
Fire Chief



FIRE CHIEF
LARRY BENTLEY



2016 SENIOR COMMAND TEAM



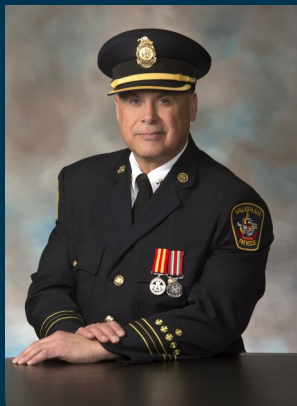
L. Bentley
Fire Chief



D. Rizzi
Deputy Fire Chief



A. Zvanitajs
Deputy Fire Chief



D. Warren
Platoon Chief



G. Moffatt
Platoon Chief



D. Morrison
Platoon Chief



J. Thompson
Platoon Chief



C. Dennis
Chief Mechanical Officer



D. Lynch
Chief Fire Prevention Officer



M. Moulton
Chief Training Officer



2016 ANNUAL REPORT

MESSAGE FROM THE DEPUTY FIRE CHIEF

A look back reveals an extremely busy year for the Vaughan Fire & Rescue Service. We responded to 10,950 emergencies and calls for assistance, hired and trained 16 recruits, promoted three new Acting District Chiefs, initiated the process to acquire new 100-foot aerial and Hazmat trucks, our medical program will shortly include the delivery of life-saving Narcan to assist in opioid emergencies, construction of the new Station 73 continued (with occupancy anticipated in March 2017), and Station 71 received a much needed second floor renovation.

Firefighters, on a daily basis, commit to customer service excellence in their interactions with the public, their personal physical fitness, home visits for programs such as After the Heat, Alarm for Life, and Public Safety and education visits. VFRS enjoys a 99% customer satisfaction rating and our staff continue to be the reason. By continuing to be engaged in the workplace, firefighters tether themselves to not only emergency work, but also to charity work, community events, and fitness and athletic competitions.

Operations personnel receive ongoing training and education to ensure that we have the capacity to respond to any emergency in our City whether it is at the top of a skyscraper or in the tunnels of the subway. As always, I am humbled and honoured to be part of a team that consistently over performs and brings their 'A' game to every facet of the challenging, and demanding work that firefighters in Ontario face each and every shift.

Andrew Zvanitajs, BA, A-EMCA
Deputy Fire Chief



DEPUTY FIRE CHIEF
ANDREW ZVANITAJTS

The Senior Command Team was Proud To Announce the Following Promotions in 2016:

Michelle Moulton
Chief Training Officer

Orbin Antonio
Captain

Rachel Biljetina
Captain

John Crawford
Captain

Elaine Rolfe
Captain

Robert Simmonds
Captain

Navjot Tumber
Captain

Domenic Guaragna
Training Officer

Rocco Miccoli
Training Officer

Andrea Alexander
Communications Supervisor



2016 ANNUAL REPORT

MESSAGE FROM THE DEPUTY FIRE CHIEF

Vaughan is one of the top places to live and do business in Canada, and with that our population continues to soar, and we are seeing a steady increase in the number of people who live, work and visit our city. The City of Vaughan issued over one billion dollars in building permits in 2016, and the number of businesses in our city grew to 11,370. A downtown core has emerged with a subway which is under construction and a state-of-the art hospital. Every building permit requires plans examination and an inspection, and our fire prevention division embraces the unique challenges that the City of Vaughan's growth brings; with a creative, modern approach that embraces best practices, evidence-based decision-making, long-range planning, and cooperation between City departments.

VFRS 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 code enforcement are crucial tasks carried out by the VFRS. As our first line of defence, there has been an increased focus on fire prevention outreach and proactive fire safety education across all fire service divisions, with the goal of preventing fires before they occur. Fire safety programs include Alarms for Life, After the Heat, Adopt-a-School, promoting home escape planning, distributing fire safety educational materials to residential owners and occupants, releasing public service announcements through media initiatives and connecting with residents through social media.

VFRS are well trained and equipped to undertake the variety of challenges presented to a modern-day fire service. Training and certification of our firefighters validates our overall response capabilities and our firefighters have become multi-faceted in their daily functions, making VFRS more adaptable as a fire and rescue service, capable of responding to any emergency incident

The Communications Division collects information from the public and other emergency service providers, in a fast-paced environment, making decisions and using good judgement, to provide the highest level of service. Our communicators provide professionalism throughout the entire delivery of service by meeting the industry's best practice.

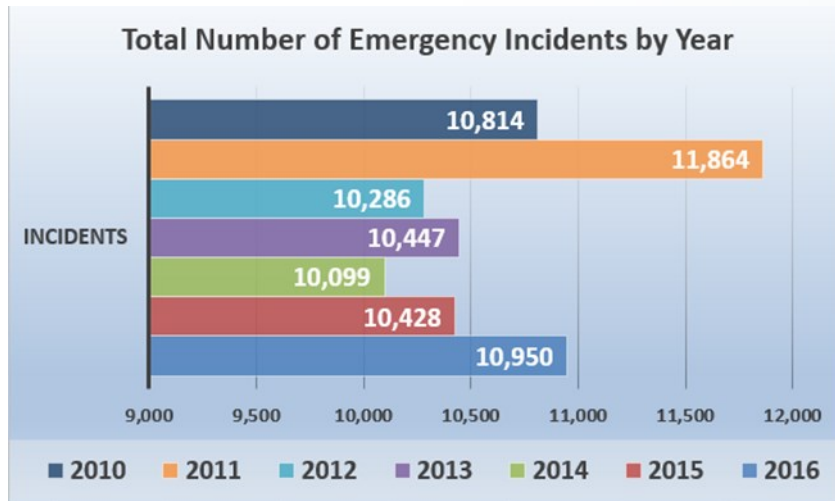
The VFRS is a modern and integrated fire service that uses innovative practices and technology and strives to provide the highest service delivery every day.



DEPUTY FIRE CHIEF
DERYN RIZZI

Deryn Rizzi, B.A., B.Ed., MDEM, CMM III
Deputy Fire Chief

COMMUNICATIONS DIVISION



Communications Operators processed 10,950 calls for Vaughan and 1,155 calls for King Fire totaling 12,105 calls for the year.



YORK REGION TRI-SERVICE AWARDS

In April, at the York Region Tri-Service Awards Ceremony, operators Julie Bayliss and Danielle Beattie along with Firefighter Laura Caldwell were awarded Platoon of the Year – Fire for their performance and professionalism during a major power outage in Vaughan that necessitated evacuating the Communications Centre to our back-up site.



(From L to R): Fire Chief Bentley, Operator Beattie, Firefighter Caldwell, Operator Bayliss and Deputy Fire Chief Rizzi

MILESTONES:

November saw Operator Andrea Alexander promoted to Communications Supervisor and Operators Colleen Simpson and Andrea Hillis successful in becoming Acting Communications Supervisors. We also welcomed our newest member, Courtney Sulker, to the division.

OPERATIONS DIVISION

The Division proudly participates in the **'After The Heat Program'** along with the Fire Prevention Division in which personnel conduct smoke alarm inspections in the neighbourhood of where a structural fire has occurred. VFRS also offers **'The Alarm for Life Program'** where we visit homes to ensure proper placement and operation of smoke alarms and carbon monoxide alarms. Where smoke alarms and carbon monoxide alarms are found to be inoperable or missing, firefighters will replace batteries and/or install temporary alarm replacements as required. We proudly visit over 3,500 homes each year.



STATISTICS

**THE ONTARIO
FIRE MARSHAL'S
OFFICE REPORTED:**

**6 FIREFIGHTER
INJURIES
11 CIVILIAN
INJURIES**



**THE ONTARIO
FIRE MARSHAL'S
OFFICE REPORTED
THE CITY SUSTAINED
AN ESTIMATED
FIRE LOSS OF:
\$31,059,099**

OPERATIONS DIVISION

RESPONSE STANDARD CITY WIDE OBJECTIVE:

7 MINUTES OR LESS TO EMERGENCY INCIDENTS

The majority of first due engine company responses, measured from receipt of the initial call, are within the 3 to 7 minute range.

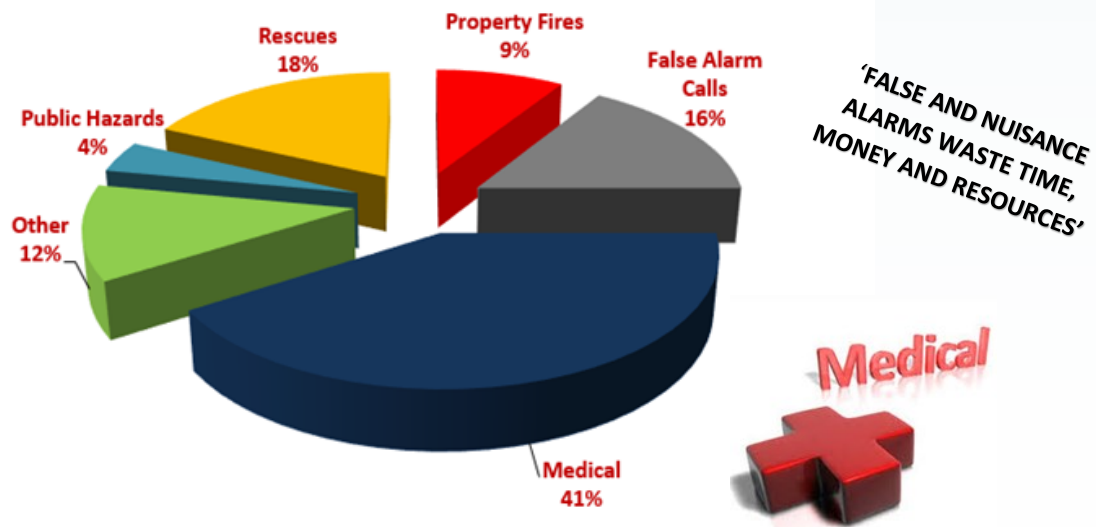
*Turn Out Time = Time taken to don personal protective equipment, board the fire apparatus and safely secure themselves for travel.

2016 Average Response Time for All Emergency Calls

Station	Average Response Time	Average Turn Out Time	Average Call Handling Time	Average Travel Time
71	5:09	1:02	0:43	3:30
72	5:53	1:06	0:44	3:59
73	6:07	0:56	0:45	4:22
75	5:43	0:56	0:47	3:56
76	6:28	0:57	0:50	4:36
77	6:29	0:55	0:44	4:43
78	6:18	1:02	0:45	4:30
79	6:43	0:57	0:43	4:58
710	6:27	1:02	0:43	4:37
Average	6:03	0:59	0:44	4:15

STATISTICS

EMERGENCY RESPONSE BY CATEGORY:



OTHER	PUBLIC HAZARDS	RESCUES	PROPERTY FIRES	FALSE ALARM CALLS	MEDICALS
Assistance to Police, complaint investigations, call cancelled en-route, other public services, and incidents not found	Includes gas leaks, spills, toxic chemicals, electrical emergencies and carbon monoxide investigations	Vehicle accidents, building collapse, commercial/ industrial accidents	Private and commercial property fires and explosions	Includes alarm equipment malfunctions, accidental, malicious and human perceived emergency	Respiratory problems, chest pain, unstoppable bleeding, etc.

FIRE PREVENTION DIVISION

The effects of fire can be devastating and almost all fires are preventable. Our goal is to eliminate preventable fires through the first two lines of defence: public education and fire code inspections/enforcement. Our team is well trained and has professional certifications in public education, fire inspections, building inspections, fire investigation, and fire safety planning. With a focus on providing service excellence, our team of fire inspectors are committed to the safety of the residents of Vaughan.

Partnering with the Ontario Fire Marshal's Office in October, we hosted a selfie booth at Vaughan City Hall for the **"Don't Wait, Check the Date"** Campaign. This was organized into a social media contest where Vaughan residents were



challenged to tweet a photograph of their family checking the date on a smoke alarm. The children of the winning family were delighted when our firefighters drove up in a fire truck and delivered two free pizzas to their front door!

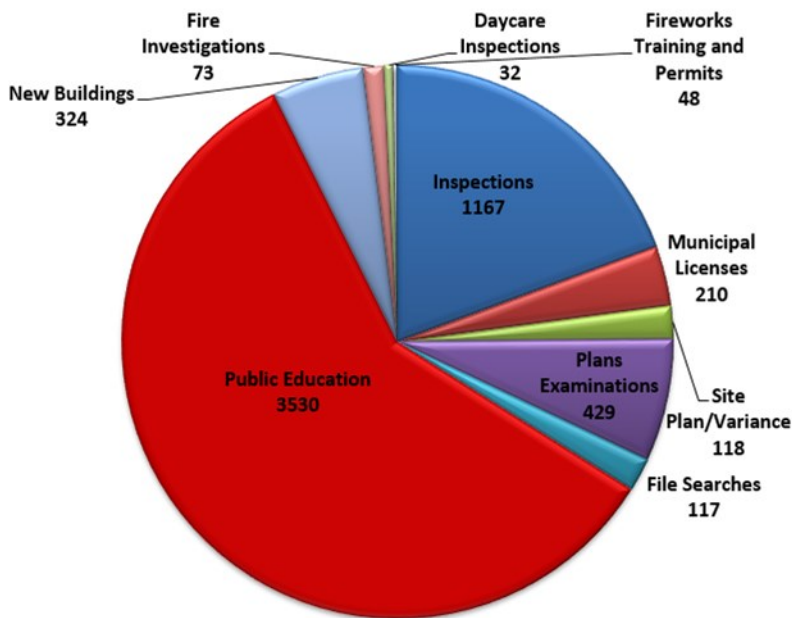


FIRE PREVENTION DIVISION

In December, we partnered with York Regional Police and the Ontario Fire Marshal's Office to host a media event with CP24 where we delivered separate holiday safety messages on the hazards associated with distracted cooking and driving while intoxicated.



PUBLIC EDUCATION—PREVENTION—ENFORCEMENT: 2016 ASSIGNMENTS



We provide inspections and plan reviews for fire alarm systems, sprinkler systems, smoke alarms, carbon monoxide alarms, fire extinguishers, special extinguishing systems, flammable liquid storage/processing operations, fire separations, storage, exiting, access for firefighting, fireworks/pyrotechnic events, and general fire hazards. Our fire investigation team works closely with the Ontario Fire Marshal's Office and provides valuable insight to our inspectors and public educators with regards to fire risks in the community.

TRAINING DIVISION

Our goal is to provide our firefighters with the knowledge and skills to better serve the citizens of Vaughan. Our emphasis is on the safety of our firefighters and providing a high standard of service.

MILESTONES:

- 16 New Recruits
- 12 Weeks of Intense Practical and Theory Based Training
- Accomplished VFRS Training Standards
- Achieved NFPA Training Standards



HAZMAT TRAINING:



During the months of March and April, we concentrated heavily on Hazmat Training. Our goal was to deliver Hazmat Operations Training to all of our firefighters to provide the knowledge and skills for appropriate responses to chemical and biological hazards in the city.

TRAINING DIVISION

AUTO EXTRICATION TRAINING:



Auto extrication training was delivered to all suppression personnel to enhance technical skills in preparation for this type of response. This training consisted of vehicle stabilization, patient care, door removals and new techniques required for the latest vehicle models.

MEDICAL TRAINING:



By developing our medical training, we have moved into a certification level with Red Cross. All firefighters are currently being trained to the Red Cross Certification Level of First Responder. This certification level along with our Symptom Relief Program will provide a high level of service to the citizens of Vaughan.

MECHANICAL DIVISION

Technology on fire apparatus continues to evolve and to ensure that our fleet is in optimum condition, our Emergency Vehicle Technologists work diligently to further advance their training and skills.

Investment in new LED lighting systems and green power generation on our fire apparatus has resulted in reduced fuel consumption and the extension of the life span of electrical components. To protect citizens in need, firefighters and the environment, the Division focused on outfitting more of our fleet with battery powered Jaws of Life E-draulic auto extrication units. This new life saving tool allows firefighters to conduct auto-extractions much more quickly and quietly while protecting the entrapped victim and responders from gasoline or exhaust fumes.



A preventative maintenance program to protect against early corrosion and rust was introduced to safeguard the fleet. In station washing with a debrining agent and a routine rust protection program for the apparatus will aid in maintaining the bodies of our fleet in good condition.

TEAM TIM FUNDRAISOR

A fundraising barbeque was held by the Division for Team Tim that received tremendous support from firefighters and City staff to aid our colleague and his family.



EMERGENCY PLANNING

MISSION: To ensure the safety and well-being of citizens, the program embraces the principle of practice makes preparedness.

To build the preparedness levels of staff, citizens, businesses, care facilities and community partners, the program conducted 83 mock emergency exercises involving 3,565 people. In collaboration with the Training Division, basic hazardous materials exercises with a focus on scene size up were offered to fire crews. The annual emergency colour code drills were held at 22 City buildings that involved both staff and patrons. The Maple Community Centre was the scene for an emergency shelter exercise to train staff from six departments on setting up our new cots. The year culminated with the annual Emergency Management Team Exercise - Wreck and Rally. This exercise involved 115 senior staff conducting impact assessments, developing incident action plans and continuity of operations strategies to manage a scenario of two tornado touchdowns in the City.



To further enhance our preparedness levels and resiliency, a corporate-wide business continuity planning program was implemented. Staff from all Departments conducted in depth analyses of their activities, to determine the criticality of services and resources required to maintain or re-establish operations due to a business interruption. The program outcomes were criticality ratings of over 460 activities with continuity of operations strategies to ensure service delivery to citizens during emergencies or business interruptions.

The Program has a long history of providing post-secondary students with practical experience through field placements as a means of preparing the next generation of emergency managers and public administrators. The York University School of Public Policy and Administration recognized the program with a Community Award for providing meaningful practicum opportunities.





VFRS IN THE NEWS

City of Vaughan

2016 LEAD STORIES:

VACATIONING THORNHILL HOMEOWNERS RETURN TO BURNED OUT HOUSE

Fire Crews Battle Blaze at Vaughan Coffee Shop

One Dead in Vaughan House Fire

Fatality Reported in Woodbridge House Fire

York Region Firefighters Hit Small Screen on MasterChef Canada



Vaughan Fire and Rescue has a busy weekend
79 calls to 18 separate fires

Driver Charged with Impaired After Vehicle Rolls Over, Strikes House in Woodbridge

Fire damage at Kleinburg home estimated at \$5M; several luxury cars destroyed

York Police Seek Two Men Following Alleged Arson at Vaughan Grocery Store

Teens Charged with Arson After Fire at Vaughan Grocery Store

Vaughan Longo's re-opens following blaze

Runaway Train in Vaughan Was Carrying Dangerous Goods

Firefighters Go Door-to-Door for Fire Safety



Ceremony for a Joint Fire & Paramedic Station In Vaughan

Vaughan Fire Kicks Off Alarm For Life

Fire Forces Evacuation of Vaughan Industrial Business

Pokémon GO Craze Sweeps Across York



VFRS IN THE NEWS



Flower pots and cigarettes don't mix, fire officials warn

VAUGHAN DUMPSTER FIRE CAUSES PLENTY OF DISTRACTION

Firefighters extinguish blaze at Vaughan manufacturing company yard

6 little-known fire hazards hidden around the home

How safe is your dryer?

Toronto Maple Leafs Prospect Mitch Marner Thanks Vaughan Firefighters for Saving Hockey Memorabilia



Vaughan Fire & Rescue Car Wash

Vaughan Fire Rescue Conducts Smoke Alarm/CO Inspections

Vaughan non-profit group nets fire safety grant from province

Vaughan Fire and Rescue Service Firefighters Bring Home Record

2016 IAFF Fallen Fire Fighter Memorial (Tribute to the Bruce G. Bamlett)



Vaughan Firefighters Set World Record at FireFit Championships



Vaughan Firefighters Deliver Piping Hot Pizza to Social Media Contest Winner

Vaughan Firefighter in Awe of Student with Autism Whom He Mentors

'Tis the Season for Fire Safety
Vaughan Fire and Rescue Service Offers Tips to Protect Your Home

Chief Larry Bentley Talks About Fire Risks During the Holidays

RECRUIT GRADUATION CLASS OF 2015



GRADUATION CELEBRATIONS TOOK PLACE ON JANUARY 29, 2016



TRAINING OFFICERS' AWARD RECIPIENT
G. LORANGER



PRIDE AND HONOUR AWARD RECIPIENT
E. BOULEY



CONGRATULATIONS
TO ALL OF THOSE
PROMOTED IN 2015
AND RECOGNIZED ON
JANUARY 29, 2016



IN THE COMMUNITY



Our TRADEMARK...Caring about people with dignity and respect

CHARITABLE MOMENTS

IT IS AN HONOUR TO GIVE BACK TO OUR COMMUNITY



Thank you to the Vaughan Flames Bantam Team for raising \$1,700 in support of the Canadian Cancer Society!



In support of the Sports Village/Vaughan Food Bank!



In support of Canadian Tire Jump Start Program!



In support of Run for Vaughan!



In support of Tim Hortons Camp Day!

CHARITABLE MOMENTS

IT IS AN HONOUR TO GIVE BACK TO OUR COMMUNITY



In support of The Annual Rob Plunkett Memorial Co-ed Slo-Pitch Tournament!



In support of children and their lemonade stands!



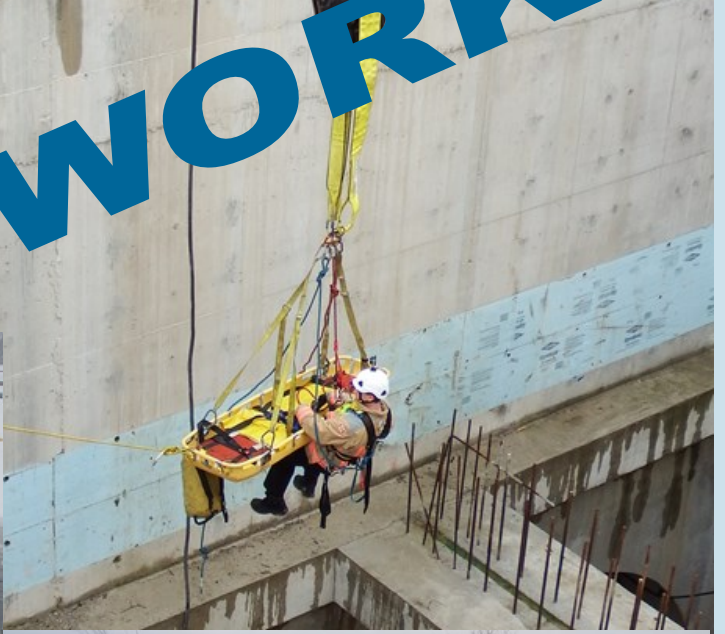
In support of The Mayor's Annual Golf Tournament!



In Support of Christmas Toy Donations!



In Support of A Dog Rescue Calendar!



#TEAMWORK



VFRS Station Location Map

City of Vaughan

Locations:

Station 7-1
835 Clark Ave.
Thornhill, ON
L4J 7M1

Station 7-2
2990 Keele Street
Maple, ON
L6A 1P4

Station 7-3
325 Woodbridge Ave.
Woodbridge, ON
L4L 2V7

Station 7-5
2 Fieldstone Drive
Woodbridge, ON
L4L 9H2

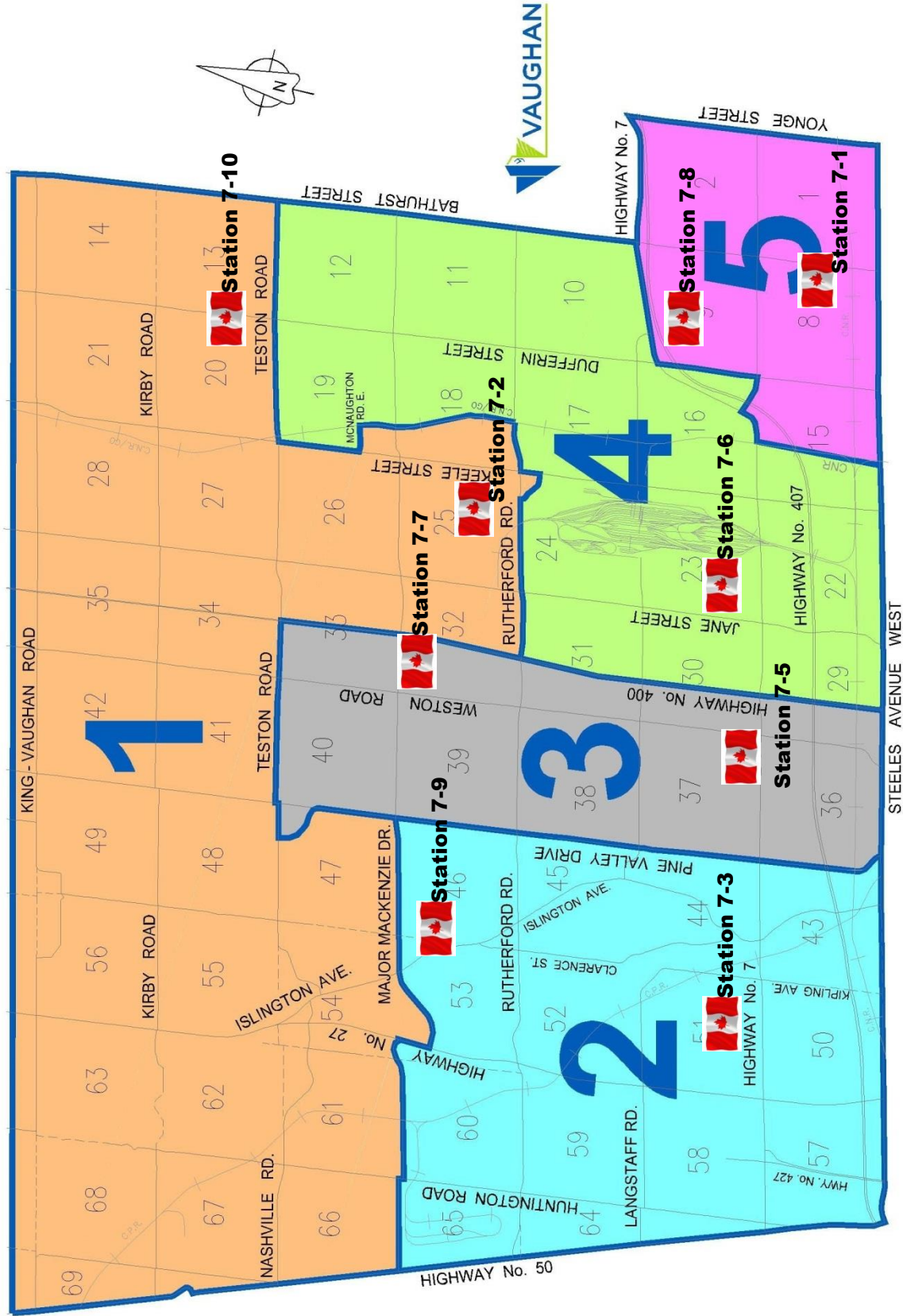
Station 7-6
120 McCleary Court
Concord, ON
L4K 3Z1

Station 7-7
40 Eagleview
Heights
Woodbridge, ON
L4H 2V7

Station 7-8
111 Racco Parkway
Concord, ON
L4J 8X9

Station 7-9
9601 Islington Ave.
Woodbridge, ON
L4H 3G7

Station 7-10
10800 Dufferin St.
Maple, Ontario
L6A 1S2



Compliments to Sabrina Sacchetti for the creation of each publication since 2006.

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